



# Consultation Report

Randwick & Waverley Councils  
DIAP Planning  
June 2017




## Thank You

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The consultation project and successful implementation of the Randwick & Waverley Councils DIAP relies on the involvement of members of the local community and Council staff.

Contributors to this project and the consultation process included people with people with disability, their carers, friends and families, disability services providers, community organisations and Council staff.

Thank you to everyone who participated in this process, your contribution will ensure the Waverley and Randwick Council's DIAP respond in the best possible ways to the needs of people with disability in these communities.

A group of people, including several women, are gathered in a meeting room. They are looking at a display board on the right side of the frame. The board has several papers pinned to it, including one with the number '2' and another with the word 'CHALLENGES'. The people are engaged in a discussion, with some pointing at the board. The room has a modern, professional feel with white walls and a large window in the background.

**“People with disability want the same things as everyone else – and they deserve the same opportunity”<sup>1</sup>.**

<sup>1</sup>(Commonwealth of Australia, 2011)



## Document Issue

**Consultation Report**  
Randwick and Waverley Councils  
DIAP Planning

## Document Issue

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## Contents

### Report

01 Background	6
02 Methodology	13
03 Four Focus Areas	16
Focus Area 1 – Attitudes & Behaviours	
Focus Area 2 – Liveable Communities	
Focus Area 3 – Employment	
Focus Area 4 – Systems & Processes	
04 Staff Capacity for Implementation	62
Council staff insights	
Organisational challenges faced by council staff	
Council staff understanding of disability inclusion	
Council staff use of access & inclusion practices	
Council staff concerns about implementing the DIAP	
05 Conclusion	72
Recommendations	
Reference List	

### Appendix

Appendix A - Community Survey Instrument
Appendix B - Community Survey Summary Notes
Appendix C - Community Workshops Summary Notes
Appendix D - Combined Community Care Forum Summary Notes
Appendix E - Community Conversations Summary Notes
Appendix F - Written Submissions
Appendix G - Staff Survey Summary Notes
Appendix H - Staff Workshops Summary Notes
Appendix I - Summary of Preliminary Outcome Statements & Strategies
Appendix J - Community Consultation Summary

01



Background



## Background

### Introduction

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Randwick & Waverley Councils

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Randwick and Waverley Councils are committed to ensuring an inclusive community for everyone. Through the Randwick and Waverley Disability Inclusion Action Plan (DIAP), the Councils are developing a joint framework to support a consistent approach to disability planning across the Eastern suburbs. Each council will have their specific actions addressed within the broader framework.

Central to this planning framework is the belief that people with disability should be supported to maximise their individual potential and that there is a need for a community-wide shift in attitudes towards people with disability [1].

While 'people with disability' includes "people with all kinds of impairment from birth or acquired through illness, accident or the ageing process, including cognitive impairment as well as physical, sensory and psycho-social disability" [1]; it is now recognized that 'disability' is the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers.

The implication for local communities is that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others, and that this participation is a fundamental right of people with disability [2].

## Role of Local Government

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Local government is uniquely placed to be a leader of disability inclusion in the community. Councils are often at the vanguard of change and communities look to local government to provide innovative solutions to respond to local issues [3].

Councils understand the distinct characteristics of their local environments, businesses and communities. They appreciate the nuanced needs and priorities of their residents and visitors.

There is therefore a strong role for local governments to proactively address cultural change in relation to disability issues encouraged by the National Disability Strategy 2010-2020 (NDS), at a local community level.

The NDS has changed the way the Australian Government views disability, shifting from a focus on compliance, to a holistic approach and providing people with disability the opportunity to fully participate in all aspects of society. The strategy has an inclusive agenda, and outlines the core principles of inclusion:

- Involvement of people with disability
- Community engagement
- Universal design approach
- Life course approach
- Person-centred
- Independent living
- Interconnectivity [4]





## Background

### What is Disability Inclusion?

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## The Randwick & Waverley DIAP

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The Disability Inclusion Act 2014 requires local government to deliver a disability and inclusion action plan (DIAP) by 1 July 2017 [4].

The DIAP will aim to deliver meaningful outcomes for people with disability, their families and carers and align closely with the Integrated Planning and Reporting Framework used by all Councils.

Community consultation is embedded in the DIAP development process. Funktion were engaged by Randwick & Waverley Councils to undertake consultation with key stakeholders (including people with disability, their carers, support services and Council staff) to inform development of holistic integrated planning and strategies in the DIAP. This report delivers the findings of the consultation process.

The DIAP will cover every aspect of Council business including open space planning, capital works, facilities, community, cultural and recreational services, events, communications, consultation and access to and within the public domain. The new plan will build on the strengths of existing disability action planning and will demonstrate ongoing commitment through key actions aimed at improving access and inclusion for people of all abilities.

## About Funktion

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Funktion is an access and inclusive design consultancy that believes in an inclusive society that is welcome to all. This means putting people first and engaging people-centred design approaches to bring the real needs of end-users into the design process.

Inclusion means promoting health, wellbeing and social participation through design that considers the needs of a broad range of people and appeals to an increasingly diverse population.

We provide advice to organisations, project teams and designers in the planning, design and delivery of accessible and inclusive environments and services.

Our unique focus is on improving the fit between people and their environment through delivering people-centred solutions to improve the quality of people's lives by creating environments and services that promote a sense of belonging, engagement, independence and possibility.





## Background

### Policy & Legislation Context

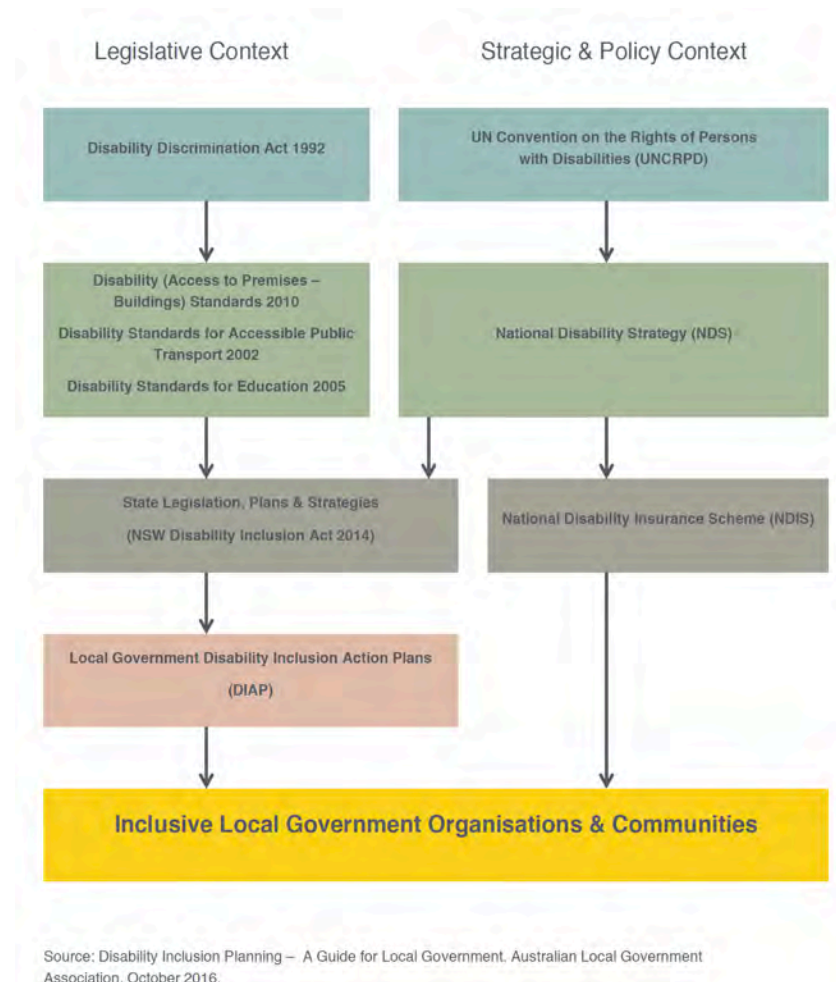
## Legislation & Standards

Local government disability access and inclusion planning is underpinned by international, national and state legislation and policy.

In Australia, the National Disability Strategy 2010-2020 (NDS) sets the national plan for improving the life for Australians with disability, their families and carers, supporting the commitment made to the United Nations Convention on the Rights of Persons in 2008.

The Disability Discrimination Act 1992 (DDA) makes disability discrimination unlawful and also promotes equal rights, opportunities and access for people with disability. The DDA applies to all organisations in Australia (both public and private organisations) and all individuals. All services, amenities and policies provided by councils are covered by the DDA (ALGA, 2016). The application of the DDA is supplemented by Disability Standards and Guidelines which provide further detail on the responsibilities for equal access and opportunity in specific areas.

The NSW Disability Inclusion Act 2014 requires Councils to prepare a disability inclusion action plan by 1 July 2017.

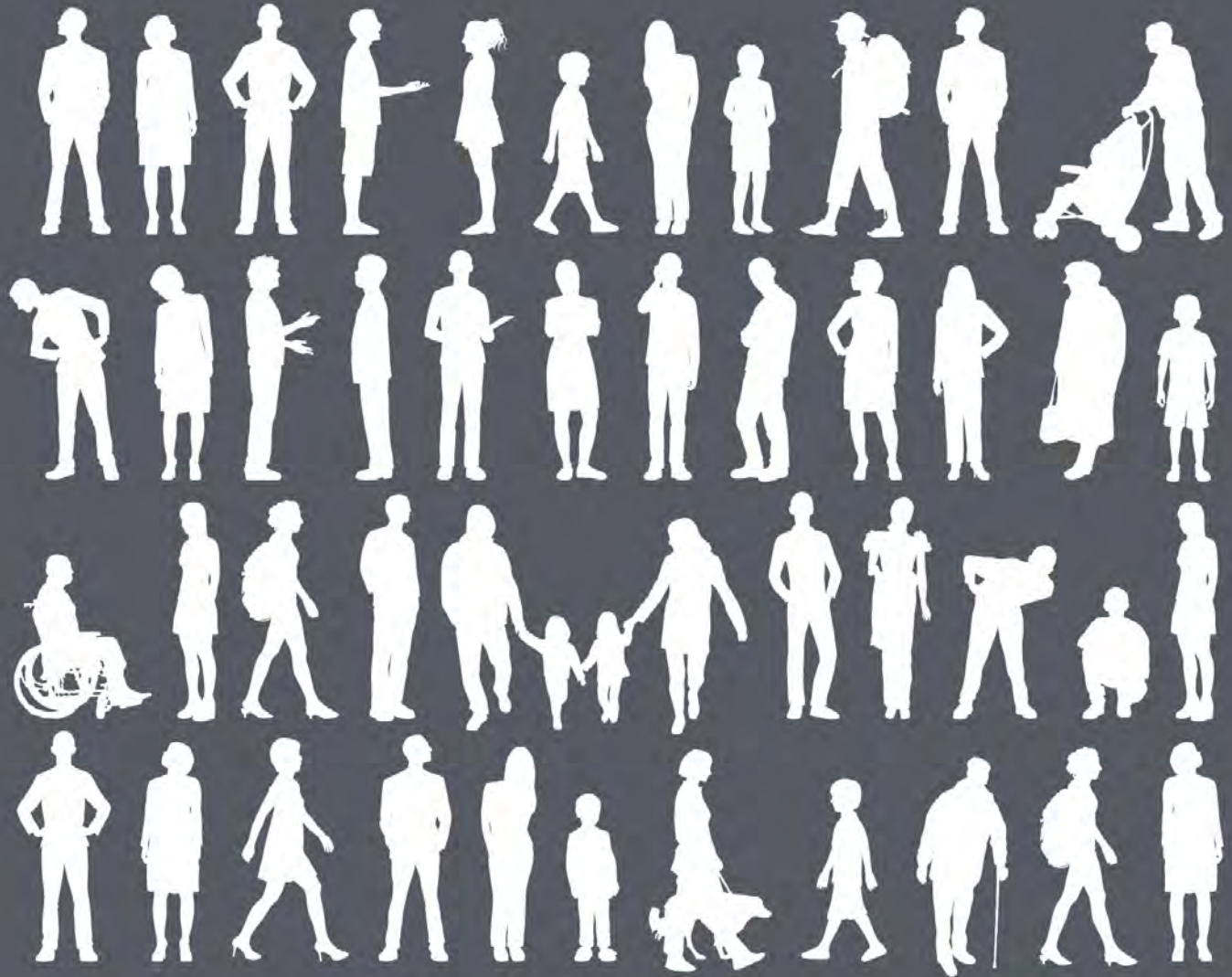




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# People Matter

Disability in Australia



**1 in 5**

Australians live with disability.

**51%**

of Australians aged 65 or older live with disability.

**90%**

of disabilities are 'invisible'.

**53%**

of Australians with disability are employed.



## Background

### Randwick & Waverley Demographics

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

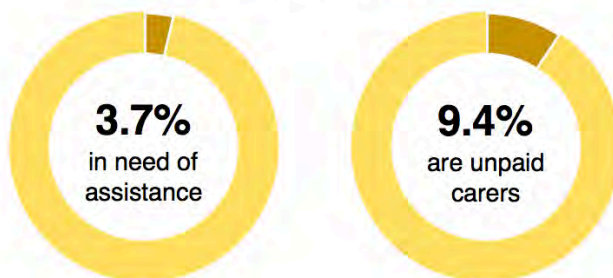
#### RANDWICK



#### AGE STRUCTURE



#### DISABILITY & CARERS



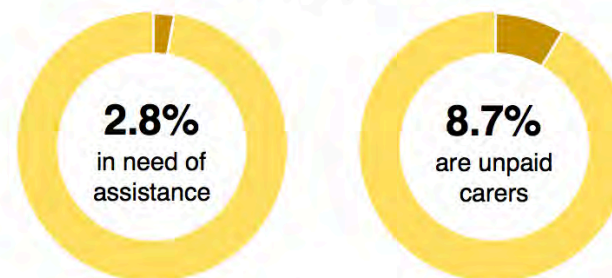
#### WAVERLEY



#### AGE STRUCTURE



#### DISABILITY & CARERS



Data Source: ABS Census 2011 & 2016, compiled in Profile.id



## Background

### Focus Areas & Preliminary Strategies

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Four Key Focus Areas

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Four focus areas, nominated by people with disability, have been identified in The NSW Disability Inclusion Plan as being of primary importance in creating an inclusive community.

Strategies and actions in the DIAP flow from each of these four focus areas.

These are:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes [3]

### Preliminary Outcome Statements & Strategies

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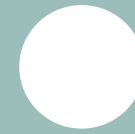
Prior to the consultation process, preliminary outcome statements and strategies were developed to document Randwick and Waverley Councils' existing commitments to disability inclusion and to identify any gaps.

A project management team workshop was held with the objective of developing preliminary vision and value statements to assist in providing an integrated focus for DIAP planning, and to consolidate and prioritise key outcome statements, strategies and opportunities across the four DIAP focus areas.

Six consolidated outcome statements and related strategies within the DIAP four key focus areas were drafted by Funktion, and existing Council activities and actions were mapped to each strategy. These are further outlined in subsequent sections of this report and Appendix I.

The outcome statements and related strategies were incorporated into recommendations presented in a discussion paper developed by Funktion and issued to Council on 25 January 2017 [5].

02



Methodology





## Methodology

### Consultations Objectives

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Community Consultation

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The consultation plan was designed to engage the community and council staff across the Randwick and Waverley local government areas.

Community consultation activities were promoted to people with disability, families and carers, disability service providers, community organisations and individuals.

Community Consultation activities aimed to:

- 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

### Internal Staff Consultation

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The consultation activities were promoted to staff via email and a video posted to the intranet. Executive staff were encouraged to inform and engage their staff in the process. Staff management and executive were invited to participate in the staff workshops. General Council staff were also encouraged to complete a survey.

Internal Staff Consultation activities aimed to:

- Inform Council staff of the DIAP planning process and enrol them in the ownership and development of the plan
- Understand the experiences and needs of staff
- Create a shared understanding of community feedback
- Generate ideas for new actions to address gaps in preliminary DIAP

Details of participating stakeholders and organisations is outlined in the Appendices.



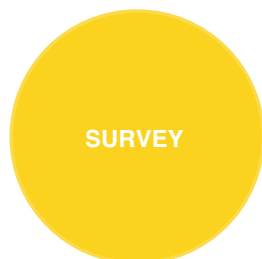
## Methodology

### Consultation Methodology

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning



#### 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 20<sup>th</sup> March – 14<sup>th</sup> 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

- 24<sup>th</sup> 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
- Interagency workshop

##### Target Group

- People with disability, families and carers, disability service providers, community organisations

##### Number of participants

- 80 participants

##### Dates and Locations

- 4<sup>th</sup> April 2-4pm Workshop 1 – Waverley Community & Seniors Hall, Bondi
- 5<sup>th</sup> April 2-4pm Workshop 2 – Lionel Bowen Library, Maroubra
- 19<sup>th</sup> April Workshop 3 -Interagency Workshop



#### STAFF WORKSHOPS

##### What is it?

- Pre-workshop survey
- Workshops held with internal staff
- Meetings with Executive Team

##### Target Group

- Executive Team, Community Engagement & Frontline Staff, Built Environment & Open Space Staff.

##### Number of participants

- 59 participants (not including executive team)

##### Dates and Locations

- April-May (Executive team)
- 3<sup>rd</sup> May 2-4pm Margaret Whitlam Recreation Centre, Bondi Junction (Community Engagement & Frontline Staff)
- 4<sup>th</sup> May 10-12pm Lionel Bowen Library, Maroubra (Built Environment & Open Space Staff)



03



**Focus Areas**



## Focus Areas

### Overview

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This section summarises the community consultation outcomes across the four DIAP focus areas.

Focus Area 1 - Attitudes & Behaviours

Focus Area 2 – Liveable Environments

Focus Area 3 – Employment

Focus Area 4 – Systems & Processes

Community and staff consultation findings are presented within each focus area in the following order:

**Focus area summary** - provides an overview of the focus area and summary of consultation findings.

**Potential strategies** – outlines the Preliminary Randwick and Waverley Council DIAP Strategies (developed in previous DIAP planning activities - December 2015 – January 2016 [5]). Strategies are tested against the consultation findings and comments are provided to indicate if strategies are supported by the consultation or if strategy revision is indicated.

**Strengths** - highlight community and Council strengths. They reflect positive experiences and show areas where Council are doing well.

**Issues** - outline the most significant challenges and barriers identified across the consultation activities. Negative experiences and unmet need is uncovered and explained.

**Potential actions** - outlines specific actions Council could take to address issues, challenges and unmet need. These include community and staff suggestions and priorities.

The following details are not final strategies and actions for the DIAP, however they represent the evolution of work up to this point and build upon the collation and synthesis of previous work.



## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## FOCUS AREA 1 – Attitudes & Behaviours

### Overview

The aim of this focus area is 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 [3].

Negative attitudes and behaviours have been described as the single greatest barrier to social inclusion for people with disability [6]. The National Disability Strategy Consultation Report found that a lack of social inclusion and barriers which prevent meaningful participation in the community were the most frequently raised issue among people living with a disability [7]. Attitudes are determined by a community's experience and knowledge of disability [3]. Attitudes towards people with a disability are often determined by ignorance, fear or a lack of opportunity to interact [6]. It is important that Council staff and councillors display a positive attitude to people with disability and focus on measures to support positive and inclusive attitudes and behaviours across the community [6].

### Summary of Consultation Findings

Randwick and Waverley community consultation showed that people with disability experience both negative and positive attitudes in their interactions with the general public, local businesses and Council staff. Negative experiences are predominantly experienced in the general community and when interacting with local businesses. People experiencing mental health difficulties are often misunderstood and made to feel unwelcome due to fear or ignorance. A lack of understanding and willingness to accommodate the needs of a person with disability is the most common negative experience followed by poor physical access to local businesses. Physical barriers to moving around the community are also seen to reflect negative attitudes. Community education, the involvement of people with disability in planning and the removal of physical access barriers in local business and the public domain, were identified as priority opportunities for improvement.

## Potential Strategies

### Preliminary Outcome Statement

1. Council embraces diversity and supports inclusive attitudes and behaviours across the Council and community.

### Preliminary Strategies

- S1.1. Increase staff understanding, knowledge and skills to apply access and inclusion principles in their key job responsibilities
- S1.2. Ensure staff have access to relevant resources to support implementation of the DIAP
- S1.3. Establish community partnerships to enhance access and inclusion

### Revised Strategies

Preliminary DIAP strategies 1.1 and 1.2 are supported by the community consultation. The need for stronger focus on community attitudes and behaviours, in particular local businesses and the general public, is however indicated. This includes more specific strategies regarding Council leadership. Addition of the following strategy is recommended:

- S1.4 Council to demonstrate leadership in positive community attitudes and behaviours.



## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Strengths

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Overall, the experience of people with disability when engaging with Council and disability services providers is positive. The Councils demonstrate an awareness and understanding of the needs of people with disability in the following areas:

- Council front line staff
- Library staff
- Aged and disability service and community development staff
- Home Maintenance and Modification Services
- Council traffic wardens
- Centres for Seniors and people with disabilities
- Waverley Community Living Program

The community also commented on the quality of services provided by the following services:

- Library services
- Education forums
- Access committees
- Des Renford Aquatic staff
- Community transport
- Waverley lifeguards
- Home Maintenance and Modification Service
- Footpath repairs by Council are prompt and done well when requested
- Aged and disability service and community development staff

Consultation showed that Council staff value collaboration, and have an openness and willingness to improve disability inclusion and embrace diversity in the workplace.

*"I am on 2 committees – both excellent information, communication and feedback, I feel very involved"*



## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Issues

*"Most community members are positive, but sometimes there is an attitude of 'what is she doing here?'"*

*"No one cares about disabled people unless they know someone personally".*

Issue	Description
<b>Lack of awareness and understanding</b>	<p>There is a lack of awareness and understanding amongst local businesses and the general public about the needs of people with disability. This is shown in the way local businesses and the general public:</p> <ul style="list-style-type: none"><li>• communicate</li><li>• make people feel unwelcome</li><li>• make it difficult for people to get to where they need to go e.g. misuse of designated accessible parking spaces</li><li>• make it difficult to access shops and cafes e.g. steps</li><li>• or are unwilling to accommodate the needs of people with disability</li></ul> <p>People experiencing "invisible disability" such as mental health issues, sensory and cognitive difficulties e.g. autism, are often misunderstood and excluded due to a lack of awareness and understanding. This occurs across community service and program providers, businesses, the general public and some areas of Council services e.g. public events.</p>
<b>Lack of opportunity to connect and engage</b>	<p>Negative attitudes and behaviours of the general public were related to the lack of opportunity to personally connect and engage with people with disability. Opportunities to connect are diminished when people with disability are excluded from mainstream community activities due to:</p> <ul style="list-style-type: none"><li>• Physical access barriers</li><li>• Difficulty moving around the community</li><li>• Lack of information about inclusive and accessible places and activities Events that are not inclusive</li><li>• Lack of willingness, knowledge and skills about how to include people with disability</li><li>• Limited employment opportunities</li><li>• Stigma and negative attitudes</li></ul>
<b>Council leadership and political support</b>	<p>Executive level staff and political support is needed for Council to be a leader in developing positive attitudes and behaviours in the community and across Council.</p>



## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Potential Actions

Actions		Description
<b>Co-Design</b>	1.1	Involve people with disability in the design and planning of services and environments by developing and implementing co-design practices across whole of Council.
		Relevant Strategy: S1.1
<b>Disability access committees</b>	1.2	Review the structure and role of each Council's disability access committees.  There is strong community support for Council disability access committees to actively represent people with disability in Council in activities, services and planning. The current committees are not however formally or consistently involved across all Council projects, activities, services and planning.
		Relevant Strategy: S1.1 + S1.3
<b>Diverse, positive &amp; realistic representation in imagery, media &amp; communications</b>	1.3	Council to use diverse, positive and realistic imagery in Council websites, publications and communications. Council has an opportunity to lead the community and foster inclusive community attitudes and behaviours by making editorial and creative decisions that communicate the active participation of people of all abilities in the community.
		Relevant Strategy: New strategy development indicated



## Focus Areas

### Attitudes & Behaviours

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Capacity of local business</b>	1.4	Build capacity of local businesses to provide inclusive and accessible services, environments and communications by providing education programs, resources and advice about: <ul style="list-style-type: none"><li>• How to make physical environments more accessible</li><li>• How to communicate with people with disability</li><li>• How to make people with disability feel welcome</li><li>• The business case for inclusion</li></ul>
	1.5	<i>Staff actions:</i> <i>Training to businesses on how to be more inclusive – using the disability dollar as economic motivation.</i> <i>Develop an accessibility information and resource pack for businesses.</i>
		Relevant Strategy: S1.3 + New strategy development indicated
<b>Incentives for local business</b>	1.6	Provide incentives for local businesses to provide inclusive and accessible services, environments and communications by: <ul style="list-style-type: none"><li>• Introducing a public star rating campaign for businesses that demonstrate inclusive practices</li><li>• Awarding businesses that demonstrate inclusive practices in Council awards</li></ul>





## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
	1.7	<i>Staff actions: Introduce a star rating system – disability friendly shop/restaurant/office.</i>
	1.8	<i>Council to proactively employ more people with disability to model/demonstrate ideal example behaviour.</i>
		Relevant Strategy: S1.3 + New strategy development indicated
<b>Community education and awareness programs</b>	1.9	Facilitate community education programs with a focus on positive behaviours, understanding hidden disability, mental health, sensory and cognitive disability e.g. mental health first aid courses. Education to be promoted and provided to the public, local businesses and in schools.
		Relevant Strategy: S1.3
<b>Council staff education and training framework</b>	1.10	<p>Ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities.</p> <p>A whole of Council framework is indicated with a focus on:</p> <ul style="list-style-type: none"> <li>• Application of Council policies and procedures</li> <li>• Disability awareness</li> <li>• Accessibility standards</li> <li>• Universal design and inclusive practices</li> <li>• Digital inclusion - communication and assistive technologies</li> <li>• Specific skills development for key job responsibilities</li> <li>• Building responsibility for access and inclusion into work plans and skills performance assessment</li> </ul>



## Focus Areas

### Attitudes & Behaviours

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
	1.11	<i>Staff actions: Work plan and skills and performance assessment (performance review).</i>
	1.12	<i>Provide training – resources, targeted/specific, ongoing, behavioural change.</i>
		Relevant Strategy: S1.1 + S1.2
<b>Leadership</b>	1.13	Demonstrate leadership in disability inclusion through role modelling best practise and by being a well-educated and resourced organisation.
	1.14	Appoint executive level sponsors. Leadership and support of elected officials and senior staff is imperative to the success of disability inclusion action.
	1.15	<i>Staff actions: Council to proactively employ more people with disability to model/demonstrate ideal example behaviour.</i>
		Relevant Strategy: New strategy development indicated
<b>Policy</b>	1.16	<i>Staff actions: Policy and embedded plans and practices</i>
		Relevant Strategy: S1.1 + S1.2



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## FOCUS AREA 2 – Liveable Communities

### Overview

The aim of this focus area is 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 [3].

Liveable communities are characterised by social inclusion, choice, opportunity and universal design. Supporting liveable communities is more than modifying the physical environment; it covers areas such as universal housing design, access to transport, community recreation, social engagement and access to services. Council has a role in directly and indirectly influencing community infrastructure, services and programs important for liveable communities.

### Summary of Consultation Findings

Difficulty moving around the community was overwhelmingly noted to be the biggest barrier to community participation. Inaccessible pathways, limited access to parking, community transport, and pick up and drop off zones are the most significant challenges. The community want better supports and access to beaches and swimming facilities, places to exercise, socialise and play. There is uncertainty and a need for better information about changes in aged care and disability service funding and the impact this has on services in the community. The consultation showed that the general public and service providers don't have a clear understanding of the responsibilities and role of Council in supporting liveable communities. This impacts on the type of help they are looking to Council to provide. The DIAP can help provide the community with a better understanding of what direct actions Council can take to address access and inclusion issues and where they can advocate to others for change.

## Potential Strategies

### Preliminary Outcome Statement

2. People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community.

### Preliminary Strategies

- S2.1. Advocate for increased stock of affordable and accessible housing options
- S2.2. Increase recreational, social and cultural programs that are accessible to all
- S2.3. Increase access to services and information to support the community

### Revised Strategies

Preliminary strategies are supported by community consultation findings.



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Potential Strategies

#### Preliminary Outcome Statement

3. Council proactively plans and manages the built environment to meet our diverse community needs now and in the future.

#### Preliminary Strategies

- S3.1 Ensure universal access is considered in all projects throughout planning, design and implementation, including a process for structured inclusive consultation in identified public domain improvement projects
- S3.2 All new council assets, buildings and spaces are designed to be fully accessible
- S3.3 Cultivate an organisational culture which strives for best practice in access and inclusion, where practicable rather than minimum compliance

#### Revised Strategies

These strategies are supported by the community consultation. Specific actions need to be developed for S3.2 and S3.3.

### Potential Strategies

#### Preliminary Outcome Statement

4. The community is a place where people can move about easily to access services and facilities and participate in community life.

#### Preliminary Strategies

- S4.1 Advocate for increased accessibility of the public, private and community transport system including processes to ensure whole of journey planning
- S4.2 Promote availability of accessible venues, facilities and public places
- S4.3 Wayfinding information and signage is designed and located effectively to inform all users

#### Revised Strategies

The most significant barriers to moving about the community are uneven footpaths, inadequate drop off and pick up points and limited accessible transport options and parking. Specific strategies should be developed further to specifically target these issues.



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Strengths

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Positive community experiences and areas where Council are doing well include:

### Services and Programs

- Education forums
- Home Maintenance and Modification Services
- Library staff and services
- Home library services
- Community Transport
- Des Renford Centre gym
- Maroubra SLSCs work with children with disability
- Introduction of beach wheelchairs

### Built environment

- General council building accessibility
- Supports for residents to access social housing
- All abilities playground at Malabar and Chifley
- Quality of upgrades to footpaths and new footpaths
- Lighting upgrades at Belmore Rd
- Community transport drop off and pick up zones

### Council Staff

- Council staff knowledge and skill.
- Council partnerships with service providers, and value placed on collaboration with co-workers.
- An openness and willingness of Council staff to improve disability inclusion.



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Issues

*“Royal Randwick Shopping Centre – absolute shocker for the lift! People with walking frames / wheelchairs = a nightmare to get to 1<sup>st</sup> floor (library, specialists and medical centre)”*

*“Community transport is too expensive – for each medical outing - \$8x2 = \$16”*

Issue	Description
<b>Accessible pathways</b>	<p>People with disability have difficulty moving around the community due to poor footpath accessibility, barriers to accessible continuous paths of travel and limitations in wayfinding information.</p> <p>The impact of inaccessible pathways is far reaching. It not only stops people from reaching their destination safely, but can damage mobility equipment, restrict access to medical/health care, shopping and banking services and excludes people from full participation in cultural, social and leisure activities.</p>
<b>Access to shops, cafes and restaurants</b>	<p>Local shops, cafes and restaurants are difficult to access when businesses have stepped entrances and poor circulation space.</p>
<b>Public Transport</b>	<p>Access to public transport can be challenging and distressing due to infrequent and unreliable accessible bus services, poor access at bus stops and train stations, lack of drop off and pick up points, complex travel information and safety concerns at night.</p> <p>Construction of the new light rail service will impact pathways, parking arrangements and create new transport interchanges. Accessible journey planning and wayfinding information is needed for people with disability to access these new facilities.</p>
<b>Community Transport</b>	<p>Community transport needs to be expanded and be more flexible. Community transport is a highly valued and essential community service however the cost of community transport is prohibitive for some residents. People experience difficulty booking trips at short notice and need better access to evening and event transport options.</p>



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"I don't want to stay at home, there are things I want to get out and do"*

*"Often no parking or drop-off available for disabled groups to watch films"*

Issue	Description
<b>Parking, pick up and drop off points</b>	<p>Competition for parking is high for most people in Randwick and Waverley. Parking is even more difficult for people with disability when:</p> <ul style="list-style-type: none"><li>• People without mobility permits park in designated accessibility parking spaces</li><li>• Loading space is blocked or difficult to access</li><li>• The demand for designated accessible parking spaces is greater than supply</li><li>• Designated accessible parking spaces are not located close to destinations</li></ul> <p>Limited parking in proximity to destinations increases reliance on drop off and pick up zones. There are not enough accessible drop off or pick up points at key destinations or transport interchanges.</p> <p>Mobility parking permit eligibility does not adequately cover people experiencing sensory, cognitive and behavioural difficulties. Parking close to a facility or venue may be essential for a person and their carer, to be able to access the community.</p>
<b>Recreation, cultural and social activities</b>	<p>Opportunities to participate in sport, recreation, exercise, arts and cultural activities is limited by:</p> <ul style="list-style-type: none"><li>• Insufficient information about accessible and inclusive programs and facilities</li><li>• Inadequate parking or community transport options</li><li>• Not enough accessible toilets and changing places</li><li>• Facility entry costs</li><li>• Lack of inclusive activities that can cater for people who experience sensory or cognitive difficulties</li><li>• Not enough evening activities</li><li>• Limited access to Council spaces for accessible exercise and aquatic education programs</li><li>• Service providers are not aware how to include people with disability in their programs</li></ul>





## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*“Would love more publicised disability access at public events”*

*“My son has autism and has issues waiting in lines. It would be good to have an express type lane – would save the drama”*

Issue	Description
<b>Parks and play equipment</b>	<p>Opportunities to play and use parks are restricted when:</p> <ul style="list-style-type: none"><li>• No accessible playground equipment in parks</li><li>• No shelter and suitable seating</li><li>• No accessible toilets</li><li>• No accessible paths between facilities</li><li>• Insufficient parking</li><li>• Dogs are off leashes</li></ul>
<b>Facilities for beach access and swimming</b>	<p>Residents and visitors with disability want to access the sand and swim. Beach wheelchairs have been introduced and partnerships with local disability programs have well supported, however some community members experience difficulty accessing these facilities.</p> <p>Difficulties are related to systems for booking beach wheelchairs and contacting lifeguards, physical access to the sand, pools, changing places and toilets and parking.</p>
<b>Events</b>	<p>There is insufficient information available about accessible and inclusive events. People with disability need access to information before an event, so that they can plan and decide if the event is suitable for them. Poor parking and transport options exclude people from attending.</p> <p>People experiencing mental health, cognitive and sensory impairments, experience difficulty participating in events due to crowds and overstimulating environments.</p> <p>Priority queuing options and dedicated activities for people experiencing cognitive and sensory difficulties (e.g. autism) would create greater opportunities for successful and enjoyable participation, especially for the whole family.</p>



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"Very confusing and worrying for older carers"*

*"CCSP clients under 30 do not know of NDIS roll out. Parents not engaging with NDIS"*

Issue	Description
<b>Physical constraints</b>	Physical constraints related to local topography and infrastructure (ageing and heritage) can be a barrier to access and inclusion.
<b>Uncertainty about disability service funding</b>	<p>Changes in disability and aged care funding are causing great concern in the community. There is uncertainty and poor information about NDIS processes and service implications for residents and service providers. Whilst the community have found existing Council education forums helpful, there is a need for more personalised information about NDIS eligibility. People are unsure what NDIS service providers exist in the area and are concerned how they will find out about the quality of new services.</p> <p>Local service providers also feel unsupported by NDIS local area coordinators.</p>
<b>In-home supports for independent living</b>	The community reported a need for better access to information about in-home independent living supports. Concerns were raised about long waits for home care and the quality of some home care providers. Some residents feel vulnerable and unsupported.
<b>Lack of mental health support services</b>	People experiencing mental health difficulties called for better access to mental health services and supports regarding housing, early intervention services and education programs for the community such as Mental Health First Aid courses.



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"Hard to find places, as everything is overpriced and can't pay rent when have no income. Newstart not enough to cover rent"*

*"Housing commission tenants in Little Bay cannot get wheelchairs down gutters to access community transport vehicle hoist"*  
*"Like what? There's nothing for those that aren't stable. They're homeless and not getting any help"*

Issue	Description
<b>Supported Housing</b>	The Waverley Community Living Program is a great asset to it's residents, however the need for more supported housing programs was identified, particularly for those with brain injury, cognitive impairment and dementia. There are no transitional accommodation options for people who need assistance to prepare for independent living.
<b>Accessible and affordable housing</b>	The community reported that there is not enough accessible housing stock and it is difficult to find. Social housing offerings often have poor access.
<b>Home maintenance and modification</b>	The community identified a need for supports to help modify and maintain the home. The process of modifying the home is challenging. Supports are needed to navigate the system, access expertise and trustworthy service providers. There is strong feedback to continue and expand the existing Randwick Home Maintenance and Modification service.
<b>Housing solutions for people experiencing mental health difficulties</b>	People experiencing mental health difficulties described challenges affording rent and keeping tenancy in private rentals and social housing. It is difficult to secure a private tenancy when a person is unemployed and people feel vulnerable in social housing environments.



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Potential Actions

Actions		Description
<b>Footpath accessibility</b>	2.1	Expand services to upgrade, repair and maintain footpaths to address: <ul style="list-style-type: none"><li>• Uneven surfaces</li><li>• Lack of passing space</li><li>• Steep gradients</li><li>• Slippery surfaces</li><li>• Obstacles on paths including vegetation, service pits and parked cars</li><li>• Inaccessible kerb ramps</li><li>• Need for accessible seating, rest points and shelter</li></ul>
	2.2	Implement the Snap, Send Solve App as a mechanism for residents to give feedback about footpaths needing repair.
	2.3	Provide community education to increase public awareness about the mobility needs of people with disability.
		Relevant Strategy: New strategy development indicated + S3.3
<b>Continuous paths of travel</b>	2.4	Provide continuous accessible paths of travel in key areas by removing obstacles, improving and maintaining footpaths, handrails, kerb ramps, safe pedestrian crossings and lifts.
	2.5	Develop and implement a hierarchy of accessible pathways in the public domain.
		Relevant Strategy: S3.2 + S4.1



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Wayfinding</b>	2.6	Develop, promote and implement mobility maps to assist residents, visitors and workers plan their journey and locate accessible facilities and paths of travel e.g. map of accessible toilets, parking, drop-off points, pathways. Provide this information in a range of formats including an accessible smartphone mobility app.
	2.7	Upgrade signage and wayfinding information to meet the needs of people with low vision or blindness.
	2.8	Improve signage for accessible toilets.
		Relevant Strategy: S4.3
<b>Pedestrian experience</b>	2.9	<i>Staff action:</i> <i>Identify and engage with stakeholders to better understand access issues and needs</i>
		Relevant Strategy: S3.1 + S3.3, S4.3
<b>Drop off and pick up points</b>	2.10	Provide accessible drop off and pick up points at key transport hubs and destinations
	2.11	<i>Staff action:</i> <i>Pick up and drop off points at appropriate locations.</i>
		Relevant Strategy: S3.1 + S4.1 + S4.3



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Parking</b>	2.12	Increase the number of designated accessible parking spaces at key destinations.
	2.13	Advocate for change to mobility parking eligibility guidelines to include people who experience sensory, cognitive and behavioural difficulties and their carers.
	2.14	Continue to educate the community about the appropriate use of designated accessible parking.
	2.15	<i>Staff actions: Better holistic planning, design, implementation, upgrade work across LGA to reduce the need to drive &amp; park.</i>
	2.16	<i>Price on street parking to free up parking for people in need.</i>
		Relevant Strategy: S4.1 + S4.2 + S3.1 + S1.3
<b>Public transport</b>	2.17	Advocate for improved public transport in areas where accessible services are limited
	2.18	Advocate for bus driver disability awareness training
	2.19	Create Easy Read formats for transport timetables and locate them in accessible locations
	2.20	Provide better shelter, seating and linking pathways to bus stops
	2.21	Partner with relevant transport authorities to provide community with information / education regarding accessibility of new light rail services and whole of journey planning. Gather feedback from residents on trip experience and accessibility when the new services are operational



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
Community transport	2.22	<i>Staff action:</i> <i>Clear &amp; robust policy to prioritise inclusive accessible transport based on educating politicians and community</i>
		Relevant Strategy: S4.1 + S1.3
	2.23	Expand community transport services and make them more flexible and affordable
	2.24	Provide capacity for bookings to be made at short notice
	2.25	Increase evening services
Whole of journey planning		Relevant Strategy: S4.1
	2.26	<i>Staff actions:</i> <i>Information and infrastructure to enable whole of journey planning</i>
	2.27	<i>Implement inclusive transport infrastructure</i>
	2.28	<i>Clear and robust policy to prioritise inclusive accessible transport based on educating politicians and the community</i>
		Relevant Strategy: S4.1





## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Recreation, sport and exercise</b>	2.29	Provide spaces, venues and equipment for inclusive sport, recreation, play and exercise opportunities
	2.30	Create and implement an accessibility icon brand system to make it easier for the community to identify accessible and inclusive activities, venues and services providers
	2.31	Introduce a priority queue option for people with disability at council venues
	2.32	Investigate the feasibility of lower venue fees for people with disability and their carers
	2.33	Support organisations to provide inclusive sport, recreation and exercise opportunities
	2.34	Create more accessible and inclusive activities for children with disability to participate in sport
	2.35	Actively promote accessible and inclusive sporting activities
	2.36	Partner with local health services and gyms to create exercise programs for people with disability
	2.37	Ensure recreation venues have accessible parking, drop off and pick up zones.
	2.38	<i>Staff actions: Actively promote services – bring all existing pieces together to sell</i>
	2.39	<i>More accessible parking and drop-off points</i>
		Relevant Strategy: S2.2, S2.3, S3.1, S3.3, S4.1, S4.2



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Parks and play equipment</b>	2.40	Increase the number of parks with accessible play equipment, accessible toilets, parking and accessible and continuous paths of travel.
	2.41	Increase accessibility to the coastal path where topographic constraints are not a barrier.
	2.42	<i>Staff action: More parks designed for disability</i>
		Relevant Strategy: S2.2, S2.3
<b>Improve access to beaches and swimming</b>	2.43	Improve information to residents and visitors about accessible beach and swimming facilities available. Both off site and onsite information is required.
	2.44	Create systems and procedures to improve access to beach wheelchairs.
	2.45	Provide disability awareness training for lifeguards.
	2.46	Provide accessible infrastructure to enable access to the beach such as adult changing places, accessible toilet facilities, designated accessible parking in close proximity to facilities, accessible linking pathways, ramp access to beaches, ocean pools and mobi matting.
		Relevant Strategy: S2.3, S2.3



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Events</b>	2.47	Create, facilitate and promote inclusive and accessible public events.
	2.48	Develop resources and tools to ensure: <ul style="list-style-type: none"><li>• Event accessibility information is available and promoted</li><li>• Parking and community transport options are available</li><li>• Events are easy to get around, have shelter, accessible seating and toilets</li><li>• A priority queuing system is available for people with disability</li><li>• Activities and considerations for people with sensory and cognitive difficulties are included.</li></ul>
	2.49	<i>Staff actions: Website advertising event must include a map showing accessible toilets, accessible areas, any support stations</i>
	2.50	<i>Involve people with disability in planning process</i>
		Relevant Strategy: S2.2, S2.3, S3.3, S4.2, S6.1



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Access to disability support services for independent living</b>	2.51	Develop, promote and provide information about NDIS and My Aged Care processes and service providers.
	2.52	Continue to support Interagency Networking Meetings initiatives.
	2.53	<i>Staff actions: Provide information such as directories, process navigation, how-to-training in all accessible formats such as electronic, paper, large print, voice, workshops at multiple locations and service points.</i>
	2.54	<i>Provide change management support for transitioning users/clients to adapt with new service delivery, systems, processes and other aspects of change</i>
		Relevant Strategy: S2.3, S4.2
<b>Affordable and accessible housing</b>	2.55	Develop strategies to increase accessible and affordable housing.
	2.56	Implement Council planning controls to support an increase in accessible & adaptable housing.
	2.57	Encourage/implement universal housing design principles in all new developments.
	2.58	Promote available services and resources to assist people to find suitable housing.



## Focus Areas

### Liveable Communities

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
	2.59	<i>Staff actions: Influence planning controls</i>
	2.60	<i>Promote available services and resources to assist people to find suitable housing</i>
	2.61	<i>Encourage/implement universal housing design principles in all new developments</i>
	2.62	<i>Establish a universal housing design display home</i>
	2.63	<i>Aim for higher targets for affordable housing – including social housing beyond GSC targets</i>
		Relevant Strategy: S1.3, S2.1
<b>Home maintenance and modifications</b>	2.64	Continue and expand Home Modification and Maintenance Service.
	2.65	<i>Staff action: Introduce an advisory design service so that people can make relevant modifications/refurbishments to their own homes.</i>
		Relevant Strategy: S2.1, S2.3, S3.3



## Focus Areas

### Liveable Communities

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Disability Access Committees</b>	2.66	See actions outlined in Attitudes and Behaviours - Potential Actions section of this report.
		Relevant Strategy: S6.3, S1.3
<b>Staff education, skills and resources</b>	2.67	Develop and implement a whole of Council learning framework.
	2.68	Provide education and skill development opportunities in accessibility, usability, universal design, disability inclusion, co-design.
		Relevant Strategy: S1.1 + S3.2
<b>Consultation and engagement</b>	2.69	Develop a consultation plan to outline strategies for Council to involve people with disabilities in all stages of planning, implementation and evaluation.
	2.70	See detailed actions outlined in Systems and Processes - Potential Actions section of this report.
		Relevant Strategy: S3.2 + S6.3



## Focus Areas

### Employment

## FOCUS AREA 3 – Employment

### Overview

The aim of this focus area is to increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future and exercise choice and control as a result of economic security [3].

Employment and economic security for most people are closely related. Meaningful employment is essential not only to an individual's economic security but also their physical and mental health, personal wellbeing and sense of identity [7]. Employment contributes increases opportunities to support individual choice and control. Employment rates for people with disability are significantly lower than those without disability across all sectors. People with disability can experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain or improve employment. Organisational commitment to workforce diversity and inclusion is also closely linked to strong business performance.

### Summary of Consultation Findings

The most significant challenges to finding meaningful employment are related to ineffective disability employment agency services and a lack of real work experience opportunities. There was little feedback, positive or negative, about employment experiences within Council.

The highest priorities for achieving meaningful employment opportunities for people with disability are to provide real work experience opportunities and to ensure effective personalised supports are in place to support the person throughout the job seeking journey and throughout their employment.

## Potential Strategies

### Preliminary Outcome Statement

5. People of all abilities have access to meaningful employment.

### Preliminary Strategies

- S5.1. Increase employment opportunities within Council for people with disability
- S5.2. Improve organisational capacity to recruit and support a diverse workforce
- S5.3. Advocate for the employment of people with disability within the local community

### Revised Strategies

No revision indicated. The preliminary strategies address the issues identified and potential actions are supported by these strategies.



## Focus Areas

### Employment

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Strengths

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Positive community experiences regarding employment were related to:

- Supported employment programs such as the Nature Strip Lawn Mowing service
- Employment support services such as Windgap
- Funding for support services such as Waverly Community Living Program WCLP
- Volunteer and work experience opportunities when available

Strengths within Council are:

- An openness and willingness to improve inclusion and embrace diversity in the workplace
- The majority of staff consulted, reported that Council has capacity to provide a work experience program





## Focus Areas

### Employment

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Issues

*“Employment services are brutal. They are not trained to understand mental illness. They don't realise that today you might be ok but tomorrow your world could be falling apart”*

*“The problem is that job agencies don't care about people and they don't understand what people with mental health need, they just want to get the client off the books”*

Issue	Description
<b>Employment support agency services</b>	<p>The need for experienced and effective employment support services is a high priority. Whilst employment support services are located in both Council areas, the community feedback showed:</p> <ul style="list-style-type: none"><li>• There is insufficient information and a lack of awareness about support services available</li><li>• Services are not providing the level of support people need</li><li>• People need personalised support from someone they can trust</li><li>• Employment service staff practices suggest inadequate training in disability, especially mental health</li><li>• Support services withdraw too early once a person secures employment</li></ul>
<b>Work experience</b>	<p>There is a lack of work experience and internship opportunities within Council and local businesses. When available, opportunities to obtain real work experience have been effective in helping people with disability to develop work skills and secure employment. A survey of Council staff showed that 73% of staff believe that Council has the capacity to offer work experience and traineeship programs.</p>
<b>Financial incentives and assistance</b>	<p>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.</p>
<b>Employer buy-in</b>	<p>There is a perception and experience that employers do not genuinely want to employ people with disability and are not aware of the benefits of employing people with disability.</p>
<b>Misconceptions about abilities and capacity to work</b>	<p>People experience discrimination in the job application process. They may not be given a “fair go” or opportunity to demonstrate their capabilities due to employer preconceived ideas about capacity to work and supports needed to work.</p>



## Focus Areas

### Employment

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*Very few employers seriously want to employ staff with disability as they are unsure if they will need time off work to cater for health issues or may scare off and they may scare off customers"*

Issue	Description
<b>Getting to and from work</b>	Physical access barriers such as inadequate parking and infrequent accessible public transport options make it difficult to get to and from work. The cost of accessible alternatives such as taxis are too expensive.
<b>Promotion of job vacancies</b>	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.
<b>Supported employment</b>	There is a need for more supported employment work opportunities, particularly those that provide a stepping stone to open employment.
<b>Inflexible work practices</b>	There are limited opportunities for employment with flexible work hours.
<b>Accessibility within the workplace</b>	Physical access barriers in the workplace limit employment opportunities.
<b>Job opportunities for older people</b>	People reported reduced job opportunities based on discrimination due to age as well as disability.



## Focus Areas

### Employment

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Issue	Description
<b>Council employment opportunities</b>	<p>Community participants indicated limited awareness of employment opportunities within Council and Council policy regarding diversity and inclusion.</p> <p>There was little community feedback regarding employment opportunities and practices within Council. One survey participant commented they had never seen a person with disability work at Council and they had lived in the area their whole life. Opportunities for meaningful employment within Council need to be evaluated and explored further.</p> <p>Staff consultation indicated that there is no Council structure in place for promoting employment opportunities for people with disability.</p> <p>Merit based recruitment processes do not include affirmative action or policy. As a result, limited support structures are in place for people disability within Council.</p>



## Focus Areas

### Employment

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Potential Actions

Actions		Description
<b>Work experience, internships, traineeships &amp; apprenticeships</b>	3.1	Develop and promote a Council work experience program specifically for people with disability.
	3.2	Build the capacity of local businesses to offer work experience through education and leadership
		Relevant Strategy: S5.1, S5.2 & S5.3
<b>Improve access to employment support services</b>	3.3	Improve access to effective employment support services through: <ul style="list-style-type: none"><li>• Information and supports to link people with employment support services</li><li>• Partnerships with employment support agencies especially those with proven expertise in supporting people with mental health difficulties.</li></ul>
		Relevant Strategy: S5.3
<b>Education</b>	3.4	Provide information and education programs for local businesses regarding: <ul style="list-style-type: none"><li>• Benefits of employing people with disability</li><li>• Incentives and financial supports available e.g. Australian government supports for funding workplace changes and modifications, wage subsidies and productivity payments.</li><li>• Support services available</li></ul>
	3.5	Council to be a leader and role model by promoting their own inclusive employment practices
		Relevant Strategy: S5.3



## Focus Areas

### Employment

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Incentives</b>	3.6	Award and promote businesses that demonstrate accessible & inclusive employment practices.
		Relevant Strategy: S5.3
<b>Supported employment programs</b>	3.7	Continue partnerships with existing supported employment programs and related supports such as: <ul style="list-style-type: none"><li>• The Nature Strip Lawn Mowing service</li><li>• Windgap employment services</li><li>• and the Waverly Community Living Program WCLP</li></ul>
	3.8	Develop and implement initiatives to create more local supported employment positions.
		Relevant Strategy: S5.3
<b>Promotion of job vacancies</b>	3.9	Develop a program to promote job vacancies available in Council and local businesses to people with disability and disability employment agencies.
		Relevant Strategy: S5.1 & S5.3



## Focus Areas

### Employment

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"Be the employer  
leading the way -  
walk the talk"*

Actions		Description
<b>Council employment practices</b>	3.10	Evaluate Council capacity and performance regarding accessible and inclusive employment opportunities and supports including: <ul style="list-style-type: none"> <li>• Review of recruitment procedures</li> <li>• Baseline metrics for disability in the workplace</li> <li>• Professional development supports</li> <li>• Accessibility</li> <li>• Flexible work arrangements</li> <li>• Reasonable adjustments</li> </ul>
		Relevant Strategy: S5.1 + S5.2
<b>Council employment opportunities</b>	3.11	<i>Staff actions: Top-down council commitment to provide education and training to staff, resourcing (financial and staff) policies and an inclusive environment.</i>
	3.12	<i>Working in partnership with public, private and community organisations to develop initiatives, opportunities and work practices.</i>
		Relevant Strategy: S5.1



## Focus Areas

### Systems & Processes

## FOCUS AREA 4 – Systems & Processes

### Overview

The aim of this focus area is to ensure that people with disability are able to make informed choices about available services and to easily and efficiently access mainstream government services and other opportunities in the community [3].

A common issue for people with disability is difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback.

Council is a service provider and has a role in supporting people with disability to access the services they need in the community.

### Summary of Consultation Findings

Consultation activities identified that 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. The format of information and communications provided by Council and other services don't meet the needs of people with literacy or cognitive difficulties. A review of the overall strategy and framework for identifying what information the community needs and how to best distribute it is indicated. The community want to be more activity involved in planning and design of services. There were strong themes around the importance of people-centred and universal design principles and making places functionally accessible, not just compliant with standards.

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Potential Strategies

### Preliminary Outcome Statement

6. Council is an organisation that is aware of and responsive to the needs of people of all abilities.

### Preliminary Strategies

- S6.1. Incorporate universal design and access at a systems and operational level
- S6.2. Improve capacity to provide response customer services for people of all abilities.
- S6.3. Ensure all community engagement processes and practices are inclusive and accessible.
- S6.4. Whole of government are committed to achieving outcomes and monitoring the implementation of the DIAP

### Revised Strategies

The four preliminary DIAP strategies proposed, are relevant to the needs and issues identified in the community, however needs to be developed further to specifically incorporate strategies to improve systems for:

- providing information to the community and
- involving the community in planning and design

Specific actions need to be developed for S6.1 and S6.4



## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Strengths

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Community feedback shows the Council demonstrates strengths in responsive customer services, community satisfaction with access committees, feedback options through interagency and precinct meetings and communication technologies both online and hard copy. Specific examples include:

Responsive customer service and front line staff in:

- Main Customer Service Centres
- Rangers
- Home Maintenance and Modification Service
- Waste Services
- Libraries - "Centrelink refer people to the local library"

Information formats and communication technologies such as:

- National Relay Service
- Social media
- E-news
- Email
- Website
- Newspaper

Feedback options through:

- Access committees in general
- Interagency meetings
- Precinct meetings





## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Issues

*"To research all  
NGO's and Gov  
organisations is a  
nightmare"*

*"I think most disabled  
people would say  
what information"*

Issue	Description
<b>Range and type of information</b>	<p>People with disability, their carers and families, experience difficulty accessing a range of information they need such as accessible venues, facilities, parking, wayfinding, programs, events and support services, jobs.</p> <p>Difficulty accessing this information makes it hard to plan and engage in community activities and access the services needed.</p> <p>Council staff also need access to this information to provide responsive customer service.</p>
<b>Information formats</b>	<p>A diverse range of communication formats are needed to suit people of all abilities and to ensure communications and information reach target audiences. Providing information through a limited range of formats, creates exclusion.</p> <p>Improvements need to be made to the accessibility of maps and images and availability of Easy Read format information in different languages.</p>
<b>"Easy Read" formats</b>	<p>Many communications provided by Council are too complex for people experiencing cognitive and literacy difficulties to read. The need for "Easy Read" documents extends across all Council communications ranging from waste collection calendars to consultation materials.</p> <p>Essential information provided by other services in the community e.g. bus time tables at bus stops and online transport information, also does not adequately the communication needs of people with low vision, literacy or cognitive difficulties</p>



## Focus Areas

### Systems & Processes

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"I didn't know the Council had information on their website"*

Issue	Description
<b>Promotion of information and resources</b>	Some residents are not aware of Council's role in providing information to the community and had limited knowledge of where they could find information e.g. Council website.
<b>Website accessibility</b>	<p>A diverse range of communication formats are needed to suit people of all abilities and to ensure communications and information reach target audiences. Providing information through a limited range of formats, creates exclusion.</p> <p>Improvements need to be made to the accessibility of maps and images and availability of Easy Read format information in different languages.</p>
<b>Community consultation activity locations and methods</b>	<p>The location and type of community consultation methods such as public forums and online surveys, exclude some members of the community. This includes people experiencing mental health difficulties, homelessness and severe mobility limitations. Youths, indigenous community members and people from culturally and linguistically diverse backgrounds are also less likely to attend public workshops and complete written surveys.</p> <p>Consultation activities therefore need to include a diverse range of options to engage stakeholders of all abilities. Opportunities for improvement include one on one or small group consultation in the person's own environment and digital technologies such as online discussion, social media, mobile technology with voice, photo or text message options.</p>



## Focus Areas

### Systems & Processes

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

*"The Council has so many departments it sometimes takes time to get to the right service"*

Issue	Description
<b>Giving feedback</b>	People with disability reported difficulty giving feedback to Council in person, by telephone, by email, via the Council website and using hard copy formats. Difficulties were also identified, although to a lesser extent, using alternative and accessible formats. Some residents are not aware of the range of options and mechanisms to provide feedback.
<b>Timely response from Council</b>	The community expects a timely response from Council when they make a complaint and participate in consultation activities. The community experience is that Council do not consistently provide a response or community members are dissatisfied with the way feedback is given.



## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Potential Actions

Actions		Description
<b>Promotion and distribution of information</b>	4.1	Improve information distribution networks and methods, promote and actively distribute information and resources to ensure it reaches the people who need it.
	4.2	Consult with people with disability, agencies and networks to determine effective mechanisms for promoting and sharing information.
	4.3	Continue to promote information through libraries, public venues, interagency networks, education forums, community transport, online and through Council newspapers and newsletters
	4.4	Improve systems for front line staff to access the types of information and resources the community needs.
	4.5	<i>Staff actions: Improving distribution of information beyond traditional channels to reach those in need e.g. via networks</i>
	4.6	<i>Training and resources for frontline staff, enable them to easily retrieve information to assist or to refer to relevant pathway or agency</i>
		Relevant Strategy: S2.3 + S6.2



## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Type and range of information available</b>	4.7	<p>Improve the type and range of information available to the community and front line staff in the following areas:</p> <ul style="list-style-type: none"><li>• Location of accessible toilets</li><li>• Transport options, community transport &amp; parking</li><li>• Wayfinding information especially when planning activities or during community outings</li><li>• Accessible &amp; inclusive events, exercise, recreation, social and cultural activities spaces</li><li>• School options</li><li>• Jobs available for people with disability &amp; employment support services</li><li>• National Disability Insurance Scheme service providers</li><li>• Venue accessibility</li></ul>
		Relevant Strategy: S2.3 + S6.2
<b>Website</b>	4.8	Review website accessibility and usability. Update website to comply with Website Content Accessibility Guidelines (2.0), to incorporate usability improvements, and introduce Easy Read formats.
		Relevant Strategy: S6.1 + S6.2 + S6.3



## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Format of information and communication materials</b>	4.9	Provide information in a diverse range of formats including: <ul style="list-style-type: none"><li>• Website</li><li>• Email</li><li>• Social media</li><li>• Smartphone apps</li><li>• Accessible hard copy formats for low vision</li><li>• Easy Read hard copy formats</li><li>• Posters and brochures in public places</li><li>• In-person</li><li>• Telephone</li><li>• Via agencies</li></ul>
	4.10	Continue to provide information and communication materials in accessible formats.
	4.11	Develop a system for creating Easy Read materials. Easy Read formats present information in a way that is easier to understand. Easy Read guidelines include large font size, use of white space and images to support text. Identify priority information to be made available in Easy Read formats.
		Relevant Strategy: S2.3 + S6.2



## Focus Areas

### Systems & Processes

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Staff education, skills and resources</b>	4.12	Develop and implement a whole of Council learning framework.
	4.13	Continue to provide education and skill development opportunities for front line staff about the communication needs of people with disability, effective communication strategies and technologies.
	4.14	Ensure staff have access to communication aids and technologies and are competent in their use.
		Relevant Strategy: S1.1 +S1.2 + S6.2
<b>Disability Access Committees</b>	4.15	See actions outlined in Attitudes and Behaviours - Potential Actions section of this report.
		Relevant Strategy: S1.1 + S1.3 + S6.3



## Focus Areas

### Systems & Processes

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
<b>Inclusive digital technology</b>	4.16	<p>Develop opportunities for inclusive technologies to be used in community consultation and feedback to Council. This may include:</p> <ul style="list-style-type: none"><li>• Mobile app technology that enables feedback by photograph, voice or text.</li><li>• Accessible online and social media discussion formats</li><li>• Video recording education forums, meetings and consultation activities for those unable to attend in person</li></ul> <p>Skype access to consultation activities if unable to attend in person due to health or disability</p>
		Relevant Strategy: S6.2 + S6.3
<b>Consultation and engagement</b>	4.17	Develop a consultation plan to outline strategies for Council to involve people with disabilities in all stages of planning, implementation and evaluation
	4.18	<p>Develop resources and tools, to ensure all community consultation activities are inclusive and accessible by providing a diverse range of consultation activities matched to stakeholders of all abilities. This includes consideration of:</p> <ul style="list-style-type: none"><li>• Stakeholder analysis</li><li>• Specific stakeholder needs</li><li>• The type of consultation activities</li><li>• Location of consultation activities</li><li>• Venue facilities including access requirements and seating</li><li>• Promotion of consultation activities</li><li>• Communication formats.</li></ul>





## Focus Areas

### Systems & Processes

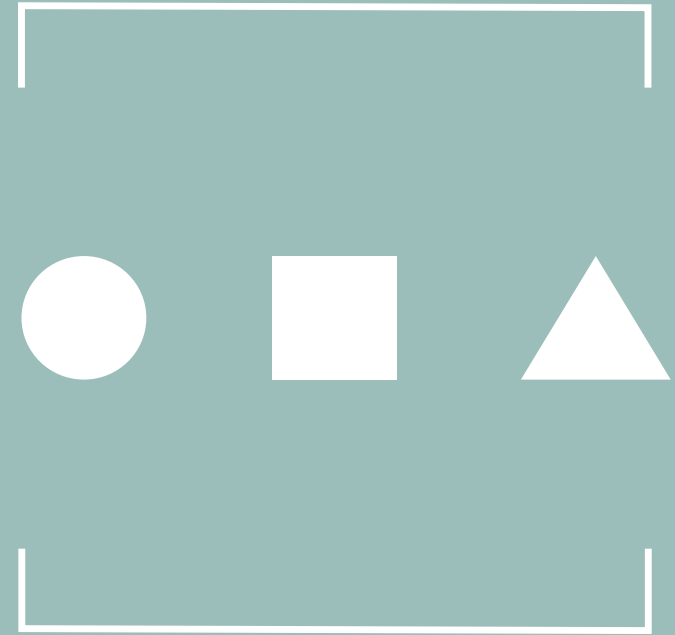
## Consultation Report

Randwick and Waverley Councils

DIAP Planning

Actions		Description
	4.19	Engage experts in disability consultation and build Council expertise.
	4.20	Identify opportunities for training staff in different consultation methods and further establish inclusive consultation guidelines within the broader Community Engagement Strategy. e.g. co-design, pre and post occupancy evaluations and user studies.
	4.21	<i>Staff actions:</i> <i>Ensure Council is accessing the grass roots even when going via stakeholders. Use specialist agencies to get consultation done and feedback</i>
	4.22	<i>Identify and involve specialists and key stakeholders in scoping, planning and design throughout project lifespan</i>
	4.23	<i>Establish a database of community groups/disability types to identify the needs of each disability category</i>
		Relevant Strategy: S6.3
<b>Integrated systems</b>	4.24	Review existing systems and processes for delivering access and inclusion within Council to identify opportunities and develop more integrated approaches and new processes using the DIAP framework.
		Relevant Strategy: S6.1

04



# Staff Capacity for Implementation

The last stage of the project was to conduct consultation with staff from both Randwick and Waverley Council's, to engage them in the development of the DIAP and to understand their needs in implementing disability inclusion. While Council staff already have a good working knowledge of their community, the consultation process focused on further understanding staff values, motivations, challenges and their context. This section of the report contains what was discovered from the staff survey and workshops and is valuable in identifying staff's current capacity to implement the DIAP.





## Staff Capacity for Implementation

### Council Staff Insights

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

**Throughout the staff consultation process insights were gained about staff values, motivations, challenges and work context.**

### **A working partnership**

Randwick and Waverley Councils chose to work together and pool resources to undertake community consultation and develop a joint framework to support a consistent approach to disability planning across the Eastern suburbs. Both Councils were well represented throughout the consultation process with a total of 56% representation from Waverley Council and 44% from Randwick Council. The collaboration between councils provided valuable contribution throughout the consultation process. During the community consultation the partnership provided a collective voice on region wide initiatives, joint projects, insights from common service providers and community organisations within the Eastern Suburbs area. During the staff consultation the staff commented on the opportunity to bounce ideas, provide mutual support and share information on different access and inclusion practices. For example: “Good to get everyone in the same room....this should be a regular thing we do”.

### **Diversity in roles**

The staff represented in the survey and workshops were from a variety of departments, roles and levels of seniority across both councils. This included staff from communication and engagement; customer service; community services and library; community development; culture and recreation; human resources and learning development; open space planning and design; transport; property management and capital works and strategic planning.

### **Drivers for working at Council**

All staff participants had a good working knowledge of Council operations, experience and their community. Over half of Waverley survey participants have worked at council between 2 – 5 years, while over half of Randwick survey participant’s have worked at council been 6 – 10 years. Staff survey participants reported that the two biggest motivators for working at council were due to the type of work role offered by council and the opportunity to make a contribution to the community. For example: “interesting mix of

work and career progression”; “professional interest in the type of work on offer”; “change from the private sector, more direct work and outcomes with community as opposed to developers”; “the opportunity to directly have impact to communities and deliver outcomes”; “not selling a particular product or endorsement, but promoting services that are of use to the community”; “working with community to deliver together”. This combination of professional interest and motivation to make a difference indicates the potential willingness of staff to implement and deliver disability inclusion. This is not always the case with other organisations and is a great asset for these two Councils going forward.

### **Perceptions about disability in the workplace**

Overall, staff demonstrated an openness and intrinsic value in embracing diversity in the workplace. This was shown through 96% of survey participants agreeing that everyone benefits from being part of a workplace that is inclusive of people with disabilities and 93% of participants indicating they would feel comfortable working with a person with disability.



## Staff Capacity for Implementation

### Organisational Challenges Faced by Council Staff

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

**Throughout the workshop, participants commented on the operating environment at council and outlined a number of challenges they face in their roles, highlighting opportunities and constraints for staff in implementing disability inclusion.**

#### Council welcoming to all

All survey participants believe that both councils are generally welcoming of people with disability. Many staff felt Council was welcoming based on employment policies, projects to make the built environment more accessible and organisational culture. “Part of the staff culture, and recognition of our responsibility to serve all members of our community”; “Council is an equal employment opportunity provider and is open to provide opportunities for all people”. Close to half of the participants also see there is an opportunity to do more to help people with disabilities and to deliver a more integrated approach; “Staff are accepting of people with disabilities, however, more can be done to encourage equitable access to Council services”; “Overall I think Council is welcoming of people with disability, however, the resources are not always available to

assist staff to do this well”; “I think Council is welcoming, but I don’t know of many people with disabilities who are working in the organisation”.

#### Political support & commitment

Staff reported that a key determining factor in Council’s capacity to deliver disability inclusion successfully was based on top down direction and true organisational commitment. Staff felt there is a lack of political support across the organisations and commented that unless there was executive level support there would be no leadership or change. Best practice in disability inclusion as outlined in the ALGA Guideline to Disability Inclusion Planning states that “support and visibility of disability inclusion practice at a senior level within council provides an authorising environment and an expectation that all of council has a role to play”.

#### Public attitudes & acceptance

Staff reported that one of the challenges faced by Council is the public perception of

those with disability. They felt that educating the public and community about disability, changing the stigma associated with a range of disabilities and negative assumptions about people’s ability to work is difficult and takes time. “General public perception of disabilities is limited to wheelchair bound people, whereas the reality is that disabilities cover a much larger spectrum. Communicating this to the community at consultation sessions is difficult”; “Perception of PWD less able to do work”.

#### Limitations in existing processes

While staff identified the importance of including and involving people with disability in project planning and community engagement activities, they reported difficulties in knowing how to best go about doing this and reported barriers such as “not everyone is comfortable with the concept of consultation but want to have input”; “engagement strategies don’t reach or involve all groups”; “social media doesn’t work for all groups”; “need a suite of consultation methods”.



## Staff Capacity for Implementation

### Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Ad-hoc approach to access

Staff reported that departments, teams and access committees often work in silos and deliver access on a project by project basis, which can often result in the provision of access as an afterthought or add-on. Traditionally disability access action planning fell under the remit of the community services teams, however under the new DIAP framework there is a focus on the development of a whole of council approach and ownership to plan more holistically across departments and integrate inclusive principles in an ongoing and collaborative way. This shift in new ways of working, collaborating and engaging was seen by staff as complex and time-consuming and fundamentally dependent on senior level leadership.

### Infrastructure as a barrier

Staff reported that providing full access and inclusion when there are physical constraints and external factors in the environment is challenging. Resolving problems like ageing infrastructure, heritage listed infrastructure, topographical issues, and limited physical

space can affect delivery of disability inclusion. "Physical constraints of land, budget, responsibility - bringing it all together e.g. accessible path to facility needs an accessible car park";

"Acknowledging that some recreation activities are not inclusive in nature ie. synthetic grass field for contact sport may not be suitable for wheelchairs".

### Uncertain operational environment

Currently the unresolved outcome of Council amalgamation represents an 'unknown' for staff across both organisations. The lack of clarity and certainty means staff feel a sense of apprehension and potential for change. Regardless of outcome the DIAP joint framework will provide a regional plan while specific actions will be developed by each council. Also staff commented on the unknown nature of the impact of NDIS funding and how the restructuring of service providers will influence council in the future: "potential loss of continuity of current services provided".

### Level of staff expertise

To truly demonstrate and implement disability inclusion successfully and provide leadership to the community, Council staff, teams and elected officials need to have the practical tools and techniques necessary for delivering disability inclusion, and have the skills to use them effectively and confidently in their dealings with people with disability. Staff consistently reported the need to expand their skills in the day to day delivery of disability inclusion. While they felt supports were available particularly around council policies and procedures related to people with disability, accessibility standards and disability awareness, few staff reported that they had appropriate skills across accessibility, usability, universal design, inclusive principles and co-design. It was further acknowledged that there may be potential for some staff resistance to participating in education due to personal attitudes and biases that could create a barrier in delivering disability inclusion.



## Staff Capacity for Implementation

### Council Staff Understanding of Disability Inclusion

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Staff survey participants described disability inclusion as .....

#### Equal rights

Majority of participants viewed disability inclusion as the recognition that people with disability have the same rights as the rest of the community. "It means that people with a disability should have equitable access to the community, facilities, services, support, housing, employment and education, should be respected by others, be included socially and have the right to meaningful relationships, and be valued members of society."

#### A choice to participate

Disability Inclusion was seen to provide opportunities for participation, engagement and inclusion in society including the freedom to make one's own choices and the ability to have independence. "Enabling people of all abilities to participate independently, on their own terms, in community life"; "Giving everyone who wants to, the ability to do what they want".

#### Access to services & environments

It was viewed that disability inclusion is about providing accessibility to services, infrastructure and facilities by identifying and removing barriers. "It means there should be planning which aims to support the inclusion of people with a disability in the community and improve access to mainstream services and community facilities in the council area."

#### Opportunities to access employment

Disability Inclusion was viewed as providing equal employment opportunities for people with disability. "... policies that enable an easier path for people with disabilities to gain employment".

*For the majority of staff participants, there was a broad understanding of disability inclusion. Some staff responses were more specific and targeted. This may indicate particular relevance to staff's work role or perhaps a limited understanding of the all-encompassing nature of disability inclusion.*





## Staff Capacity for Implementation

### Council Staff Use of Access and Inclusion Practices

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

**It is commonly recognised that the provision of workplace supports empowers staff to deliver access and inclusion in their roles. The majority of survey participants (87%) reported that disability inclusion was already part of their roles and responsibilities, in particular accessibility, compliance and a consideration to include people with disabilities. Outside of these areas staff responses indicated limited use and range of access and inclusion practices. This was further reflected by a low proportion of staff reporting skills across a number of key practice areas including Council policies and procedures that relate to people with disability, understanding the needs of people with disability, accessibility standards, universal design principles and practices, communication and assistive technologies and co-design methods.**

### Resources in use

Survey results showed the availability of resources as the largest area of support for staff delivering access and inclusion in their work. Particularly in the areas of Council policies relating to people with disability and accessibility standards. Despite the availability of resources there was a disproportionate level of skill reported, potentially indicating a gap in the application of access and inclusion principles and theory into practice.

### Understanding a diversity of needs

Overall, the highest skill area staff reported was in understanding the needs of people with disabilities (42% of participants). This was reflected by rating a good understanding of mobility, intellectual and mental health needs while a fair understanding in the areas of vision, hearing, dexterity and communication was reported. In addition, 44% of participants rated a low understanding around stamina and endurance needs.

Considering over half the participants do not feel they have skills in understanding the needs of people with disabilities, it is important, as previously indicated by staff, that further training is provided.

### Training to enable staff

Survey responses revealed a close correlation between staff rating skills and the availability of training across a range of access and inclusion practices. The high level of understanding of the needs of people with disability reported by staff reflected the availability of training in this area. Staff further identified the need for skills based training. Comments included: “the need to improve the level of relevant expertise”; “provide job specific, targeted and ongoing training” and “advice on best practice”. By building appropriate job related skills within accessibility, usability, universal design, communication, assistive technologies and co-design, staff, teams and elected officials will have the skills to confidently engage with people with disability and deliver disability inclusion in their day to day activities and roles.





## Staff Capacity for Implementation

### Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Disability Inclusion beyond compliance

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While compliance with legislation such as the DDA is imperative, it is important that disability inclusion is not exclusively based on legislative compliance but seeks to meet the needs of people with disability through consultation. Consultation at all stages of planning, implementation and reporting allows for issues and ideas to be raised and discussed and provides transparency in decision-making. As discussed earlier, staff reported that the representation of people with disability in typical consultation processes is very low. Even when staff may have a good understanding that disability inclusion is an ongoing process rather than a project to be delivered, they are not equipped with consultation methods, practices and processes to approach disability inclusion beyond accessibility and compliance or merely “being aware of and considering” the needs of people with disability.

### Limited use of co-design

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Co-design is one method of consulting with people with disability throughout the planning and design process. Generally, co-design methods are under utilised at Council. This was also demonstrated as having the lowest rating in training, resources and skills with 44% participants reporting there were no supports available and 32% reporting as not applicable. These results indicate that there is limited use of co-design methods within Council and that many participants were unsure of what it is or how it could be used in their work roles. Either way, there is an opportunity to educate staff and use co-design methods in the delivery of disability inclusion.

### Best practice design

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Staff responses to universal design practices and communication and assistive technologies were somewhat similar, indicating little training available and skills to support the delivery of these practices in their work roles. The use of universal design sets out a higher than minimum standard for design while technology provides tools that can enhance access and inclusion by providing equal and equivalent access to otherwise limited environments and experiences. A better understanding and development of skills in both these areas of best practice will help council approach and respond to challenges and chosen priorities in different and innovative ways.



## Staff Capacity for Implementation

### Council Staff Concerns About Implementing the DIAP

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

Over half the staff participants were not concerned about implementing the DIAP however 41% indicated concern about potential challenges. These included:

#### Concerns about having the skills

There was an overall request for more training so that teams feel confident to know what's required to address a diversity of needs. Concerns were particularly indicated by communications teams, events and social planners. "I'm not comfortable knowing what is required of me and the team and what resources are available. We know the accessibility standards for vision impaired, but that's pretty much it".

#### Limited resources

Concerns were raised regarding the challenge of delivering disability inclusion with the current availability of resources and time. Comments particularly from managers and strategic planners included "More resources, training and time needed to implement changes in practice". Part of implementing disability inclusion is about being able to integrate actions with other policies and strategic plans which means it is important to support staff with appropriate resources to adopt new approaches and processes with confidence.

#### Budget constraints

Concern about budgets, allocation of funding and being able to provide appropriate financial support for projects are viewed as having an impact on the implementation of the DIAP. Comments particularly from capital works teams included: "Planning for projects to address disability inclusion need to be budgeted, often requiring more than is available"

*It is important for elected officials, executive teams and managers to understand the requirements of teams and concerns about resources, training, time and money in delivering disability inclusion, so that "We ensure that the 'talk' (policy/documents) matches the 'doing' (implementation)".*



“I have stayed at Council for the opportunity to make a difference in my local community.”

05



Conclusion



## Conclusion

### Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Recommendations

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This report outlines feedback received from the community including people with disability, families, carers, service providers and Council staff to inform the development of Randwick and Waverley DIAP. The strategies and actions presented in this report are not the final strategies and actions for the DIAP, however they represent the evolution of work up to this point and build upon the collation and synthesis of previous work.

The following recommendations identify a number of further steps to be undertaken by Randwick and Waverley Councils in the DIAP development process as well as suggestions for higher level strategies:

- **Develop and refine strategies and actions for disability inclusion.** The DIAP project management team to review the collated consultation findings and suggestions in this report in conjunction with the DIAP Discussion Paper. Refine, evaluate and test strategies and actions internally, review budget implications, review possible risks within the overall design and implementation of the action plan and mitigation strategies. Prepare an evaluation framework by identifying key performance indicators and reporting measures.

- **Conduct a visioning exercise to incorporate the integrated aspirations of the community and Council.** As part of this exercise engage all levels of Council to ensure the vision represents the aspirations, values and commitment of Council towards an inclusive community. Ideally a visioning exercise would have been conducted as part of the consultation process however there was insufficient time for this activity due to tight program timeframes. Going forward it is important to define a vision for the future of an inclusive Eastern Suburbs that focuses all stakeholders on a shared goal towards a desired future.
- **Define and outline Councils key roles in delivering disability inclusion.** Throughout the consultation process it was evident that Council has many roles to play in delivering disability inclusion. Defining which key roles Council will focus on will provide clarity in decision-making and resourcing processes. This can be done by reviewing community expectations of Council as identified through community consultation ie. leadership and education and determining what available resources, assets, processes and commitment Councils will focus their efforts on over the next four years.
- **Present the draft DIAP to executive level sponsors for review and endorsement** and receive approval of the action plan by all levels of Council prior to placing the draft DIAP on public exhibition.



## Conclusion

- **Appoint executive level sponsors** such as a Mayor, Councillor, Chief Executive or another executive level position to secure ongoing support of senior management. This can be supported by developing an implementation and reporting strategy in line with Council's Operational Plan and IP&R framework which is periodically reviewed and monitored in line with the Disability Inclusion Act 2014.
- **Maximise communication channels and resourcing capacity** by developing a communications strategy to promote and encourage input on the draft and final DIAP, as well as a channel to share on-going implementation activities with councillors and council staff. For example a centralised information platform.
- **Identify flagship projects and programs and outline example projects for the key focus areas.** Flagship projects showcase best practice case studies and personal stories that are effective in supporting and bringing strategies to life. They inform, engage and motivate people to action and are an effective way to demonstrate leadership and best practice in key areas of disability inclusion.
- **Publish the draft and final DIAP in accessible formats.** Make a draft version available to the community, including accessible versions (accessible word document, audio, large print, easy English, language translation) and aim to place on public exhibition by June 2017, incorporate feedback into a final version and lodge the final DIAP with Disability Council of NSW by 1st July 2017.
- **Further investigate existing delivery approaches to inform the integration of DIAP strategies and actions within other policies and strategic plans.** Integrate disability inclusion actions with other policies and strategic plans. In addition, identify a staff member or role as being responsible for the implementation of actions. It is recommended that final accountability is allocated to senior managers or executives to help build senior support for inclusion initiatives.
- **Facilitate culture change within Council to move beyond compliance to inclusion.** This requires a whole-of-Council approach to disability inclusion and is essential that it is directed by senior management. Investigate a strategy to facilitate organisation wide culture change ie. change management strategies and Inclusion/Diversity campaign. Secure funding and resources to additionally support organisational change in its delivery.
- **Develop a consultation plan to review the ongoing progress and implementation of the DIAP.** Due to impending changes in the external operational landscape (Council amalgamation and NDIS) and the newly established DIAP framework, it is recommended that Council develop a consultation plan to review the ongoing progress and implementation of the DIAP. This will assist council to gather feedback from staff, people with disability and service providers to ensure that the DIAP is best reflecting the needs of the community and its commitments in delivering disability inclusion.



## Conclusion

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

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## Conclusion

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# **Appendix A**

## **Community Survey**

### **Instrument**



## **Randwick and Waverley Council Disability Inclusions Action Plan Survey 2017**

**Randwick City Council and Waverley Council are developing a joint Disability Inclusion Action Plan to outline the actions each Council will take to improve the lives of people living with disability.**

The action plan covers every aspect of Council business such as services, facilities, communications, events, consultation, and access to and within the public domain. This survey is designed to give you an opportunity to contribute to the development of the plan. Your input will directly inform the actions of the plan.

The survey is open until Friday 14 April 2017. Results of the survey will be published, but your responses and participation are confidential and will remain anonymous

### **How to return the completed survey**

Return completed paper based surveys in the survey collection box provided or post to Carly Tremble, Waverley Council, Mill Hill Centre 31-33 Spring St, Bondi Junction 2022.

### **Getting help to complete the survey or to provide further information**

Please contact Carly or Frida if you would like us to contact you, if you need assistance with the survey, or have any questions.

**Carly Tremble**                      **Community Development Officer**  
**Tel: 02 9083 8919**  
**Email: [carly.tremble@waverley.nsw.gov.au](mailto:carly.tremble@waverley.nsw.gov.au)**

**Frida Kitas**                        **Community Project Officer**  
**Tel: 02 9093 6972**  
**Email: [frida.kitas@randwick.nsw.gov.au](mailto:frida.kitas@randwick.nsw.gov.au)**

## ABOUT YOU

**Q1** Select the option that best describes you. Choose all that apply to you.

- ☐ A person with disability
- ☐ A carer, family member or friend of a person with disability
- ☐ A worker in the disability sector, a service provider or community group
- ☐ An employee of Council
- ☐ An interested community member
- ☐ Other (Please specify) \_\_\_\_\_

**Q2** If you identified as a person with disability, please describe your disability.

Choose all that apply to you.

- |   |   |
|---|---|
| <input type="checkbox"/> Physical or Mobility   | <input type="checkbox"/> Mental health                                    |
| <input type="checkbox"/> Vision                 | <input type="checkbox"/> Chronic illness                                  |
| <input type="checkbox"/> Hearing                | <input type="checkbox"/> Cognitive (intellectual, learning, brain injury) |
| <input type="checkbox"/> Other (please specify) | _____   |

**Q3** If you identified as a person with disability, have you ever needed assistance with your daily activities (e.g. self-care, moving around, cleaning, communication)?

- ☐ Yes ☐ No

If Yes, please describe the assistance needed

\_\_\_\_\_

**Q4** What is your age?

- |   |  |
|---|--|
| <input type="checkbox"/> Under 20 years | <input type="checkbox"/> 20-29 years   |
| <input type="checkbox"/> 30-39 years    | <input type="checkbox"/> 40 - 49 years |
| <input type="checkbox"/> 50 - 59 years  | <input type="checkbox"/> 60 – 69 years |
| <input type="checkbox"/> 70 – 79 years  | <input type="checkbox"/> Over 80 years |

**Q5** Select the option that best describes you

- ☐ Male ☐ Female
- ☐ Other (please specify) \_\_\_\_\_

**Q6** Which suburb do you live in?

\_\_\_\_\_

**Q7** Which language do you speak at home?

- ☐ English ☐ Other (please specify) \_\_\_\_\_

**Q8** Are you of Aboriginal or Torres Strait Islander heritage?

- ☐ Yes ☐ No

## ATTITUDES AND BEHAVIOURS

**Q9** What kind of attitudes towards people with disability have you experienced or witnessed in the last year? (select the relevant box)

	Positive Attitudes	Negative Attitudes	Neither	Please describe your experience
Community Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Business Owners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Council Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q10** What are the two most important things Council could do to encourage positive and inclusive attitudes and behaviours within Council and the broader community?

## LIVEABLE COMMUNITIES

**Q11** Do people with disability experience any difficulty accessing the following activities or services?  
(select the relevant box)

	Difficult	Somewhat difficult	Not difficult	Please describe experiences and any barriers
Access to information about support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In-home services & supports for independent living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Accessible or supported housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Recreational, social & cultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Events in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q12** What are the two most important things Council could do to support people with disability to live independently?

**Q13** Where do people with disability experience GREAT service? What's great about it?

**Q14 Do people with disability experience any difficulty in moving around the community?**

(select the relevant box)

	Difficult	Somewhat difficult	Not difficult	Please describe experiences and any barriers, including the location
Local shopping village and shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Council buildings and facilities - libraries, leisure and recreation centres, customer service, community centre, child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Parks, beaches and outdoor spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adequacy of wayfinding signage in public areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Mobility parking or drop off points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Transport – bus stops, rail, community transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q15 What are the two most important things Council could do to make it easier for people with disability to move around the community?**

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**Q16 Where do people with disability experience GREAT access? What makes it great?**

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## EMPLOYMENT

**Q17** How satisfied are you with opportunities for people with disability to obtain employment?  
(select the relevant box)

	Satisfied	Neutral	Dissatisfied	Please describe experiences and any barriers
Employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Help from employment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information about employment services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q18** Do people with disability experience any difficulty in accessing and maintaining employment with the following employers? (select the relevant box)

	Difficult	Somewhat difficult	Not difficult	Please describe experiences and any barriers
Businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Aged & Disability Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
State or Federal Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**Q19** What are the two most important things Council could do to help people with disability obtain and maintain employment?

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## SYSTEMS AND PROCESSES

**Q20** Do people with disability experience any difficulty in providing feedback to Council?  
(select the relevant box)

	Difficult	Somewhat difficult	Not difficult	Please describe experiences and any barriers
By email, phone, or in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Online via Council's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Using alternative & accessible formats as requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In community consultation workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Through the Access & Advisory Committee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q21** What are the two most important things Council could do to improve how people with disability can give feedback to Council?

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**Q22 Do people with disability experience any difficulty when accessing Council information?**  
(please select the relevant box)

	Difficult	Somewhat difficult	Not difficult	Please describe experiences and any barriers
By email, phone, or in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Online via Council's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Using alternative & accessible formats as requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Paper based publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q23 What are the two most important things Council could do to improve access to Council information?**

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**Q24 Do you have any other comments or suggestions about improving access and inclusion in your community?**

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**Thank you for completing the survey. Your feedback is greatly appreciated.**

If you would like to give more specific feedback, please contact us or attend one of the upcoming community consultation workshops.

# **Appendix B**

## **Community Survey**



# Community Survey Summary Notes

## Introduction

### Introduction

The survey sought feedback from all members of the community and was open from 20 March 2017 to 14 April 2017. Accessible online and hard copy survey formats were available. The availability of telephone and in person assistance was also promoted.

Paper surveys were available at:

- Randwick Council Customer Service Admin Building
- Waverley Council Customer Service Centre
- Malabar Library, Matraville
- Margaret Martin Library, Randwick
- Lionel Bowen Library, Maroubra
- Waverley Library, Bondi Junction
- Mill Hill Community Centre, Bondi Junction

The online survey was available via Randwick City Council and Waverly Council websites.

A total of 62 surveys were completed.

Questions were not compulsory and participants could skip questions they did not wish to answer. Participation was anonymous.

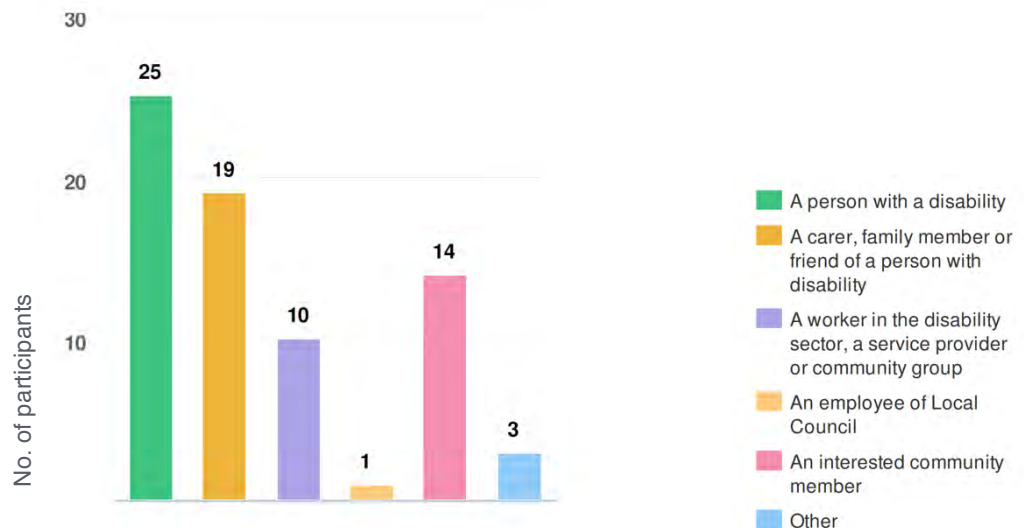
## Demographics

### Participant Profile

#### Question 1 – 3:

35% of participants identified themselves as a person with disability. 26% were a carer, family member, friend, 14% were a worker in the disability sector and 19% were interested community members. (Participants could pick more than one answer).

Figure 1 – Participant profile



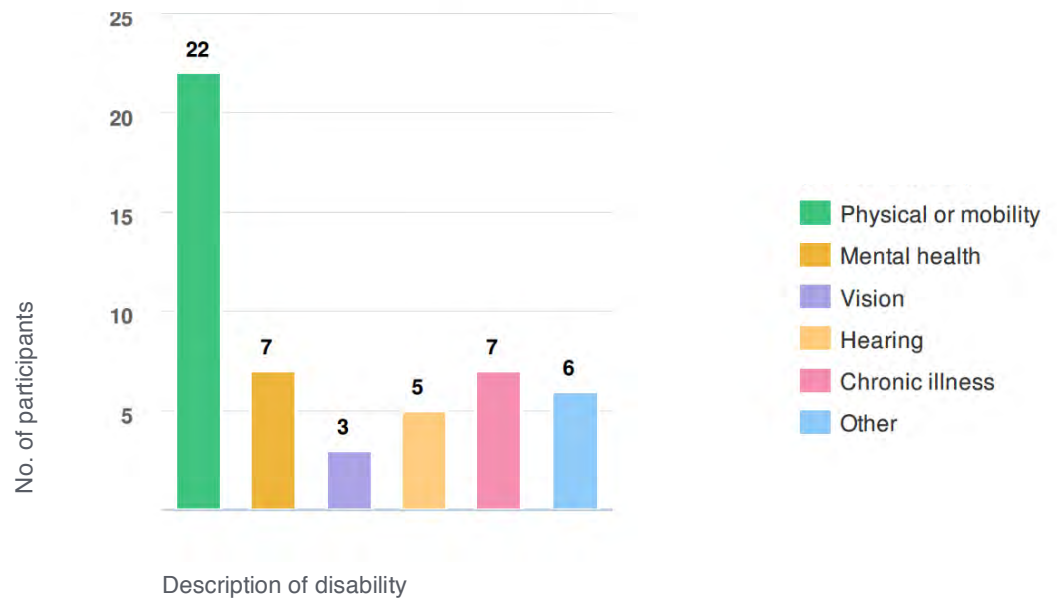


## Community Survey Summary Notes

### Demographics

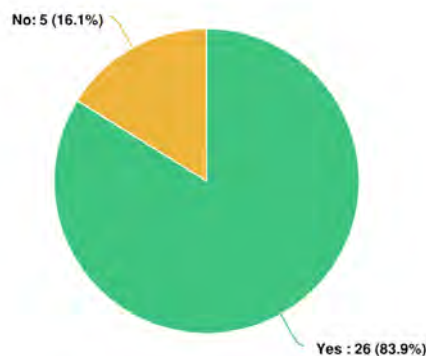
Most participants who identified themselves as being a person with disability, described the disability to be physical or mobility related (40%). Participants were least likely to have a disability related to vision or chronic illness.

Figure 2 – Description of disability



83.9% of participants that identified themselves as a person with disability, reported to have needed assistance with daily activities such as self-care, moving around, cleaning and/or communication.

Figure 3 – Need for assistance



No. of participants to have ever needed assistance with daily activities



## Community Survey Summary Notes

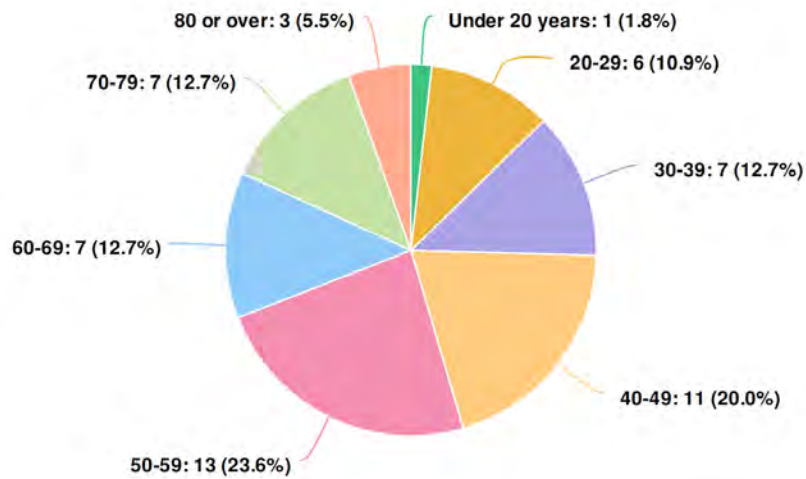
### Demographics

#### Age

**Question 4:**

The majority of participants were aged between 40-49 (20%) and 50-59 (23%).

Figure 4 – Age



No. of participants for each age

#### Gender

**Question 5:**

The majority of participants were female (female 73.2%, male 26.8%).



## Community Survey Summary Notes

### Demographics

#### Location

##### Question 6:

Participants were asked to record the suburb they live in.

Figure 5 - Location

Suburb	n
Bondi	2
Bondi Junction	4
Botany	1
Chifley	1
Clovelly	3
Coogee	6
Kensington	2
Kingsford	4
Lake Munmorah	1
Malabar	1

Suburb	n
Maroubra	6
Maroubra Junction	1
Newtown	1
Philip Bay	1
Ramsgate	1
Randwick	15
South Coogee	1
Surry Hills	1

#### Language Spoken at Home

##### Question 7:

The dominant language spoken at home was English (95%).

#### Aboriginal or Torres Strait Islander Heritage

##### Question 8:

Only one survey participant identified themselves as an Aboriginal or Torres Strait Islander person.



## Community Survey Summary Notes

### Attitudes & Behaviours

#### Focus Area 1 - Attitudes and Behaviours

##### Attitudes Towards People with Disability

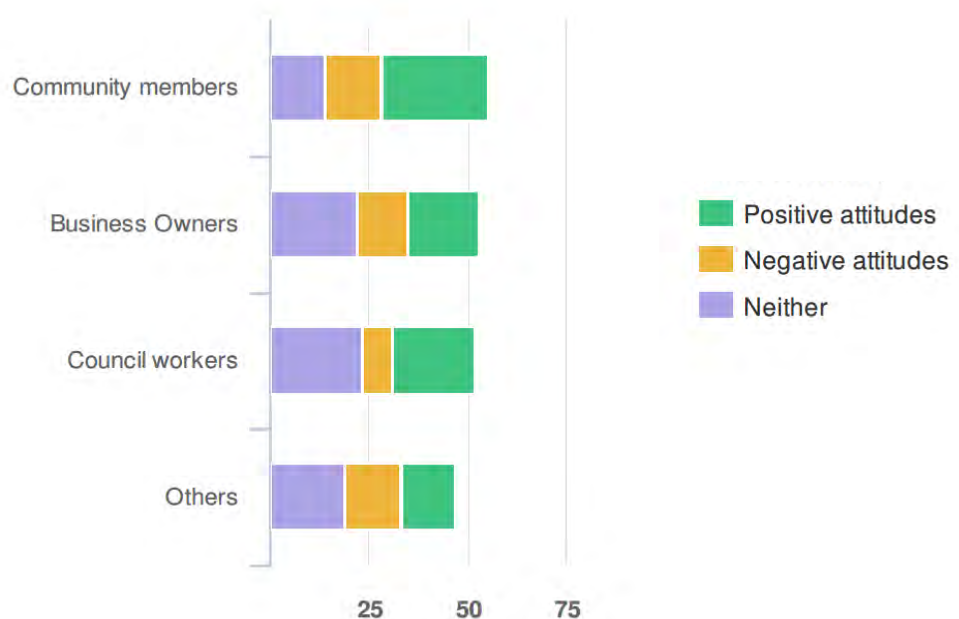
People with disability experienced both negative and positive attitudes in their interactions with general community members, businesses and Council staff. Negative experiences were predominantly experienced in the general community and when interacting with local businesses. A lack of understanding and willingness to accommodate the needs of a person with disability was the most common negative experience followed by poor physical access to local businesses. Physical barriers to moving around the community were also seen to reflect negative attitudes. Community education, the involvement of people with disability in planning and the removal of physical access barriers in local business and the community in general, were identified as priority opportunities for improvement.

##### Question 9:

**What kinds of attitudes towards people with disability have you experienced or witnessed in the last year?**

Participants reported to have experienced or witnessed negative attitudes across all three categories, community members, businesses and Council workers. Negative attitudes were most likely to be experienced with businesses (24%) and community members (25%). When interacting with Council workers, respondents overall reported more positive (40% of participants) than negative experiences (15% of participants).

Figure 6 – Attitudes experienced or witnessed towards people with disability







## Community Survey Summary Notes

### Attitudes & Behaviours

#### Negative experiences were associated with:

Lack of willingness of community members and businesses to accommodate the needs of people with disability:

- Physical barriers to accessing business premises
- Boxes and merchandise blocking aisles
- Merchandise out of reach
- Designated accessible parking not enforced
- Accessible toilets used as storerooms
- Step access
- Stair lifts not working

Physical barriers in the community:

- Parking across accessible paths of travel
- Council maintenance of paths

Communication barriers:

- Businesses who do not understand how to communicate with people with disability
- Lack of awareness and understanding
- Lack of understanding about hidden disability

Body language and behaviours which make people feel unwelcome and uncomfortable, examples included people being:

- Judgmental
- Impatient
- Aggressive
- Rude
- Showing lack of care
- Whilst some community members can be kind and helpful, others are not. This creates uncertainty.

Exclusion from Council activities due to insufficient supports for inclusion

- In particular, mental health supports

Lack of Council information about accessible and inclusive recreation options

- Council declined partnership opportunity
- Separate activities for people with disability
- Need more inclusion in mainstream activities

#### Positive experiences were associated with:

- Supports provided by Bridge Housing
- Willingness of Council workers or the community to provide mobility assistance



## Community Survey Summary Notes

### Attitudes & Behaviours

#### Question 10:

**What are the two most important things Council could do to encourage positive and inclusive attitudes and behaviours within Council and the broader community?**

Community education, the involvement of people with disability in planning and the removal of physical access barriers in local business and the community in general, were identified as priority opportunities for improvement.

Community Engagement and Consultation:

- Involve people with disability more in planning and design of services and environments

Education and training:

- For the community
- For local businesses
- For disability services providers

Physical access - improve:

- Numbers of designated accessible parking spaces
- Numbers of accessible drop off and pick up points
- Footpaths and Pedestrian crossings
- Wayfinding information
- Access to Council facilities and venues
- Coastal paths
- Number of Changing places facilities
- Access to Businesses

Events and Recreation:

- Provide accessible activities that can include the whole family
- Increase opportunities for people with complex disability to participate in events
- Create priority queue system for people with disability at venues and events
- Improve information available through Council regarding accessible & inclusive services

Services:

- Improve information regarding inclusive early childhood services
- Encourage more disability services into the area

Housing:

- Increase supply of supported accommodation

Leadership:

- Council leadership and role modelling in demonstrating positive attitudes and behaviours

Media:

- Use positive images of people with disability in the media

Employment:

- Employ people with disability in Council
- Encourage local businesses to employ people with disability
- Provide volunteer opportunities



## Community Survey Summary Notes

### Liveable Communities

## Focus Area 2 - Liveable Communities

### Access to Activities and Services

Survey participants experienced greatest difficulty accessing recreational, social and cultural activities (80% of participants), accessible and supported housing (87%) and events in the community (82%). Access to information about support services and in-house supports for independent living were areas identified as somewhat difficult.

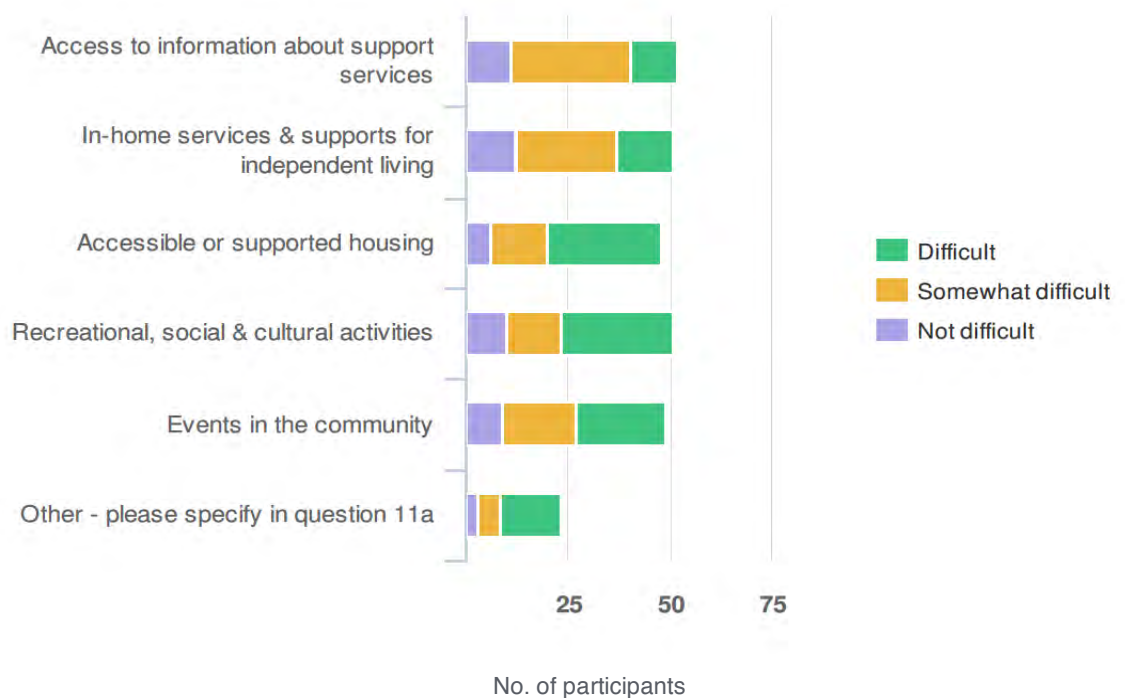
Specific barriers to participation in recreational activities were related to beach access, beach wheelchair matting, a lack of shade, coastal path access, parks and playgrounds. Multiple factors impacted on event accessibility including parking and transport, general event access, options for people experiencing sensory difficulties and a lack of information about what events were accessible. At a broader level overall, access to services and activities were limited by inadequate transport and parking, uneven footpaths and stairs.

The most important actions Council could take to improve access to activities and services include provision of supports to help people access the services they need, increase access to affordable and accessible housing and improve parking and transport.

### Question 11:

**Do people with disability experience any difficulty accessing the following activities or services?**

Figure 7 – Difficulty accessing activities or services





## Community Survey Summary Notes

### Liveable Communities

#### **Difficulties and barriers to accessing activities and services included:**

##### Events:

- Lack of transport options including evening options
- Insufficient parking spaces near the event
- Lack of information about what is accessible
- Poor promotion of accessible events
- Lack of opportunities for whole of family participation
- Lack of accommodations for people with autism e.g. priority queues

##### Recreational activities:

- Uneven paths and steps on Coastal walk
- Inadequate beach access - ramps, matting and shade
- Playground access
- Cost of swimming pool entry

##### Toilets:

- Not enough accessible toilets

##### Accessible pathways:

- Uneven paths
- Steps
- Stairs

##### Venues:

- Poor physical access to Theatre
- Lack of accessible transport to venues
- Lack of designated accessible parking at venues
- Lack of communication aids in Council venues e.g. hearing loops

##### Shops:

- Poor physical access to shops

##### Housing:

- Insufficient supply of accessible and affordable housing
- Need to modify the home e.g. stairs

##### Information:

- Lack of information about accessible events
- Lack of printed formats in public areas
- Uncertainty and poor information about the NDIS processes and service providers

##### Service quality:

- In-home assistance service quality

##### Attitudes:

- Negative attitudes making people with disability feel unwelcome



## Community Survey Summary Notes

### Liveable Communities

#### Question 12:

**What are the two most important things Council could do to support people with disability to live independently?**

##### Services:

- Support access to services e.g. information provision, support workers and service coordination, ensure services meet community needs

##### Housing:

- Increase access to affordable and accessible housing through housing planning approval processes
- Provide Home Modifications services

##### Improve designated accessible parking:

- Location
- Number of spaces

##### Provide community transport:

- Improve public transport
- Improve safety of travelling in evening

##### Improve seating:

- Seat height
- Arm rests
- Shade

##### Improve access to infrastructure, venues and community facilities:

- Maintain lifts
- Subsidise entry to swimming pools
- Train staff working with people with disability

##### Council approach:

- Use a universal design approach to services
- Council to be role model
- Council to promote positive attitudes and behaviours
- Involve people with disability in planning and design of services



## Community Survey Summary Notes

### Liveable Communities

#### Question 13:

**Where do people with disability experience great service? What's great about it?**

- Waverly Community Living Program
- Independent Community Living Association (ICLA), who provide supported housing for people with disabling mental illnesses.
- City of Sydney Festival – general access and information
- Camp Breakaway
- Disneyland – access, priority queuing activities that keep the family together
- Tower of London, access and venue guide for people with Autism
- Special Olympic Association
- Lifestart
- Windgap Foundation including the Men's Shed
- Little Heroes Swim Academy
- Companion cards for event access
- Aged care in-home supports
- Professional health services, facilities and equipment loan pool

Several participants identified they were yet to experience great service.

#### Moving Around the Community

The majority of survey participants identified difficulties moving around the community related to the built environment. Footpath accessibility (86% of participants had difficulty), mobility parking and drop off points (84%) and transport (85%) were most likely to be associated with difficulty. Moving around Council buildings was least difficult.

Priorities for action were improving transport (reliability and capacity of accessible buses and community transport), repairing uneven footpaths and addressing accessible parking barriers by better managing misuse of designated accessible parking spaces and increasing the number of designated parking spaces.



## Community Survey Summary Notes

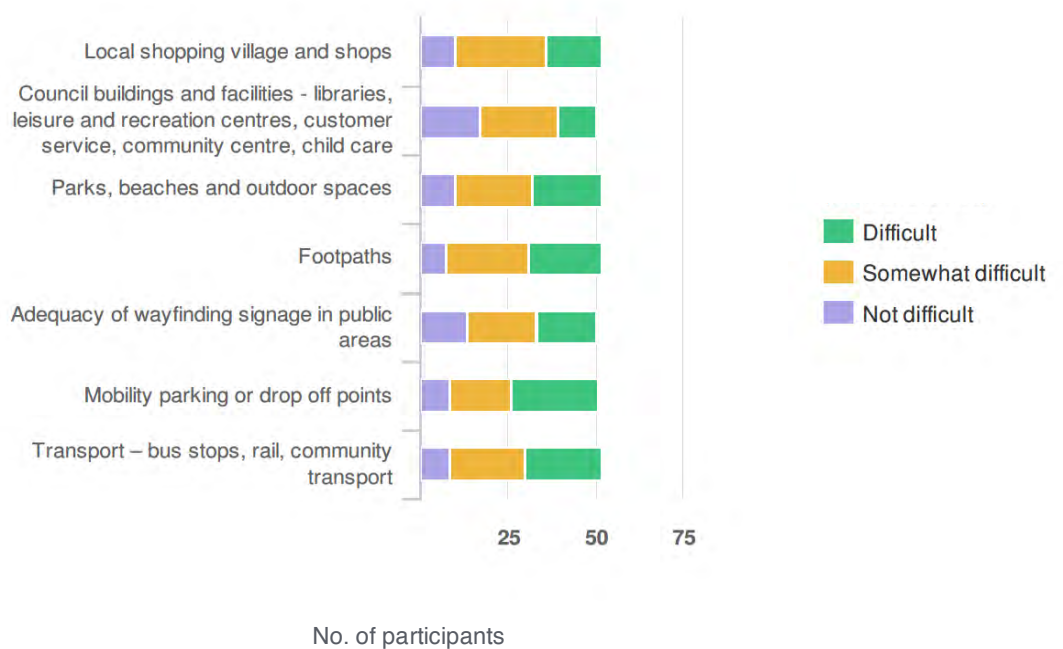
### Liveable Communities

#### Question 14:

#### Do people with disability experience any difficulty moving around the community?

People experienced difficulty moving around the community across all areas surveyed. Most difficulty was related to footpath accessibility, designated accessible parking spaces, drop off points and transport.

Figure 8 – Difficulty moving around the community



#### Difficulties and barriers to moving around the community were related to:

##### Footpaths:

- Uneven surfaces
- Blocked by parked vehicles or other obstacles
- Slippery surfaces
- Lack of handrails
- Lifts and elevators not maintained
- Lighting not maintained
- Lack of ramps
- Ramps are long without shelter
- Stairs and steps

##### Signage:

- Poor
- Does not exist



## Community Survey Summary Notes

### Liveable Communities

#### Designated Accessible Parking:

- Insufficient number and poor location
- Misuse by the general public
- Loading and unloading points blocked
- Limited parking in proximity to destinations increases reliance on drop off and pick up zones
- Mobility permit eligibility does not cover cognitive and behavioural difficulties

#### Drop off points:

- Insufficient number
- Location
- Misuse

#### Transport:

- Buses not available to required destinations
- Overcrowding on buses, not enough accessible spaces
- Not enough accessible buses
- Buses move off too quickly
- Bus stops not accessible or lack shelter
- Limited affordable transport options
- Need to change trains on new light rail service

#### Recreation facilities:

- Not large enough to accommodate inter-area tournaments for people with disability
- Information
- Staff knowledge is inconsistent

#### Access to buildings and shops:

- Unpredictable
- Steps
- Compliance with Australian Standards is not enough

#### Beach access:

- No mats or wheelchairs
- Lack of shelter

#### Other:

- Dogs off leash frighten the frail who then avoid the area
- Air fresheners, pesticides and cigarette smoke are a barrier for people with chemical sensitivity





## Community Survey Summary Notes

### Liveable Communities

#### Question 15:

**What are the two most important things Council could do to make it easier for people with disability to move around the community?**

##### Parking:

- Enforce designated accessible parking permit parking regulations
- Improve designated accessible parking space markings
- Increase number of designated accessible parking spaces
- Locate designated accessible parking close to destinations
- Provide short term designated accessible parking spaces (1-4 hrs)

##### Transport:

- Increase reliability of buses
- Increase frequency of accessible buses
- Increase evening accessible bus services
- Ensure supply meets demand
- Increase community transport supply
- Improve vehicle design and ticketing system to make it easier to get on and off
- Provide support services at major bus stops

##### Footpaths:

- Repair footpaths
- Avoid stairs and steps
- Limit trading on footpaths

##### Paths of travel:

- Maintain lifts
- Create separate paths for bikes and mobility scooters
- Provide more ramps and improve quality

- More seating

##### Signage:

- Improve signage

##### Education regarding the needs of people with disability:

- Council
- Community
- Businesses

##### Information and support services:

- Keep information up to date

##### Universal design:

- Apply to planning and design

##### Businesses:

- Improve building access
- Improve shopping centre access
- Financial supports to improve access

##### Events and venues:

- Priority queues for people with disability

##### Public facilities:

- Provide Adult Changing Places

##### Support services:

- Home Modification Support services
- Increase supports for mental health
- Increase funding for support services

##### Enforce dog leash regulations:

- No spray zones and banning of wood fire smoke to assist those with chemical sensitivity



## Community Survey Summary Notes

### Liveable Communities

#### Question 16:

**Where do people with disability experience great access? What makes it great?**

##### Clovelly Beach:

- Handrails
- Paved paths

##### Lionel Bowen Library:

- Designated accessible parking undercover
- Lift access
- Circulation space in library

##### Large shopping centres:

- Paths of travel
- Westfield Bondi
- Lifts
- Seating comfortable

##### Other:

- Waverley Community Living Program
- New buildings that meet access requirements.
- Buildings with lifts rather than ramps
- Less populated areas where demand on parking is lower
- Buses, if driver is aware of the person's disability
- Places where staff are trained, and understand a range of disabilities
- Haven't found anything yet
- Nothing, Not sure, Don't know

##### Westfield shopping Centres:

- Parking
- Ramps

##### Eastgardens Theatres:

- Room for wheelchairs
- Wide ramps

##### Pacific Square:

- Parking

##### Restaurants:

- McDonalds Accessible toilets and facilities



## Community Survey Summary Notes

### Employment

#### Focus Area 3 - Employment

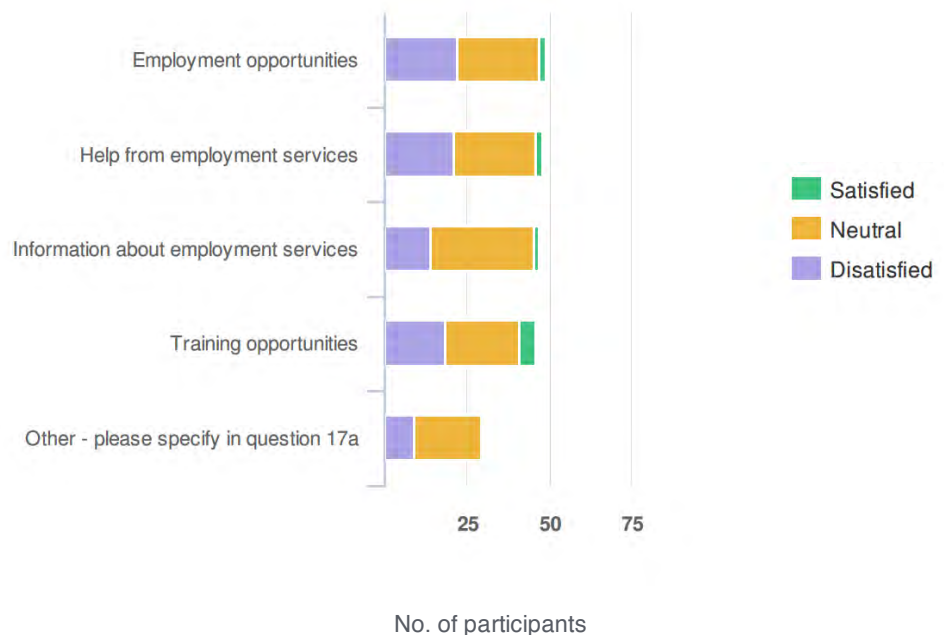
##### Opportunities for Employment

Participants overwhelmingly expressed dissatisfaction with employment opportunities, disability employment services, training opportunities and information about employment services. Negative experiences were mostly related to ineffective employment service supports. 43% of participants were dissatisfied with help from employment services, 4% were satisfied and 52% were neutral. 44% of participants were dissatisfied with employment opportunities and only 4% were satisfied. The most important things Council could do to help in this area are to improve access to employment support services and to educate local businesses about incentives for employing people with disability.

##### Question 17:

**How satisfied are you with opportunities for people with disability to obtain employment?**

Figure 9 – Satisfaction with opportunities for employment





## Community Survey Summary Notes

### Employment

**Barriers and negative experiences related to obtaining employment included the following:**

Employers:

- Employer concerned a person will need time off work due to health or disability
- Employer unable to meet disability needs in the workplace
- Misconceptions about abilities
- Age discrimination

Disability employment service providers:

- Ineffective
- Did not provide sufficient support
- Were not trained to understand mental illness
- Are needed to help a person maintain employment

Type of jobs available:

- Low standard
- Not interesting

Work experience:

- Did not meet disability needs
- Training didn't meet disability needs

**Positive experiences obtaining employment were related to:**

- Flexible work hours
- Holding tertiary qualifications improving chances of obtaining and maintaining employment
- Effective employment service providers



## Community Survey Summary Notes

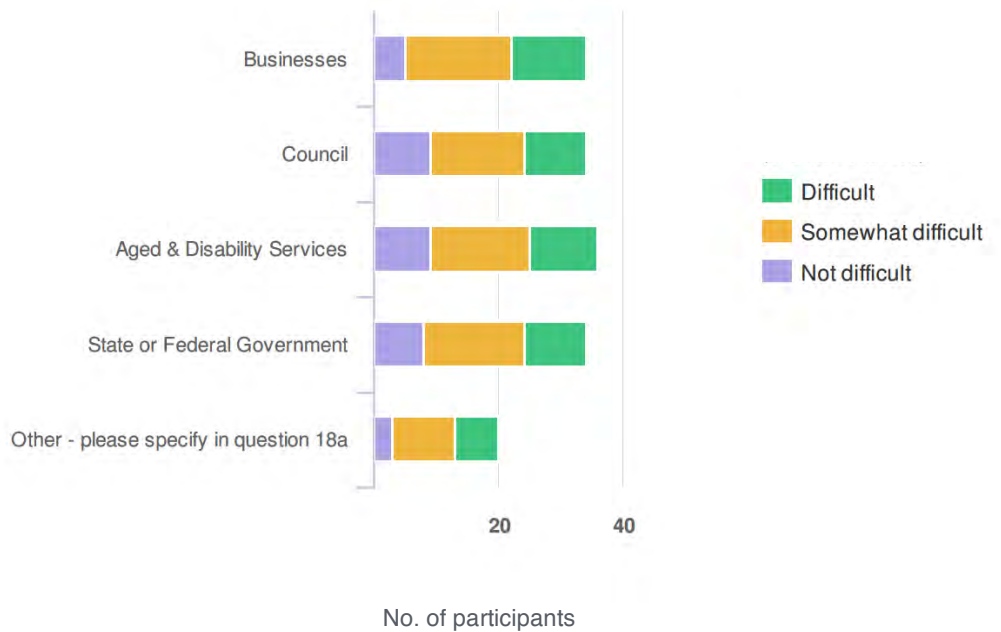
### Employment

#### Question 18:

**Do people with a disability experience any difficulty in accessing and maintaining employment with the following employers?**

Participants reported difficulties across all employer groups – local businesses, Council, Aged & Disability Services and Government bodies. Most difficulty was identified accessing employment with local businesses (85% reported difficulty).

Figure 10 – Experiences accessing and maintaining employment



#### **Barriers and negative experiences related to obtaining employment with these employer groups included:**

- Physical access barriers, especially in local business
- No opportunity at all
- Limited opportunities
- Cost barriers to employing a person with disability
- Temporary employment only
- Age discrimination
- Complex job application processes
- Employer misconceptions about a person's abilities and needs
- Mandatory requirements to consider people with disability in the application process can be tokenistic rather than meaningful
- Poor handling of mental health issues



## Community Survey Summary Notes

### Employment

#### Question 19:

**What are the two most important things Council could do to help people with disability obtain and maintain employment?**

Council:

- To be a leader and role model employing people with disability
- Employment quotas
- To be a reliable employer
- Principles and attitudes
- Treat people as individuals
- Equity and dignity
- See Ability not Disability

Education and training for local businesses:

- Advantages of employing a person with disability
- Incentives – financial
- Obligations
- Financial incentives for employers
- Support programs and services for people with disability
- Grants and services to reduce barriers
- Mentors and trainers

Physical access:

- Improve access in the local environment
- Improve toilet access

Transport:

- Improve transport
- Reliable transport
- Information
- Improve access to information about rights and responsibilities

Employment:

- Increase employment opportunities including long term employment
- Supported employment programs with equitable pay



## Community Survey Summary Notes

### Systems and Processes

#### Focus Area 4 - Systems and Processes

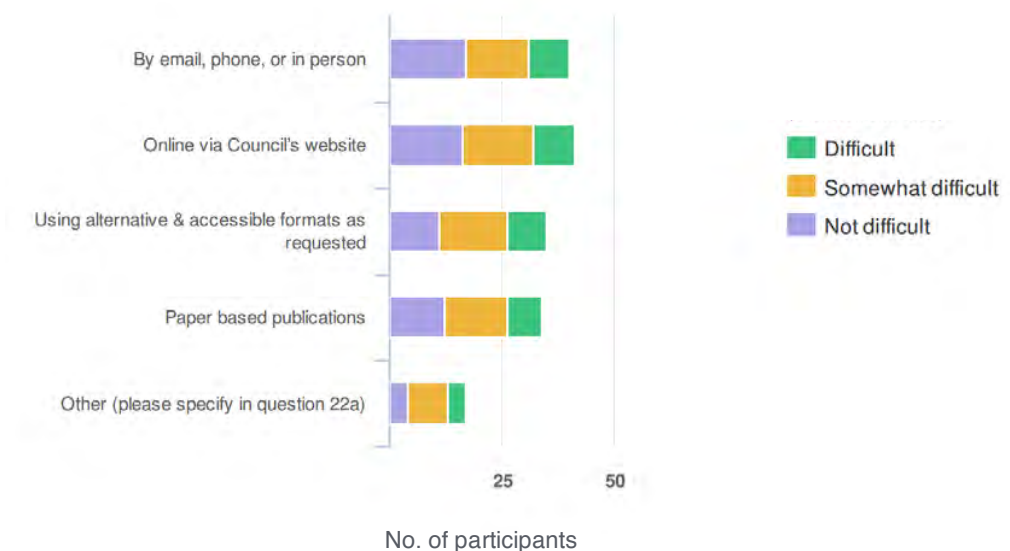
##### Feedback to Council

Participants reported difficulty giving feedback across the range of platforms surveyed. 55% of respondents had difficulty giving feedback via the Council website, 65% using alternative formats, 66% reported difficulty giving feedback through community consultation and 65% reported difficulty through Access & Advisory Committees.

##### Question 20:

**Do people with disability experience any difficulty in providing feedback to Council?**

Figure 11 – Giving feedback to Council



##### Experiences and difficulties giving feedback to Council include:

###### Digital technology:

- Website is difficult to navigate
- Digital technology excludes people who don't have internet access
- Technical difficulties experienced submitting online surveys

###### Location of consultation activities:

- Difficulty getting to workshops
- Some groups require Council staff to go to them e.g. homeless or mental health groups

###### Promotion:

- Promotion of consultation activities
- Need to improve the promotion of consultation activities

###### Communication methods used:

- Formats do not suit people with cognitive difficulties
- A range of formats for giving feedback are needed



## Community Survey Summary Notes

### Systems and Processes

#### Question 21:

**What are the two most important things Council could do to improve how people with disability can give feedback to Council?**

##### Digital technology:

- Improve website ease of use
- Improve website navigation
- Improve accessibility of maps and images
- Online and email options wanted

##### Method:

- Diverse range of options to give feedback and participate
- Drop-in
- One-on-one consultation
- Meetings
- Shorter surveys
- Events
- Telephones

##### Telephone:

- Improve ease of use of telephone system

##### Location:

- Go to the people
- GPs and hospitals
- Shopping centres
- Drop-ins
- One-on-one consultation

##### Supports:

- Staff expertise, communication skills and training
- Telephone assistance
- One-on-one face to face options

##### Frequency:

- Regular workshops
- Involve people with disability

##### Targeted groups:

- Prioritise people with disability
- Communicate and behave with respect
- Target people with disability
- Consult with carers

##### Responsiveness and feedback:

- Give feedback to community members
- Follow up matters

##### Promotion:

- Improve promotion of feedback and consultation options and activities





## Community Survey Summary Notes

### Systems and Processes

#### Feedback to Council

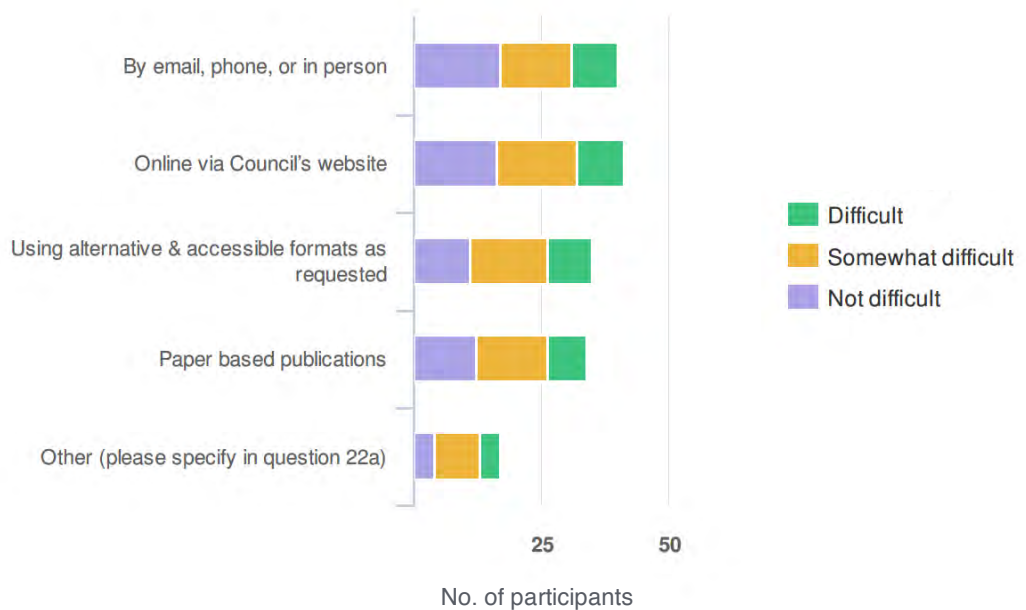
Information needs to be provided in a diverse range of formats through a variety of mediums to meet the diverse needs of people with disability. 76% reported difficulty accessing information through hard copy publications, 68% reported difficulty using alternative and accessible formats, 61% had difficulty accessing information online via the Council websites and 58% reported difficulty accessing information by phone, email or in person.

#### Question 22:

#### Do people with disability experience any difficulty when accessing Council information?

There is a need to improve access to information across all methods of communication.

Figure 12 – Experience accessing Council information



#### Negative experiences and difficulties accessing Council information included:

- Being dependent on others to access information
- The format of information is not suited those with literacy or cognitive difficulties
- There is a lack of information
- There is a lack of community awareness about what information is available
- There is a need for more accessible formats
- Technical difficulties are experienced using digital technology e.g. online surveys not submitting



## Community Survey Summary Notes

### Systems and Processes

#### Question 23:

**What are the two most important things Council could do to improve access to Council information?**

- Design information to meet the specific needs of people with disability
- Ensure it is up to date
- Dedicated telephone line for people with disability
- Easy access to Council Website and telephone numbers
- Easy read format information distributed by post
- Ensure online, newspaper and in person options are accessible
- Install Community notice boards
- Improve websites access
- More accessible formats
- Use non-toxic materials
- Meet with service providers
- Provide a homelessness drop-in facility e.g. showers and information
- Review the accessibility of Council information for people living independently in the community
- Review the accessibility of Council information for people living in supported care settings

### Other Comments

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Participants were asked to provide any other comments about improving access and inclusion in the community. They offered a range of ideas and priorities. The most important actions were related to changing community attitudes and behaviours with two areas of focus:

- (1) creating opportunities for the community to connect with people with disability and
- (2) community education about the needs of people with disability and positive behaviours.

The next most important area for action was in the built environment. This extended over a broad range of areas including improvements to shop access and accessible paths of travel, improvements to seating, more changing places and the provision of home modification assistance.

There were strong themes around universal design principles, making places functionally accessible, not just compliant with standards, and the involvement of people with disability, families and carers in service and environment design.



## Community Survey Summary Notes

### Question 24:

**Do you have any other comments or suggestions about improving access and inclusion in your community?**

#### Attitudes and Behaviours:

- Fair opportunities
- Communicate with respect

#### Education:

- For the community
- Regarding the needs of people with disability and positive behaviours

#### Opportunities to connect:

- Create opportunities for people with and without disability to connect
- Formally and informally
- Spaces to connect

#### Co-Design:

- Involve people with a disability in planning and design
- Involve people with intellectual disability
- Involve carers and families

#### Physical access:

- Accessible alternative pathways during works e.g. ramps
- Seating
- Wheelchair access
- Access to local businesses
- Changing places

#### Housing:

- Increase accessible housing options
- Provide home modification assistance

#### Events:

- Promote and provide accessibility information
- Transport – shuttle buses
- Affordable and accessible

#### Universal Design:

- Move beyond compliance

#### Services and Supports:

- Provide respite opportunities
- Include people with disability in mainstream activities
- Increase recreation options

#### Employment:

- Promote information about employment rights and responsibilities

Council to be a role model and leader

# **Appendix C**

## **Community Workshops**



# Community Workshops Summary Notes

## Introduction

### Introduction

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Two community workshops were held on 4<sup>th</sup> and 5<sup>th</sup> April 2017 in Waverley and Randwick. The workshops were designed to specifically consult people with disability, their carers, friends and families, disability services providers and community organisations. 56 participants attended the workshops, 17 at the Waverley workshop and 39 at Randwick. Services providers and agencies who participated included:

- Ability Links
- War Memorial Hospital
- Waverley Community and Seniors Association
- Little Heroes Swim Academy
- Sunnyfield
- Inner Sydney Voice
- Waverley Community Living Program
- Junction Neighbourhood Centre
- Randwick City Tourism
- Head East
- Randwick Older Persons Advisory Committee
- Access Advisory Committee
- Randwick Waverly Community Transport
- Holdsworth Community Services
- WAVES

Both workshops had the same format. Participants worked in groups and individually. They were asked to describe and map their positive and negative experiences over a range of key topics for each focus area. They were also presented with a range of potential Council strategies and actions to prioritise. Participants were given the opportunity to share their own ideas for what Council might do to address specific access and inclusion challenges. The information was used to capture feedback on existing Council actions, to identify community needs and challenges, barriers to participation and gaps in services.

The following challenge questions were given to participants to generate ideas for what Council might do to improve access and inclusion.

1. How might Council encourage positive and inclusive attitudes and behaviours towards people with disability, in the general community?
2. How might Council support people impacted by changes currently in disability and aged care funding and services (e.g. NDIS)?
3. How might Council better support people with disability to live independently?
4. How might Council improve access to recreation, sport, social and cultural activities?
5. How might Council enable people with disability to access and move around the community?
6. What supports do people with disability need in the community to help them get a job?
7. How might Council ensure options to give feedback and participate in community consultation are inclusive and accessible?
8. How might Council involve people with disability in Council planning?
9. What are the two most important things Council could do to improve access and inclusion for people with disability in the Randwick and Waverley community?

Challenges and ideas for action used in the workshops are based on existing Council actions, good practice examples and gaps in the preliminary DIAP.



## Community Workshops Summary Notes

### Experience Mapping Activity

## Attitudes & Behaviours

### Overview

Participant experiences were captured across the following topics: the general public, local businesses, aged and disability service providers, Council staff, community understanding of mental health difficulties, access and advisory committees, Randwick Home Maintenance and Modifications Program.

Overall, participants reported more negative than positive experiences. Most positive experiences were related to Council staff then aged and disability service providers. Most negative experiences were related to attitudes and behaviours of the general public and local businesses. Analysis of the information showed the following:

Positives
<ul style="list-style-type: none"> <li>• Disability service providers and agencies</li> <li>• Council library staff</li> <li>• Council Community Services and Access Committees</li> <li>• Council Home Modification and Maintenance Service</li> </ul>
Negatives
<ul style="list-style-type: none"> <li>• Community and local business awareness, understanding and respect</li> <li>• Attitudes and behaviours towards people experiencing mental health, cognitive or sensory difficulties</li> <li>• Low employment of people with disability</li> </ul>
Opportunities
<ul style="list-style-type: none"> <li>• Community and local business education programs especially regarding invisible disability</li> <li>• Increase opportunities for people with disability to participate in community activities</li> <li>• Initiatives to increase work experience and employment in the community</li> </ul>

Positive and negative experience themes and examples are outlined below. These examples and show how people experience positive and negative attitudes and behaviours in the community.

### Positive Experiences – Attitudes & Behaviours

#### Service provision:

- Well established and resourced NGOs
- Community transport
- Partners in Recovery
- Des Renford Aquatic Centre staff
- Waverley lifeguards
- Margaret Martin library
- Randwick library services
- Home Maintenance and Modification Services

#### Access Committee:

- Application process
- Issues covered

#### Awareness and understanding:

- General public on Bondi promenade
- Council traffic wardens
- Community transport
- Bread and Bean café Matraville



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Negative Experiences - Attitudes & Behaviours

Lack of awareness or understanding of:

- Students with invisible disability
- People experiencing mental health difficulties
- Cognitive difficulties
- Brain injury
- Behavioural difficulties
- Hidden disability

Communication:

- Some lifeguards show lack of awareness or understanding about how to communicate with people with disability
- Local businesses show lack of understanding of how to communicate with people with disability

Lack of willingness of community members and businesses to be respectful or accommodate the needs of people with disability:

- People can be rude and impatient
- People can be obstructive
- Strata managers and body corporates unwilling to make accommodations e.g. parking access
- People with disability made to feel uncomfortable and consequently avoid the area or activity
- Inaccessible shops and cafes
- Different disabilities are treated differently
- Bus drivers not lowering ramps or departing too quickly

Inadequate service provision:

- Inadequate information about services
- Lack of easy read formats
- Need for mental health services
- Long wait for home care services
- Difficulty accessing services for under 65s

Lack of information:

- Limited information and misunderstanding around NDIS, eligibility criteria and local service providers
- Difficulty finding community transport information
- Difficulty finding information about special education pre-schools

Misconception about abilities and needs:

- Employers can be fearful to hire a person with disability
- Local businesses and services don't accommodate people with disability in mainstream services

Transport:

- Difficulty booking community transport

Physical barriers:

- Vehicles park across kerb ramps
- Businesses and shopping centres not accessible
- Garbage disposal bins blocking paths

Poor customer service:

- Holdsworth Community Centre
- Lack of appropriate feedback from Council regarding complaints

Parking:

- Misuse of designated accessible parking spaces

Employment:

- Employers can be fearful to hire a person with disability
- Lack of awareness about Council diversity policy

Discrimination due to disability



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Liveable Communities

Participant experiences were captured across the following topics:

- **Services & Programs:** Home supports for independent living, finding suitable housing, sport and recreation activities, social and cultural activities, public event accessibility, the impact of changes in disability funding (NDIS, aged care), Waverley Community Living program, Randwick Home Modifications Service.
- **Built Environment:** Buildings, venues & public facilities, transport and parking, footpaths and pedestrian crossings, Annual footpath upgrade programs, Parks and playgrounds, information and signage, information about accessibility to plan an outing.

Participants reported difficulties accessing home supports, housing and home modifications and sport and recreation facilities. There is great concern and uncertainty about NDIS funding and eligibility procedures, and the impact this will have on services available.

The built environment was associated with the largest volume of negative experiences. The most significant of which were related to footpaths and pedestrian crossings, followed by transport and parking. Key parking and transport issues included the expense and limited availability of community transport, lack of accessible drop off/pick up points, the availability of designated accessible parking spaces and accessibility of bus services. Positive experiences most common in the built environment were related to buildings and venues. Analysis of the information showed the following:

Positives
<ul style="list-style-type: none"> <li>• Community education forums</li> <li>• Library services</li> <li>• Waverley Community Living Program</li> <li>• Home Modification and Maintenance Service</li> <li>• Council building accessibility</li> </ul>
Negatives
<p><b>Services &amp; Programs:</b></p> <ul style="list-style-type: none"> <li>• Uncertainty and poor information regarding changes in disability funding (NDIS)</li> <li>• Accessible and inclusive events</li> <li>• Accessible housing stock</li> <li>• Supports to modify and maintain the home</li> <li>• Opportunities for sport, recreation, exercise and play</li> </ul> <p><b>Built Environment:</b></p> <ul style="list-style-type: none"> <li>• Footpaths, accessible paths of travel and signage</li> <li>• Accessible parking and pick/up and drop off points</li> <li>• Parks and play equipment</li> <li>• Community transport</li> <li>• Public transport</li> <li>• Facilities for beach access and swimming</li> </ul>





## Community Workshops Summary Notes

### Experience Mapping Activity

#### Opportunities

##### Service and Programs:

- Community education programs
- Create, encourage and promote inclusive and accessible events
- Improve the range of information available to the community
- Include people with disability in service planning
- Develop strategies to increase accessible and affordable housing stock
- Expand Home Modification and Maintenance Service
- Support organisations to provide inclusive sport, rec and exercise opportunities
- Provide spaces, venues and equipment for inclusive sport, rec, play and exercise opportunities

##### Built Environment:

- Improve accessibility of footpaths and wayfinding information
- Increase number, location and appropriate use of designated accessible parking spaces
- Provide accessible drop off and pick up points
- Expand community transport, make it more flexible and affordable
- Provide information about accessible and inclusive venues, facilities, outdoor spaces and paths of travel
- Advocate for public transport that meets the needs of the community
- Improve accessibility of parks and play equipment

Positive and negative experience themes and examples are outlined below:

#### Positive Experiences – Liveable Communities

##### Recreation Activities:

- Bush Care
- Des Renford Centre gym
- Council grants for aquatic education program for children
- Social and cultural activities

##### Beach Access:

- Bondi Beach lifeguards and beach wheelchairs
- Maroubra SLSC's work with special needs kids
- Beach wheelchairs

##### Home Modification & Maintenance Service:

- Excellent service
- Responsive and timely

##### Housing:

- Planning controls enabled secondary dwelling for a person with intellectual disability
- Supports to enable residents to secure social housing

##### Education and information

- Community forums e.g. mental health and NDIS session
- Harmony Day event

##### Services

- Randwick customer service

##### Library:

- Building access
- Audiobooks
- Customer service
- Home Library service



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Shopping Centres:

- General physical access
- Seating design and location

#### Parks:

- All ability facilities at Malabar playground and Chifley
- Bubbler design

#### Paths of Travel:

- Lighting on Belmore Rd
- Maroubra Beach and coastal walk
- Prompt footpath repairs
- New footpaths

#### Upgrades:

- In Waverley

#### Community Transport:

- Service quality
- Permanent dedicated pick up and drop off zones

### Negative Experiences - Liveable Communities

#### Opportunities to participate in recreation, social and cultural activities:

- Age – lack of age appropriate events
- Sport – lack of sporting activities for kids with disability
- Nippers – lack of age appropriate service for kids with disability
- Swimming – lack of accessible indoor venue for aquatic education, inadequate change rooms
- Community gardens – lack of access
- Arts – not enough programs
- Cost – is a barrier to participation e.g. Des Renford Centre
- Library – need staff training to assist people disability
- CALD – lack of day centres for older persons with Chinese and Russian heritage
- Information – lack of information about accessible and inclusive activities options
- Disability specific activities and times are needed – at Des Renford Centre, children are off putting when unsteady on feet
- Integrated mainstream activities – lack of opportunities for community interaction
- Transport – insufficient transport options

#### Parks:

- Accessible play equipment is needed – for adults and children
- Not enough accessible facilities including shelter, seating and toilets
- People with cognitive disability need different park activities, different sensory experiences and quiet places to sit

#### Beach Access:

- Change room accessibility
- Bondi beach footpaths not accessible
- Ocean pools not accessible
- No beach wheelchair booking system
- Mobi mats not available



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Events:

- Lack of promotion and information about what events are accessible and what type of accessibility or inclusive activities are provided
- Physical access barriers
- Lack of disability specific activities e.g. for people with sensory or cognitive difficulties
- Lack of designated accessible parking

#### Home Assistance:

- Inadequate information about independent living supports available
- Inadequate home care service quality e.g. attitudes of care workers, type of help available
- Long waiting lists for home care

#### Housing:

- Social housing
  - Repairs and maintenance inadequate
  - Insufficient accessible properties
- Insufficient accessible, adaptable and affordable housing stock
- Lack of support for home modification development applications
- Lack of supported housing options for people with brain injury and cognitive disability
- Lack of housing solutions for people experiencing mental health difficulties and dementia

#### Access to Services for Independent Living and Community Activities under the National Disability Insurance Scheme:

- Lack of specific information about eligibility and service providers including service quality
- Concerns about the integrity of new NDIS service providers
- Local service providers unsupported by NDIS Local Area Coordinators
- People are feeling vulnerable and uncertain

#### Venues:

- Limited access to space for exercise programs
- Lack of affordable and accessible gyms for whole of family
- Change table facilities e.g. Des Renford change table is not adjustable resulting in manual handling issues
- Queues and waiting in lines can be difficult for people with autism and other sensory or behavioural difficulties

#### Transport:

- Need more accessible transport options for social activities, events and programs
- Need more evening transport options

#### Public transport:

- Bus drivers do not allow enough time for people to sit down and drive off too quickly
- Bus drivers do not lower the bus
- It is difficult for people with hidden disability to communicate their mobility needs
- Accessible buses not frequent enough and unreliable
- No lift at train stations
- Insufficient shelter at bus stops



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Parking:

- Insufficient designated accessible parking spaces at key locations
- Lack of designated accessible parking at beaches
- Misuse of parking spaces by those who do not have mobility issues
- Designated accessible parking not located in proximity to events

#### Accessible pathways:

- Path accessibility
  - uneven surfaces
  - poor path maintenance
  - inadequate passing space
  - steep gradients
  - obstacles on pathways including vegetation, service pits and parked vehicles
- Linking paths and access routes
  - kerb ramps too steep or blocked
  - steps and stair access
  - no handrails
  - lack of safe pedestrian crossings and inadequate time given to cross the road

#### Inadequate signage and wayfinding information:

- Limited or no information informing people of accessible routes or facilities
- Street signs missing or hard to read
- No tactile signage at pedestrian crossings
- Need signage and wayfinding information for accessible toilets

#### Seating:

- Need more seating and rest areas, otherwise distances to walk are too far
- Need more communal seating
- Public seating is too low

#### Shopping Centre Access:

- Poor vertical linkages – lift access needed at Eastgate, Royal Randwick
- Lifts not well maintained

#### Public toilet access:

- Not enough accessible toilets
- Not enough information about where they are located



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Employment

Participant experiences were captured across the following topics: finding a job, keeping a job, progressing a career, job opportunities within Council, transition to work, volunteer programs.

Negative experiences were related to limited job availability, transport barriers, lack of professional job seeking and job maintenance supports (disability employment agencies), lack of real work experience opportunities after study/training

Strengths were in transition to work services that involve real work experiences e.g. Windgap

Analysis of the experiences showed the following:

Positives
<ul style="list-style-type: none"> <li>• Volunteer experiences in Council</li> <li>• Windgap support services</li> <li>• Supported employment opportunities</li> </ul>
Negatives
<ul style="list-style-type: none"> <li>• Negative perceptions about the capabilities and capacity of people to work</li> <li>• Lack of awareness of incentives and benefits of employing people with disability</li> <li>• Limited work experience opportunities</li> <li>• Inadequate supports and support services to obtain and maintain employment</li> </ul>
Opportunities
<ul style="list-style-type: none"> <li>• Build community capacity to provide work experience opportunities and employment</li> <li>• Create work experience opportunities in Council and the community</li> <li>• Develop partnerships with disability support agencies</li> <li>• Award businesses that demonstrate accessible and inclusive employment practices</li> </ul>

Positive and negative experience themes and examples are outlined below:

#### Positive Experiences – Employment

- Work experience programs when available are effective in leading to employment
- Windgap employment services
- Supported employment opportunities

#### Negative Experiences – Employment

Job application process:

- People with disability lack confidence that the process will be accessible
- Application information provided is not accessible e.g. lack of easy reading formats
- Stigma and negative perceptions about the capabilities and capacity of people to work
- Employers are fearful about offering employment or work experience
- Employers are not aware of the incentives and benefits of employing a person with disability



## Community Workshops Summary Notes

### Experience Mapping Activity

Promotion of job opportunities:

- Difficult to find employers and jobs that are inclusive and accessible
- Don't know what jobs are available
- Limited work experience opportunities especially for older adults and school leavers
- Age discrimination

Lack of support in the workplace:

- Employers ill-equipped to provide support
- Lack of understanding and willingness to make accommodations
- Employment support services withdraw too early
- Unsupportive work colleagues
- Physical access barriers in the workplace

Lack of flexible work practices:

- Limited opportunities for part time or flexible work hours

Disability employment service providers:

- Ineffective and lack integrity
- Lack skills and training in how to support people with mental illness
- Withdraw services too early

Training:

- Did not meet disability needs

Difficulty getting to and from work:

- Insufficient and infrequent accessible public transport
- Cost of alternative transport e.g. accessible taxis
- Location of employment opportunities out of the local area



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Systems & Processes

Participant experiences were captured on the following topics: accessing information on Council's website, giving feedback to Council, involvement in community consultation activities, accessing information through council customer service and communication technologies.

Positives
<ul style="list-style-type: none"> <li>• Disability access committees</li> <li>• Responsive Council Customer Service</li> </ul>
Negatives
<ul style="list-style-type: none"> <li>• Lack of people with disability in community consultation</li> <li>• Website navigation and the range of information available</li> <li>• Range of information available</li> <li>• Lack of easy reading formats for Council communications and information</li> </ul>
Opportunities
<ul style="list-style-type: none"> <li>• Involve people with disability in planning activities</li> <li>• Improve the range of information available to the community</li> <li>• Provide all information and communications in an easy reading format</li> <li>• Ensure all community engagement processes and practices are inclusive and accessible</li> <li>• Include inclusive digital technologies in community consultation, feedback and processes and for delivering information</li> </ul>

Positive and negative experience themes and examples are outlined below:

#### Positive Experiences – Systems & Processes

Responsive customer service and front line council staff:

- Main customer service staff
- Rangers
- Home Maintenance and Modifications Services
- Waste Services
- Libraries

Communication technologies:

- National Relay services
- Social media
- E-news
- Email
- Website
- Newspaper

Consultation activities:

- Options to participate
- Promotion of activities
- Notice given
- Methods used
- Well resourced

Feedback options

- Access committees in general
- Interagency meetings
- Precinct meetings



## Community Workshops Summary Notes

### Experience Mapping Activity

#### Negative Experiences – Systems & Processes

##### Difficulty finding information about:

- Venue accessibility
- Location of accessible toilets
- Transport options – community transport and parking
- Wayfinding information especially when planning activities or during community outings
- Accessible and inclusive exercise, recreation, social and cultural activities and spaces
- Accessible and inclusive events
- School options
- Jobs available for people with disability
- Employment support services

##### Information formats:

- Not enough easy reading formats
- Not suitable for people experiencing cognitive difficulties

##### Website:

- Difficult to navigate
- Difficult to locate information needed

##### Target audience:

- Some participants were not aware information was provided on the website
- Some communication formats not reaching target audience

##### Consultation activities:

- Lack of easy reading information
- Location of consultation activities – Council should go to the community
- Need to improve the promotion of consultation activities
- Not enough notice given
- Simpler, less intimidating activities are needed

##### Feedback options:

- Not sure where to go to report feedback

##### Council response to feedback:

- Council response to feedback not consistently received





## Community Workshops Summary Notes

### Ideas for Action Activity

#### Attitudes & Behaviours

Participants were presented with a range of ideas to improve access and inclusion. Individual participants were asked to choose the top 2 best ideas and to allocate 1 vote to each.

How might Council encourage positive and inclusive attitudes and behaviours towards people with disability, in the general community?	Vote
Community events & education forums	6
Educate Council staff how to use communication aids	2
Involve people with disability in the design of new service & facilities	14
Use positive & realistic images of people with disability in media & publications	10
Public campaigns focusing on inclusion	9
Award businesses that demonstrate positive & inclusive behaviours	5
Funding to support local businesses to make facilities & services accessible & inclusive	6
Disability Advisory Committee to represent needs of people with disability in Council activities, services and planning	12

(Workshops 1 & 2)

Participants were asked to record their own ideas:

- Ensure that access and inclusion is in the mainstream of Council and considered in all areas (events, building design, services, policies, protocol)
- Training for local business / services on how to make their business/services more accessible. Not just physical access - include communication access
- Inclusion in Council workforce - Employ more people with disabilities to work in customer service roles, to encourage equal opportunities and inclusion
- Information podcasts on website - make disability more visible in society
- Everyone needs to learn what it means to have a disability and how limiting it is for a person and workout how to improve and support them always
- Set an example! Put forward a clear Diversity Employment Plan and publicise
- Disability info programs in Primary and High schools
- School education and training of all staff
- Community awards for people with disabilities who have a positive impact on the community
- Hold some group chats to share positive experience
- Provide more training for social work student
- Help promote employment opportunities for residents of Randwick/Waverley who are living with disabilities. Even a few hours a week is better than medicine. Financial/health benefits.



## Community Workshops Summary Notes

### Ideas for Action Activity

#### Liveable Communities

How might Council support people impacted by changes currently in disability and aged care funding and services (e.g. NDIS)?	Vote
Provide information about new services in the area	9
Home modification & maintenance services	2
Grants & support for community services designed to meet the needs of people with disability	7
Support aged and disability service provider networks	9
Provide supported housing & living initiatives designed for people with an intellectual disability	5
Implement Council planning controls to support an increase in accessible & adaptable house stock	5
Work in partnership with specialist agencies to respond to homelessness and squalor	2
Provide a range of social, recreational and fitness activities for Seniors	4

(Workshops 1 & 2)

Participants were asked to record their own ideas:

- Work together with hospitals about accessible transport services for older people
- Develop partnership with experts / hospitals re: exercise programs in community centres for older people
- "NDIS specialist" someone for families to contact who knows the ins and outs
- No front door for the NDIS
- List of NDIS providers on Council website
- Raise your understanding of people's abilities and skills to include everyone
- NDIS provider workshops funded by Council
- One on one support to discuss goals and aspirations
- Initiate mainstream programs that support PWD
- Commend the people who provide help - visit our premises. Don't let the system fade it's immensely appreciated (HMMS)
- Provide information about existing services as well as new one in area



## Community Workshops Summary Notes

### Ideas for Action Activity

How might Council improve access to recreation, sport, social and cultural activities?	Vote
Create more opportunities to participate in mainstream activities	4
Evening social activities that are inclusive and accessible	4
Accessible sports programs	4
Accessible playgrounds	2
Beach wheelchair access	7
Adult changing places	2
Accessible arts programs	3
Activities for people experiencing dementia or mental health difficulties	6

(Workshop 2 only)

Participants were asked to record their own ideas:

- Hornsby area have accessible arts program - no arts program in eastern Sydney for people with intellectual disability
- Lego clubs in schools and libraries - lego clubs are social activities that assist in developing communication
- Changing places will allow many in wheelchairs to access a full day program without needing to return to a centre with a bathroom
- Age appropriate activities and events throughout weekdays. Free or for a small fee
- Sensory tent/space for festivals, events, mall - a space designed as a dedicated "chill zone" with items for hire like wheelchair, noise cancelling headphone, communication cards, sensory toys
- Provide training or Council staff / inclusion facilitator organisation to help them include people in mainstream
- Adult change facilities in more than one pool in the area
- Street signs to alert drivers and pedestrians at busy and difficult intersections - too slow, walk carer use pedestrian rails, more footpaths
- Promote inclusive sports competitions for all abilities i.e. Soccer club, basketball, swimming
- Access cards for pools and tennis courts i.e. Des Renford pool \$2 entry (like CoS)
- More indoor activities - sensory rooms !! Accessible galleries like the powerhouse
- Affordable sports programs tailored to those with Autism or sensory input issues
- A community choir including people with a disability - could perform at local events
- Ways to communicate all recreation activities that take place in the area
- Lifeguard disability training - awareness / understanding - start with those on frontline eg. Receptionist / customer service
- Plan event drop off zones (like Short St Randwick)



## Community Workshops Summary Notes

### Ideas for Action Activity

How might Council enable people with disability to access and move around the community?	Vote
Information about the accessibility of facilities and venues e.g. parking, toilets, entrances, mobility maps	11
Information about accessible transport options	7
Short trip accessible transport options	8
Advocate for improved public transport in areas where options are limited	14
Accessible smartphone mobility app e.g. map of accessible toilets, parking, drop-off points, pathways	8
Braille, tactile & audio signage	5
Digital wayfinding information	3
Improve accessibility of bus stops, parking, drop-off points & linking pathways	15

(Workshops 1 and 2)

Participants were asked to record their own ideas:

- Provide safe and easily accessible environment for everyone regardless of their needs
- Better access to every event
- Better footpaths
- Be on the snap, send, solve app
- Approve new buildings that account for drop off/pick up access in front of building
- Bigger lifts, larger corridors
- Events: sensory tent, have options for PWD
- Council to look into adopting "Access Sydney Collectively" initiative so people can easily find out accessibility info on events, venues, business etc.
- Accessible Tourism: Bondi Braille trail, beach wheelchair to fully access beach space, mobi matting
- Braille trail - on major tourist/community destinations
- Community transport
- Make sure seating is suitable - correct height, arms, support to get up and sit down - very hard in shopping centres and at this venue too
- Active transport corridor Anzac Pde between Maroubra and La Perouse
- Encourage huge shopping centres to put trolley collection stations next to disabled parking and pram parking areas/spots
- Lobby Sydney buses for more frequent services and better seating and shelter at stops
- Community transport for people over 65 or with a disability
- Snap, solve, send app - you can take a photo on your smart phone of an issue and send it straight to Council
- Travel training
- Increase size of toilet block at La Perouse - high demand for only 2 toilets
- Blue badge insurance Australia - An insurance company has just released free disability stickers for cars, wheelchairs and scooters. Council could link this info on the website



## Community Workshops Summary Notes

### Ideas for Action Activity

What supports do people with disability need in the community to help them get a job?	Vote
Award businesses that demonstrate accessible & inclusive employment practices	12
Improve access to buildings, facilities & transport	5
Ensure people with disability are aware of vacant positions within Council	8
Council internships, traineeships & apprenticeships for people with disability	10
Volunteer opportunities within Council	6
Supported employment programs designed for people with disability	8
Develop partnerships between Council and disability employment agencies	9
Council to procure goods and services from local businesses who employ people with disability	7

(Workshops 1 and 2)

Participants were asked to record their own ideas:

- Give a career opportunity for old aged and with disability
- Provide opportunities for people to grow and develop their understanding of their skills
- Technologies to aid people with vision impairment
- Employment targets for people with disability at Council
- Council run initiatives for businesses to promote employ people with disability or work experience
- Review recruitment practices
- Increased amount of courses for people wanting to enter the disability support industry. Upskilling workers and increasing knowledge in the current sector will result in a safer more positive environment for those with a disability. Also, making the courses very visible on the website and Facebook page could highlight and promote the sector, making disability more visible.
- Vocational courses designed for those with a disability age and skill appropriate
- Provide the job to the disability directly if they have the qualification already e.g. In library
- Promote volunteer facility more
- People with disabilities want work - work is better than any medicine. Happier, healthier, more cash in the community. Toozly website/job profiles, cv's, resumes, video resumes free



## Community Workshops Summary Notes

### Ideas for Action Activity

#### Systems and Processes

How might Council ensure options to give feedback and participate in community consultation are inclusive and accessible?	Vote
Ensure website is accessible	3
Use a Smartphone app to give feedback to Council using photos, voice messages or text message	4
Attend forums and workshops via video link (e.g. Skype) if can't attend in person	3
Accessible social media and online discussion forums	3
Consultation materials to be available in alternative formats	3
Ensure communication aids are available and staff know how to use them e.g. hearing equipment	0
Provide an Access and Advisory Committee that feedback can be given through	5
Involve residents with disability in service & facility planning & design	6

(Workshop 2 only)

Participants were asked to record their own ideas:

- Involve and invite people with a disability to sit at committees - Council, and service providers
- Council website should have an easy read option
- Accessible format e.g. Dyslexic friendly, flipped contrast, audio narration, bigger text
- Record forums and workshops for webcast and podcast for people who can't attend in person



## Community Workshops Summary Notes

### Ideas for Action Activity

How might Council improve the information they provide?	Vote
Provide a concierge at Council customer service who is trained in the communication needs of people with disability	3
Use a Smartphone app to give feedback to Council using photos, voice messages or text message	4
Attend forums and workshops via video link (e.g. Skype) if can't attend in person	3
Accessible social media and online discussion forums	3
Consultation materials to be available in alternative formats	3
Ensure communication aids are available and staff know how to use them e.g. hearing equipment	0
Provide an Access and Advisory Committee that feedback can be given through	5
Involve residents with disability in service & facility planning & design	6

(Workshops 2 only)

Participants were asked to record their own ideas:

- Mail out calendar of events with pictures (magnetic)
- Specially trained staff to assist elderly, hearing, visually impaired, disabled at customer service
- All staff training on supporting communication strategies to ensure communication access
- Look into different layouts of info provided
- Fund 'how to vote' workshops
- Easy read always an option
- Need an App to find accessible toilets



## Community Workshops Summary Notes

### Ideas for Action Activity

#### General Comments

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##### Question:

**What are the two most important things Council could do to improve access and inclusion for people with disability in the Randwick and Waverley community?**

##### Attitudes and Behaviours:

- Public campaign that Council advocates for PWD to be included
- People with a disability used in media campaigns
- Address stigma
  - Street art murals on large buildings - like in Spring St to promote this

##### Building and venue access:

- Town Hall - include people with disabilities
- Lifts need to be bigger
- Provide more venues that are readily accessible to all people

##### Housing:

- Affordable housing
- Inclusion - community education, business awareness and training

##### Transport:

- Drop off/pick up areas for parking at public transport e.g. Train station (disabled access)
- More drop-off points especially in malls, shopping centres. Parking spaces
- Improve important urgent transport to health contingencies (hospital and medical appointments)
- Biggest issue is transport to city for theatre and concerts. More entertainment venues

##### Paths of travel:

- Traffic calming ideas for disabled access / older people. Road crossings, traffic light timing at pedestrian crossing

- Signage at busy traffic corners and streets where disabled persons have to cross

##### Recreation and Cultural Activities:

- Provide another indoor aquatic facility to cope with the need in this area
- More cultural events in local area.

##### Events:

- Provide events in venues that are easily accessible for all
- Events tailored for those with sensory input issues i.e. Sensory movies - dimmed lights, quietened sound

##### Safety:

- More rangers to police areas which are for disability persons

##### Employment:

- Force big businesses to employ a disabled person, maybe in the ration of 1:30
- Council could offer financial benefits to company

##### Systems & Processes:

- Embed access and inclusion in every policy

##### Consultation:

- A simplified version of this DIAP workshop to include a larger, younger range of people with a disability

##### Information:

- A one stop information shop. To research all NGO's and Gov organisations is a nightmare



# **Appendix D**

## **Combined Community Care Forum**



# Combined Care Community Forum Summary Notes

Consultation Report  
Randwick and Waverley Councils  
DIAP Planning

## Introduction

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A workshop was held at the Combined Community Care Forum & City of Sydney & Eastern Suburbs Aged & Disability Interagency Meeting at 10am-12.30pm on Wednesday 19<sup>th</sup> April 2017.

The workshop aimed to engage and enrol community services in the development of the DIAP.

An overview of the DIAP process was presented and feedback gathered around specific issues to generate ideas to address gaps in preliminary strategies and actions.

The following Appendix provides detail of the feedback received and ideas generated during the workshop.

Twenty four people attended the workshop, representing the following organisations:

1. ACSA
2. ADHC FACS
3. Benevolent Society
4. SMCS
5. WCLP
6. Uniting
7. Inala
8. Alzheimers Australia
9. The Human Sound Project
10. Carer Program SRSLHD
11. Bayside Council
12. Bannister In Home Care
13. Holdsworth
14. D.A.S
15. City of Sydney
16. RAS
17. St Lukes Home Care
18. Woollahra Council
19. Careseekers
20. Hammondcare

**Combined Community Care Forum – Wednesday 19 April 2017**  
**Randwick/Waverley Disability Inclusion Action Plan**  
**Service Provider Consultation Feedback**

**ATTITUDES & BEHAVIOURS**

**How might Council encourage positive & inclusive attitudes and behaviours in the general community?**

- Spearhead Disability, Dementia and Mental Health Awareness programs
- Using positive and realistic images of people with disabilities in Council imagery
- Disability awareness training, use of appropriate imagery on promotional material
- Grants for businesses to increase best practice for either existing staff and new employment
- Promote examples of people achieving great things with disability
- Information sessions (*response was provided twice*)
- Workshops around inclusion for the greater community
- Events and workshops for all around the theme of inclusion. Music workshops.
- Creating places, spaces that all can participate safely and mix together – improve visibility of all people residing in this area
- Opening up mainstream events and involving people with disabilities in advertising and promotions material
- Bring people together through inclusive events and workshops
- Show willing to help support aged/frail in their homes
- Organise community events
- Increase education and awareness opportunities
- Hire or have more volunteers with disabilities or their carers
- By being more open to listen to the people from community

**How might Council encourage positive attitudes & behaviours of Council staff towards people with disability?**

- Always include people with disabilities in Council decision making, employing people with disabilities
- Spearhead Disability, Dementia, Mental Health Awareness Programs

- Education; hire more staff with different disabilities
- Education? Not sure what is currently happening, hard to have an opinion
- Continued education
- Through training staff with a range of disabilities
- Mandatory training Dementia- Friendly, Disability Awareness etc.
- Workshops around inclusion
- Monthly facilitations that encourage and promote positive attitudes
- Education (continuous) is the key. Creating opportunity for people with disability to participate in employment
- Training/education, workshops, discussion groups with disabilities input (direct communication)
- Awareness raising initiatives – events, workshops – the human sound project brings people together through music etc
- Assist with housing adaptations faster to reduced risks of falls etc
- Provide training
- By setting example and employment of people with disability

**What partnerships might Council build in the community to promote positive attitudes & behaviours?**

- Sculpture by the Sea – create an Inclusion Category
- Take a leadership role
- Doctors / Service Providers
- Chamber of Commerce, if Council supports them financially make it mandatory they do disability awareness training in all businesses, particularly small
- Partner with local disability service providers and increased meetings with local services
- Local support groups – local business to encourage employment – local creative groups
- Community orgs, businesses, universities, schools etc
- Working closely with disability advisory committees – public meeting with speakers from minority groups (families)
- Human Sound Project – arts based events
- Easier transport and parking outside health care centres
- Engage schools
- Information sharing between organisations
- Openings, meetings and workshops with a person (and/or with their carer) with disability tell their story. A lot of people have never had intimate contact with someone with a severe disability
- Supporting small NGO and volunteers

### **What is Council doing well?**

- Provides great centres for Seniors and people with disabilities
- Visibly promoting that we work together to make community more inclusive
- Not sure
- Consulting to find best methods to serve the community
- Running these consultations
- Friendlier staff

### **What are the major issues not being addressed?**

- More gender equality focussed initiatives
- The 'doing' – everything looks good on paper
- aged care integration with community aesthetic design/environment - making communities feel they are able to contribute to ideas
- fast stream phone calls to housing department or other
- Access to public areas i.e. beach wheelchairs for people with disabilities / poor mobility / aged. Employ staff / person to look after disability

### **Ideas for Action**

- *Public campaigns focusing on inclusion - 6 x vote*
- *Community events & education forums – 7 votes*
- *Involve People with disability in the design of new service & facilities - 8 votes*
- *Use positive & realistic images of people with disability in media & publications – 6 votes*
- *Award businesses that demonstrate positive & inclusive behaviours - 3 votes*

**Comment** – Advertise these more & get the community to nominate what businesses could do

- *Disability Advisory Committee to represent needs of people with disability in Council activities, services and planning – 5 votes*
- *Educate Council staff how to use communication aids – 1 vote*

## SERVICES & PROGRAMS

### **How might Council support people impacted by changes in disability & aged care services and funding? E.g. NDIS and My Aged Care?**

- Information sessions
- Supporting people to understand NDIS & MAC
- Information sessions, advice and referral, specialist position / team advocacy
- Providing Council workers to help people understand the changes & information sessions
- Explain what people get / are likely to get from engaging with these organisations, no-one knows
- Engage service providers e.g. Hammond Care to discuss My Aged Care & how to access home care packages
- Education – awareness around NDIS
- Bringing them together to allow them to voice their needs and make them feel heard – and know they are being heard.
- Promote info on available services – council could make more aware of info and services available
- Support clarification and communicating information to make it accessible and coherent
- Assist aged care/frail to stay safely in their homes – encourage understanding of My Aged Care
- Provide information clearly, especially MAC awareness
- Provide information sessions: MAC, NDIS, volunteers
- Knowledge of support and services available
- Have info stands at local shopping centre. Do we know how many people do not have access (or knowledge) of a computer
- More information sessions – CALD groups need to be included in the picture

### **How might Council support people to live independently?**

- Incorporate disability needs
- Link people to more organisations
- Promote affordable housing and support buying Social Housing
- Providing links to services that can help people live independently
- HMMS, verge mowing, community transport, grants programs, accessible public places & spaces
- Affordable housing, affordable support – increased funding for this
- Educate them on resources that are available –people/groups they can contact for assistance
- Improve liveable communities, improve planning, transport, focus on access – what works for people with disability works for everyone

- Training – WCLP to support independent living – one on one support and mentoring
- Enabling housing adaptations – make easier less expensive and quicker
- Train volunteers
- Offer flexible and individual support options
- They don't know about the changes and there is lack of knowledge

#### **How might Council improve access to accessible and inclusive recreation, sport, cultural & social activities?**

- Accessible venues, inclusive promotion
- Encourage bodies that use Council facilities to be inclusive
- Relationships and private stuff (businesses) that does dateable dances and dating coaching for people with disability
- Partner with organisations that review current facilities and how they can be adapted
- Better transport, NSW RMS to allow drop-off & pick-up outside venues
- Promote increase awareness, access is a problem
- Ensuring they are accessible for all abilities
- Greater variety – more frequent -- more locations with pick up and drop off for such activities
- Access should drive all planning and development
- Direct contact with facilities and activity groups – listening to the community
- More transport pick ups – falls prevention groups – more day care places – easy parking and dropping off spaces
- Marketing events more and offering variety
- Encourage more partnerships with people and NGO from NDIS and Aged Care

#### **What services and programs are Council doing well?**

- Seniors Centres
- Great variety of typical seniors activities, in Randwick at least
- WCLP much needed and supported initiative
- social program for seniors
- Including and welcoming feedback from users

#### **What are the major issues not being addressed by Council?**

- Inclusion projects – PWD and without / Advocacy required especially with NDIS

- Activities that allow able bodied people and people with disability to come together and co-create
- Pavement upgrades/signs at pedestrian crossings need more visibility
- Overgrown trees affection footpaths

### **Ideas for Action**

- *Support disability and service provider networks – 7 votes*
- *Provide home modification and maintenance services 1 vote*
- *Provide information about new services in the area – 7 x votes*
- *Provide supported housing & living initiatives designed for people with an intellectual disability – 5 votes*
- *Grants & support for community services designed to meet the needs of people with a disability - 6 votes*
- *Implement Council planning controls to support an increase in accessible & adaptable house stock - 5 votes*
- *Work in Partnership with specialist agencies to respond to homelessness and squalor – 1 vote*

### **Part 2**

- *Adult changing places – 3 vote*
- *Accessible Arts Programs – 6 votes*
- *Evening social activities that are inclusive and accessible - 7 votes*
- *Create more opportunities to participate in mainstream activities – 7 votes*
- *Activities for people experiencing Dementia or mental difficulties - 7 votes*
- *Provide a range of social recreational and fitness activities for seniors – 3 votes*
- *Accessible playgrounds 1 vote*
- *Beach wheelchair access 1 vote*



## **BUILT ENVIRONMENT**

- Consult with experts to consider solutions that work. We need to change how we think about these improvements. Attitudes must change. What works for people with disability works for everyone i.e. mothers with children and older people.

### **Building Venues & Public facilities:**

- Better signage
- Compliance with regulations including font size for signage
- Access audits – implement recommendations when upgrading
- Improve accessibility, lifts, footpaths
- Less traffic areas/pedestrianizing particular streets to support community interactions
- Ramps. wheelchair hire and easy access. Parking for those with disability or frail aged but who do not have MPS
- Disabled toilets for carers
- Royal Randwick Shopping Centre – lift too small and have to compete with shopping trolleys

### **Transport and Parking**

- More short trip options
- Close as possible to main venues
- Add more disabled parking to Bondi Junction
- Access audits – implement recommendations when upgrading (*repeat*)
- Safe areas to drop off clients
- Easy, available parking and drop off points
- Drop off points – increase around POWH

### **Footpaths & Pedestrian Crossings**

- Make sure all footpaths & crossings have a ramp into the road
- Fix footpaths, ensure clear vision of crossings
- Seating must be disability appropriate
- Access audits – implement recommendations when upgrading (*repeat*)
- Visual safety
- Ramps, even pathways/paving, continuous paths of travel

- Better maintenance

### **Parks & Playgrounds**

- More inclusive play equipment
- Access audits – implement recommendations when upgrading (*repeat*)
- Accessible paths/gates
- Easy wheelchair access that links to parking
- Dementia friendly environments

### **Information & Signage**

- Improve it
- Vision Australia recommended font size
- Better signage about what's accessible
- Access audits – implement recommendations when upgrading (*repeat*)
- Clean and concise – large print
- Improvement needed

### **Information about accessibility to plan an outing**

- Info on website and easy to read maps
- Website stating accessible places to go and how to access them including info on facilities eg toilets and cafes etc

### **What does Council do well?**

**Suggestion:** *Look at Wollongong Council Dementia Friendly Environment Audit*

- some great programs for aged care and disability/ sustainability a priority

### **What are major issues not being addressed?**

- Bringing communities together – not a great deal of indigenous inclusion in the community
- Royal Randwick Shopping Centre – absolute shocker for the lift! People with walking frames / wheelchairs = a nightmare to get to 1<sup>st</sup> floor (library, specialists and medical centre)

### **Ideas for Action**

- *Digital wayfinding information – 1 vote*
- *Information on accessible transport options – 2 votes*
- *Short trip accessible transport options – 2 votes*
- *Improve accessibility of bus stops, drop off points & linking pathways – 9 votes*
- *Advocate for improved public transport in areas where options are limited – 5 votes*
- *Accessible smartphone mobility app e.g. map of accessible toilets, parking, drop-off points, pathways - 3 vote*
- *Information about the accessibility of facilities and venues e.g. parking, toilets, entrances, mobility maps -13 votes*

## **EMPLOYMENT**

### **How might Council support people with a disability to get a job?**

- Hire them! Greater work experience options
- By offering work experience
- Partner with National Disability Recruitment Coordinator
- Not so strict rules on employment / Volunteering a person with disabilities
- Incentivising local business through awards, grants etc.
- Have Council positions for PWD, provide assistance and incentives to local business to hire PWD
- Education for business in the council area
- Allocate a position of 'job counsellor' can either do home visits or public space
- Support programs and providers who train/ support clients looking for work
- Partner with headspace
- Promote opportunities and scope with local businesses

### **How might Council support people with a disability to keep a job**

- Reasonable adjustment policy within Council
- Provide good support workers; check in regularly with the person
- Funding options for services to ensure they can support the person
- Ensure they have transport to and from work
- Mentoring/support people/follow up and may need to have continued support
- Support local businesses with information and tools/resources on attracting and maintaining employees with disability
- Support person? Allocated staff member with checklist and support for them?
- Offer ongoing support
- Maintain a sense of purpose / identity. Younger onset dementia diagnosis

### **How might Council support people with disability to transition from school to vocational training to employment?**

- Increase work experience options
- Provide a Council liaison officer for businesses to employ PWD

- Have more information, supported volunteering opportunities for people in this transition stage (support businesses to provide these opportunities)
- Workshops for parents/carers of transition-aged school leavers on how the transition will happen to ensure there is less isolation in this age group
- Incorporate work experience into their school vocational program
- Have information available and support
- Practical workshops

#### **What is Council doing well?**

- Nature strip lawn mowing partnership with House with No Steps – please promote
- Supporting providers – funding a service like WCLP

#### **Ideas for Action**

- *Ensure people with disability are aware of vacant positions within Council – 5 votes*
- *Improve access to buildings, facilities & transport – 1 x vote*
- *Volunteer opportunities within Council – 3 x votes*
- *Council internships, traineeships & apprenticeships for people with disability – 11 votes*
- *Supported employment programs designed for people with disability – 7 votes*
- *Award business that demonstrate accessible & inclusive employment practices – 6 votes*
- *Develop partnerships between Council and disability employment agencies – 2 vote*
- *Comment – Build a platform for PWD to promote their ability to employers 1 vote*
- *Council to procure goods and services from local businesses who employ people with disability – 1 vote*

## **SYSTEMS & PROCESSES**

### **How might Council provide more inclusive & accessible feedback & community consultation options?**

- Encourage a culture beyond compliance – look at practices you can win awards for
- Easy read, Auslan, hearing loops, NESB/CALD versions
- Have regular consultation slots each week
- Comprehension with people with disability can be on many levels/ to have a broad way of communicating to that inclusion is happening
- Paper and pen feedback focus available at local shopping centre / libraries

### **How might Council involve people with Disability in Council planning?**

- Ensure engagement with disability peak bodies
- Reference group, it adds to Access Committee
- Have quotas – each Committee must have people with disability on it.
- If the commitment is there it will happen – reporting outcomes on targets
- Invite people to join council planning
- Workshops
- Encourage inclusion to come to meetings make it accessible
- Write to aged with big letters
- Use NOVA employment / work experience for local businesses and council

### **How might council improve the way they communicate information?**

- easy read information eg pictorial information
- smaller groups – one on one to include people with hearing and speech impairments

### **What is council doing well?**

- Planning groups and consultations for people with disability

### **What are the major issues not being addressed by Council?**

- Making these issues more mainstream, not an add on
- Is the website accessible? Not many are.
- Accessible information

### **Ideas for Action**

- *Ensure website is accessible – 6 votes*
- *Access social media and online discussion forums – 4 vote*
- *Involve residents with disability in service & facility planning & design 13 votes*
- *Consultation materials to be available in alternative formats – 3 vote*
- *Provide an Access Advisory Committee that feedback can be given through – 4 votes*
- *Use a smartphone app to give feedback to Council using photos, voice messages or text messages – 1 vote*
- *Ensure communication aids are available and staff know how to use them e.g. hearing equipment – 2 x vote*

# **Appendix E**

## **Community**

### **Conversations**





## Community Conversations Summary Notes

### Eastern Sydney Multicultural Access Project

#### Introduction

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This document summarises discussions from two workshops held on 24<sup>th</sup> April 2017, with service users:

- Eastern Sydney Multicultural Access Project (ESMAP) – Greek group [3:00 – 4:30 pm]
- Eastern Suburbs Mental Health Support Group [5:30 – 7:30pm]

Participants were asked to:

- Consider and discuss issues in relation to key focus areas
- Consider strategies to address these key issues

#### Conversation 1 - ESMAP

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##### Focus Area: Liveable Communities - services & programs

- Participants rely on family or ESMAP to find information needed to access community services and programs. It can be difficult to find information or know where to look.  
*"My son helps find the information otherwise it would be difficult"*
- ESMAP provides a key role in facilitating access to community activities for this community group.  
*"If I don't know something, I go to ESAMP and they help me"*
- There is a need for more organised community outings.
- Caring responsibilities impact on time available to participate in community activities.
- Community transport is great and convenient but expensive on a pension.
- Council garbage services leave empty bins too far from the home, making it difficult to move bins.

##### Focus Area: Liveable Communities – built environment

- Participants lack confidence visiting areas of the community that are unfamiliar.  
*"I would like to visit new places if someone else took me. I would get lost otherwise"*
- Signage needs to be improved on streets and shops, it is difficult to find house and shop numbers.
- Parks and public places could be improved by providing more shade and seating.
- Accessible parking space time limits need to be increased. Community groups run for 2-3 hours. People need to move their car in this time or leave an activity early.
- Inadequate maintenance of nature strips creates trip hazards.

##### Focus Area: Employment

- Employment opportunities for older people are important.
- Employment is valued for the opportunities it provides for socialisation, mental health and confidence.
- Caring responsibilities mean people may need to leave the workforce early.

##### Focus Area: Systems & Processes

- Council could make it easier for people to give feedback and engage with Council by providing interpreting services.
- None of the participants use a computer. Some are looking to learn.



## Community Conversations Summary Notes

### Eastern Suburbs Mental Health Support Group

#### Conversation 2 – Mental Health Support Group

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##### Focus Area: Attitudes & Behaviours

- Need to improve community attitudes and behaviours towards people experiencing mental health difficulties and reduce stigma. Programs that aim to increase community understanding of mental health and have had a positive impact include:
  - Mental Health First Aid Courses
  - Council run community awareness programs e.g. Randwick Council awareness program
  - School based education programs
  - TV shows and films with educational messages

*“Mental Health is still a taboo topic. There’s a cultural aspect to talking about mental illness. The more people are educated and can talk about it in the open. This helps people come along side and support each other rather than create isolation.”*

##### Focus Area: Liveable Communities - services & programs

- Accommodation solutions for people experiencing mental health issues are difficult to find, particularly when transitioning from hospital to the community.  
*“Very hard to find accommodation especially when moving from hospital to living at home – no routine established and don’t have life skills yet to manage on own”*
- Accommodation solutions are not affordable, especially when unemployed or on New Start Allowance. The unemployed are excluded from private rental properties.  
*“Most rental places need a job to fill in an application form and people are commonly unemployed....rentals are also overpriced and you can’t pay rent when you have no income. NewStart is not enough to cover rent. ”*
- People feel vulnerable and unsafe in public housing.
- Support services are needed to help people find accommodation.
- Accommodation is hard to keep.  
*“The real problem is keeping accommodation once they’ve got it because they often have a history of drugs/alcohol, jail and if mental illness not managed then it’s impossible to keep accommodation because they trash the place, are noisy and get evicted.”*  
*“Homelessness is a big thing”.*
- Support services are needed when transitioning between hospital and community living.
- Access to support services is difficult when a person’s mental health is unstable. Awareness of services is also lower.
- Participants were aware of, and provided positive feedback about, One Door, Randwick City Council Club Grants Scheme, Headspace (Bondi Junction), Buckingham House (Surry Hill) and ICLA services.
- More services and programs are needed for:
  - early intervention
  - youth and older adults
  - developing living skills
  - homelessness facilities e.g. showers
- Awareness of the NDIS was mixed amongst participants. Those who had attended an ICLA information session received personalised advice. Others reported having no idea about the NDIS.
- Participants indicated they would look to the ICLA or brochures at the library for service and NDIS information.



## Community Conversations Summary Notes

### Eastern Suburbs Mental Health Support Group

#### Focus Area: Employment

- Concerns exist about the quality and effectiveness of employment agency services. Participant's reported agencies have poor awareness of the needs of people with mental illness and do not match job roles well with applicants.  
*"Employment agencies need to change their KPI's from measuring performance based on number of job placements to length of employment - this person has had a job for 6 months, they have learnt these skills and integrated them in this role and have shown progression to another position of increased responsibility"*
- Better supports are needed for people to maintain employment.
- Participants described employer behaviours that reflect poor understanding and low capacity to accommodate fluctuations in an employees mental health and the impact of this on their presentation at work.
- Participants highlighted the importance of early intervention supports in the workplace if mental health starts to deteriorate.

# **Appendix F**

## **Written**

## **Submissions**

# Disability Inclusion Action Plan: Submission for Waverley & Randwick Council

Prepared By Ability Links – East Sydney Team

Nadia Samperi, Lilia Londono, Esther Toomey, Anthony Waihi, Fiona Downey and Troy Byrnes



St Vincent de Paul Society NSW  
Support Services *good works*

## Disability Inclusion Action Plan Submission - Waverley & Randwick Council

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The St. Vincent de Paul, Ability Links East Sydney Team will support Local Council to initiate any of the ideas proposed here through further discussion, research, planning and actions, as necessary.

### Proposal: Access at the Beach

- Access and inclusion at the beaches of East Sydney can be improved in many ways. Physical barriers to accessibility could be strengthened in some areas, and inclusive training and awareness for people with psychiatric and/or intellectual disability implemented.

#### Outcomes:

- Economically, improvements like this would be a boon for tourism; opening the beaches to new clientele, while also cultivating a more inclusive and diverse community.
- Helping ensure and emphasise safety at the beach
- Implementing accessibility options also looks impressive to people without disabilities; it shows thoughtfulness, and can make the destination more attractive in general. It's easily something council could promote too.
- **Imagine the advertising: East Sydney Beaches are the Most Accessible & Inclusive Beaches in the World.**
- The ideas could be pushed and promoted as your council engaging with accessibility in brilliant and interesting ways, potentially garnering media attention.

#### Bondi Braille Trail

Establish a braille trail on Bondi pathways, extending from the shops to the beach. This would potentially make Bondi a top accessible tourist destination for people with sight impairments. This could also expand to the Bondi to Coogee walk, and be integrated into other destinations like Bondi Westfield. This would be a point of fascination/interest for people without sight impairments too.

Brisbane currently holds the record for the longest continuous braille trail in Australia. (link: <http://www.brisbanetimes.com.au/queensland/brisbane-braille-trail-extended-through-cbd-20131017-2vpe4.html>). Something to aspire to! As pictured in Fig. 1



Fig. 1



City of Sydney council has also recently implemented the world's largest braille and tactile network in the world\_ (link: <http://www.abc.net.au/news/2016-07-04/sydney-launches-largest-tactile-network-for-blind-pedestrians/7566852>). As pictured in Fig. 2

Fig. 2



Signage like this could also be potentially implemented. The short walk from Manly to Shelley Beach also has braille on its signage.

### **Beach Wheelchairs Booking**

Establish an effective online booking system for beach wheelchairs. Sutherland Council has a detailed section on their council website which is easily accessible (link: <http://www.sutherlandshire.nsw.gov.au/Community/Community-Support-Services/Beach-Wheelchair>). Currently the beach wheelchairs are not heavily promoted as an option, nor are they clearly on display at the beach. This could be easily rectified. You could potentially integrate the beach wheelchair booking system into Lilia Londono's sensory tent idea that she has proposed in her submission.

Fig. 3



### **Lifeguard disability training**

Funding disability awareness training for Lifeguards. You can contact Royal Rehab (link: <http://www.royalrehab.com.au/>) about organising disability training. Not only would this create a safer beach environment, it would cultivate a more inclusive atmosphere, where people on the front line at the beach have an awareness and understanding of the spectrum of disability/mental health issues that may arise in their work. Eventually there is the potential for disability awareness training for all Council staff (starting with those on the 'front line' e.g. receptionists, customer service).

### **Life Guard Tower contact numbers**

Include contact numbers on life guard towers in a large font. This phone number can be a point of contact that people with disabilities or access issues can call if they may need extra assistance. Also it can be used as a way of informing life guards that they are at the beach – cultivating a safer space for that person, and making the lifeguard on duty more aware at the same time. The number can easily be placed on the lifeguard tower at Bondi, as pictured in Fig. 4

Ability Links created a video (link: <https://www.youtube.com/watch?v=dxHL37LcA-Q>) that specifically engaged with this issue, and the disability awareness training proposal above.

Fig. 4





## PROPOSAL SUMMARY TABLE

1. Attitudes and Behaviours
2. Liveable Communities
3. Systems and Processes

Strategic Goal	Action	Rationale	Timeframe
1.1 Increase staff understanding, knowledge and skills to apply access and inclusion principles in their key responsibilities	Build and incorporate braille signage and braille trails in Bondi, and the beach trails along East Sydney	Provides accessibility of Bondi and its beaches to people with sight impairments.	N/A
2 People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community			
2.2 Increase recreational, social and cultural programs that are accessible to all  6.2 Improve capacity to provide responsive customer service for people of all abilities	Establish an effective beach wheelchair booking system	Provides ease of accessibility of East Sydney beaches to people who use wheelchairs	Can easily be implemented as many beaches throughout East Sydney have beach wheelchairs on hand
1 EBC embraces diversity and supports inclusive attitudes and	Disability awareness training for lifeguards	Provides a safer, more inclusive beach environment	Immediately

<p>behaviours across the council and community</p> <p>2.2 Increase recreational and cultural programs that are accessible to all</p>			
<p>2 People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community</p> <p>6.2 Improve capacity to provide responsive service for people of all abilities</p>	<p>Include contact numbers of lifeguards on towers</p>	<p>Provides a safer, more inclusive beach environment</p>	<p>immediately</p>

## Disability Inclusion Action Plan Submission - Waverley & Randwick Council

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The St. Vincent de Paul, Ability Links East Sydney Team will support Local Council to initiate any of the ideas proposed here through further discussion, research, planning and actions, as necessary.

### **Proposal:**

- 1) Community Transport**
- 2) Timetables at Bus Stops**
- 3) Co-Design Community**

#### **Community Transport**

##### **Aim:**

- To provide accessible and affordable transport to community members living with a disability within the Randwick and Waverley Local Government Areas.

##### **Identified Challenges:**

- Ability Links, Eastern Suburbs Team have identified, through our work with individuals, families and community that there is a lack of engagement with Community Transport due to the current rate of using the service (\$8 one way and \$16 return).
- Individuals who wish to travel with a family member or friend feel the price is too high for them in many circumstances. Individuals who are living with minimal mobility who are not comfortable to catch public transport have in some cases avoided going out at all due to the price.

##### **Proposal:**

- In conjunction with Transport NSW, advocate for Randwick Waverley Community transport to match similar services, for example Access Sydney, City of Sydney.
- Proposed Rate \$6 one way and \$12 return per person.
- Discounted Rates for more than one person travelling in a group of two or more, \$5 one way and \$10 return for two or more people travelling together.
- Community Transport to be available to low-income earners, people currently unemployed, living with a disability or mental health challenges, pensioners and those over 65.

- Additional bus purchased for people accessing service with an opportunity for employment of drivers
- Randwick Waverley Community Transport to be used when arranging local council events to promote engagement of those living with a disability to attend.
- Offering free transport to Volunteers assisting in local community events or attending groups.

#### **Outcomes:**

- Encourage recreational, social and cultural participation in community
- Minimise social isolation
- Encourage an active lifestyle
- Maintains individual and group autonomy
- Encourages individuals to 'bring a friend'
- 

#### **Easy Read, Accessible Bus Stop Timetables**

##### **Aim:**

- To provide easy read bus timetables for community members
- Promote Travel Training options

##### **Identified Challenges:**

- Individuals find difficulty in reading transport timetables.
- Individuals are hesitant to use public transport due to mobility, safety, difficulty in understanding timetables.

##### **Proposal:**

Update bus stops to become more accessible and easy through one or more of the following ways:

- 1) Re-print Large Size Font Bus Timetables and place at bus stops.
- 2) Attach a magnifying tool next to the bus timetable to assist people who may have difficulty reading to small font.
- 3) Make sure bus stops are well-lit during night time
- 4) Promote Transport NSW's 'First Stop Transport' travel training options at bus stop shelters.

##### **Method:**

- 1) Identify key areas and bus stops:  
Identified areas: Maroubra Junction, South Maroubra, La Perouse, Chifley, Randwick Junction, Bondi Beach, South Coogee, Coogee, Bondi Junction.
- 2) Identify sheltered or non-sheltered stops

For example, Bowen Library, Anzac Parade – Sheltered stop  
Anzac Parade opp. Pacific Square – Non sheltered stop

*Recommendation for sheltered stop*

Print and place large font timetables and travel training promotion in a sheltered bus stop utilise additional space in poster area.

Fig. 1



*Recommendation for non- sheltered stop*

Add additional timetable frame to allow space for large font timetable as shown in Figure 2.  
Add large font timetable where there is space or add a magnifying key chain to the side of the bus timetable for aid to read smaller text. As shown in Figure 3.

Fig. 2





Fig. 3



Place Large Font  
Timetable  
(space permitting)

Add magnifying tool on  
key chain to the side of  
the bus stop for reading  
aid.

#### Outcomes:

- Encourage recreational, social and cultural participation in community
- Generates revenue for Transport NSW
- Minimise social isolation
- Encourage an active lifestyle
- Maintains individual autonomy

#### Co-Design Community

##### Aim

- Encourage community members to come together to brainstorm projects that are open, welcoming, inclusive and accessible.

##### Proposal

- A suggested idea to start an *Innovation Lab*, which would run in terms, from a Local Library or Community Space, which would meet regularly and focus on a project or goal identified.
- An opportunity for information to be shared between council and the Innovation Lab for an opportunity for social designs which take into consideration the ideas of the community members and the ideas of council in an open space.
- Facilitated by a Community Leader or Community Organisation as a space for thought and ideas about possible project.
- Encouraging Person-Led Projects within the community.

## Considerations:

- Drawing on Local Groups already in existence; for example the Speak Up Group
- Easy Read Grant Applications or 'How-To' presentation on applying for grants or funding if necessary.
- Community Transport available for those attending meetings
- Venue to be accessible and free to use (Library or Community Hall or meeting room)

## PROPOSAL SUMMARY TABLE

### Liveable Communities

Strategic Goal	Action	Measurement	Timeframe
4.1 Advocate for increased accessibility of the public, private and community transport system including processes to ensure whole of journey planning	1. Provide accessible and affordable transport to community members (please see submission for specific proposed actions)		
	2. Easy Read Accessible Bus Stop Timetables	Easy read accessible bus stop timetables in place at identified key areas and bus stops	
	3. Promote Transport NSW's 'First Stop Transport' travel training options at bus stop shelters	Travel Training promotional information available at bus stop shelters.	

### Systems and Processes

Strategic Goal	Action	Measurement	Timeframe
6.3 Ensure all community engagement processes and practises are inclusive and accessible	Start an <i>Innovation Lab</i> which provides an opportunity for information to be shared between council and community members	Commencement of an <i>Innovation Lab</i> at a local library or community space	

## **Disability Inclusion Action Plan Submission - Waverly & Randwick Councils**

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### **Proposal: integration of inclusion and accessibility into Local Business Awards**

#### **Aim:**

That inclusion and accessibility would be key criteria for consideration for all local business awards.

#### **Background:**

Waverly Council's Best and Brightest Business Awards and Randwick City Business Excellence Awards recognise, promote and celebrate outstanding local businesses that deliver exceptional products and services and contribute to making the local community a better place to live, work and shop.

Through the Disability Inclusion Action Plan, Waverly and Randwick councils can show commitment to the provision of equal access and the development of a community which is inclusive of all its residents, workers and visitors. Better access and inclusion in local business can benefit all members of the community including those with a disability, people experiencing temporary impairment, seniors with access concerns and parents with young children.

#### **Rationale:**

It is proposed that by incorporating inclusion and accessibility criteria into local business awards the council will be promoting the importance of making a business inclusive and accessible. It is hoped that this will encourage local businesses to consider how to make their business more inclusive and accessible for all. It will also allow opportunity to recognise and reward steps businesses have made to become more accessible and inclusive of the whole community.



### How this could be achieved:

Council staff responsible for the local business awards could review current criteria used in judging nominated businesses and include criteria relating to a business endeavouring to improve access and participation for people in the community. These criteria could include;

- Undertaking structural improvements to make premises accessible
- Providing disability awareness training or education to staff
- Making information and communications accessible for all

### Proposed Outcomes

Through integration of inclusion and accessibility as criteria to be considered for all local business awards it is hoped that:

- Local businesses will become more aware of making their premises, their information and their communication accessible for all members of the community.
- People living with disability in the community will be better able to access an increasing number of businesses and services.

1. Attitudes and Behaviours
2. Liveable Communities

Strategic Goal	Action	Measurement	Timeframe
1.3 Establish community partnerships to enhance access and inclusion	Advocate for inclusion of accessibility and inclusion criteria within each category of local business award	Use of inclusion and accessibility criteria in the judging stages of the local business awards	Next local business awards after implementation of DIAP
2 People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community			

## **Disability Inclusion Plan Submission – Waverley & Randwick Council**

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**The St. Vincent de Paul, Ability Links East Sydney Team will support Local Council to initiate any of the ideas proposed here through further discussion, research, planning and actions, as necessary.**

### **Proposal: Snap/Send/Solve App**

The purpose of this submission is to inform the local Council of the benefits of implementing the *Snap/Send/Solve App*.

#### **Aim:**

For the public to have a speedier, less complicated and effective way of reporting incidents, problems, issues to the local council.

Improve capacity to provide responsive customer service for people of all abilities.

That the Snap, Send, Solve application would be introduced and promoted in the Randwick and Waverly council areas.

#### **Challenges:**

No easy way for the public to effectively report incidents to the council.

Issues reported are not dealt with quickly.

The council has so many departments; it sometimes takes time to get the information to the right service.

#### **The Benefits of Snap, Send, Solve App.**

Snap, Send, Solve is a free application (app) that is used across Australia and New Zealand to allow community members to connect with council about issues they report in their community.

The app allows users to take a photo of an issue or concern that they note in public spaces and send it directly to the council.

The app detects the location of the user and using their own email address sends relevant information (such as location, incident type and any related image) to the contact responsible for managing incidents in the detected location.

### Simple Process.

- Snap a photo of the problem.
- The issue is sent directly to the appropriate authority.
- Come back to find the problem solved!
- <http://www.snapsendsolve.com/about.html>

### Feedback from the Public.

"I used the app for the first time this week and got a response from my council within 24 hours with the issue resolved. It was very quick and easy to use too. Thanks for a fantastic idea and a very useful app."

#### - Patseddi

"5 email and phone complaints over 6 weeks - no response. I snapped and sent - solved: dumped rubbish was gone in 24 hours."

#### - Impressed in Newcastle

"I reported a pothole on a Friday and by Monday arvo it was fixed. I have since made numerous reports on different subjects and waiting to get a result. Wouldn't be without it."

#### - scoobydoc

### Conclusion.

Over 600 authorities in Australia and New Zealand are using the **Snap, Send, Solve App** with success. The application has benefits for both the public and council. Ability Links NSW recommends that council implements the use of this App.



## PROPOSAL SUMMARY TABLE

1. Attitudes and Behaviours
2. Liveable Communities

Strategic Goal	Action	Rationale	Timeframe
2 People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community	Implement the Snap/Send/Solve app	The opportunity for the community to have direct involvement and a more direct way to air concerns  Provides a safer built environment	immediately
3 EBC proactively plans and manages the built environment to meet our diverse community needs now and in the future			



## Disability Inclusion Action Plan Submission - Waverley & Randwick Council

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The St. Vincent de Paul, Ability Links East Sydney Team will support Local Council to initiate any of the ideas proposed here through further discussion, research, planning and actions, as necessary.

### **Proposal: The Sensory Tent**

Aim:

- To provide accessible multi-Sensory environments that *everyone* in the community can be given the opportunity to enjoy and control a variety of sensory experiences. Limitations of movement, vision, hearing, cognitive ability, constrained space, behavioural difficulties, perception issues, pain, and other problems create obstacles to their enjoyment of life. Multi-Sensory Environments provide opportunities for bridging these barriers.
- Ability Links Maitland NSW developed a space that can be deployed at events, and indeed any public location, to give people a safe space in which to rest and regain their composure. This space also offers attendees to access other tools such as connecting to a hearing loop, wheel-chair use and sensory devices.
- This support is available free of charge to attendees, but items may vary from event to event.

Identified Challenges:

- Ability Links, Eastern Suburbs Team have identified, through our work with individuals, families and community that there is a lack of engagement with Community events and community spaces due to lack of inclusive and accessible spaces.

Proposal:

- In conjunction with other appropriate organisations, Randwick Waverley Councils consider 'owning' a sensory tent that can be used at events
- We would love to partner and explore how we could set up
- Proposed areas:
  - Libraries: booking can be integrating into the toy library
  - Lifeguard towers (beach)

- Surf Life Saving Clubs: Utilize nippers, volunteer liability would be with parent or participating people just for weekends – integration of beach wheelchair booking system detailed in Troy Byrnes' proposal for Access at the Beach
- Events
- Shopping centres

#### Outcomes:

- More revenue for Council
- Encourage recreational, social and cultural participation in community
- Minimise social isolation
- Encourage an active lifestyle
- Maintains individual and group autonomy
- Encourages individuals to 'bring a friend'
- Provides a multi-sensory environment which:
  - Provides visual, tactile and auditory stimulation
  - Promotes relaxation when required
  - Encourages and develops imaginative play
  - Allows the development of fine/gross motor skills
  - Allows speech to be developed

Please see video of a mother and how a space like this has benefited her:

<https://www.youtube.com/watch?v=weaLhw57rBE>

Video transcript follows:

So, my two children are very different. My eldest, it would just be more of a nagging situation of just, I want what I want kind of thing. And it's constant.

Whereas my youngest son it will turn into the yelling and the hitting... what you'd see a two-year-old toddler do is what my nine-year-old will do. So they are very different behaviours, but they are both stressful, just in very different ways. Both are wearing and both are stressful.

Attending an event, there is a lot that goes through my mind. It's putting the idea in their head first and going through what the plan is what time we would be going, what day we're going kind of what to expect. So, at an event usually noise is Overwhelming crowds are overwhelming, so guaranteed; one of them will have a meltdown of some sort.

For me thinking through... so if the noise is too much, what might I do, take some headphones, or if too many people are a problem, where could I retreat to get that quiet space. When we came across the tent my youngest son Mason was already saying, I want to go home, I want to go home.

So, one of the workers took us to the tent, where he didn't actually want to leave when he had his downtime when it's time to go. Our bribery to get him out was - well, we'll come back. For us, it meant we got to stay and in fact, he then was so comfortable that he went on a camel ride, which ordinarily

that would never happen. And it might sound very simple to some families, but for us, that was a huge achievement.

I think that having that safe place that he saw as a safe place made it possible to go from beginning to end of the entire event.

From a perspective of family, you are helping us have those fun moments, which is in turn keeping the family together. Which is reducing stress in the home, which is making the parents cope with the kids better. And the kids are also more receptive to a fun parent. And it's in the right context.

But then from their perspective, from a council's perspective, we stayed from the beginning to the end of that event, so we spent much more money than we would ordinarily spend. And because we are having that fun moment, to be honest, I would probably guess that we would spend more than the average, because we have to make the most of that in that moment.

Having a safe zone where you are not going to be judged for their behaviour is huge. Yeah, you're going to get support, you're going to get help rather than get a look or oh-my-god, that child is just, ah they should smack them sort of thing.

And then not just to get the support, but then also to have the sensory tools available in that tent to decompress them down to make it a manageable event that you can come back out.

For us, it gives our marriage a break, because we get to have some fun, we get to not be that parent that is demanding or trying to fix something, and just be with our kids and just have fun, we miss that. And it also gives our kids an opportunity to successfully socialise, which is a huge thing, not just for them, but for us as parents to know that we are succeeding somewhere. And that's important.

Yeah, there's plenty of events that we just look at and go... like recently the Newcastle Show - Nah, forget it - Not doing it.

The program of the sensory tent, there's nothing like that. If it's evident and advertised well that that tent is going to be there, then that means that I am definitely going. It means that I don't have to prepare my children as much, of the expectations of what they need to expect of what's going to happen.

If we've got a safe zone for them to go to then everyone's a lot more relaxed. If my children are socialising successfully, then success leads to success. So then they're feeling confident that they are going to be socially successful at school, or at that soccer game or whatever. Then as they grow, they are going to be more successful at whatever they do. So the more I can successfully socialise them, then the less they are going to need to be financially dependent upon others for resources.

## PROPOSAL SUMMARY TABLE

1. Attitudes and Behaviours

2. Liveable Communities

Strategic Goal	Action	Rationale	Timeframe
2 People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community	Establish Sensory Tents at festivals, malls, libraries, surf lifesaving clubs etc.	Ensures diverse community participation	
1 EBC embraces diversity and supports inclusive attitudes and behaviours across the Council and community		Provides a safe space  Encourages active lifestyles	



## ***DIABILITY INCLUSION ACTION PLAN***

***Many of the problems faced by older people (and many other groups such as those pushing prams, those with sports injuries and those with hidden medical and psychological conditions) are similar to those faced by people with disabilities.***

***I for one as a person in my late 70s can attest to that and following is a list of the problems that I work around most days when I'm out and about.***

### **Access to and from my house**

**No acceptable access getting in and out of main entrance to my house – no footpath and no access onto road because of parked cars in Council designated parking area.**

Firstly, I have no proper access to the street from my front gate because there is no footpath apart from a metre square of concrete between my gate and the gutter. This is of little use because for most of the day there are cars blocking my going any further thanks to the designated Council parking spots in front of my house. I am fortunately fit enough to negotiate these obstacles but many people who come to see me cannot.

### **Footpaths**

**No safe access along Maud Street for pedestrians – no footpath on one side and narrow footpath on other which is regularly blocked by garbage bins, rubbish and a neighbour's parked car which projects across most of the path.**

**A common problem throughout the municipality.**

Once on the roadway there is rarely any merit in taking refuge on the footpath on the other side of the road from the cars which use my street (as a speedway) to avoid the lights recently installed at the corner of Barker Street and Botany Street. For 4 out of 7 days of the week it is obstructed by garbage bins from a block of flats and from the rubbish spilling over onto the footpath and in the gutter. Or there is the neighbour's car which is parked in the driveway overhanging the footpath making it inaccessible especially to somebody with a pram.

**Whenever I am walking around this district I am continually confronted by cars parked at right angles across footpaths.**

– many in front of garages with big lettering scrawled on their doors “No parking day or night”. If there is room left to get by on the footpath it is invariably that part of the footpath which is sloping. The slope which forms the ramp from the road across the footpath should not interfere with the path of travel but should be in the area taken up by the verges.

### **No adequate access around bus shelter on Coogee Bay Road near Dudley Street.**

The bus stop on the corner of Coogee Bay Road and has been blocking access for at least the past 40 years or more making it impossible for anybody in a wheelchair or pushing a double stroller to get past. I can't believe it hasn't ever been rectified.

### **Other common obstructions to footpaths include**

A frames and sandwich boards, restaurant seating spilling out past designated areas (exacerbated by prams and dogs on leashes), people standing all over the footpath at bus stops so there is no clear path of access, people walking straight at you while engrossed in mobile phones, people cutting right across in front of you.

*Many of these obstructions will only be dealt with as a result of community awareness programs.* They unfortunately unhinge anyone who is unsteady on their feet or confused and we don't know how many are deterred from going to places where there a lot of people.

### **One thing that Randwick is doing extremely well is installing prams ramps which provide truly seamless access.**

## **Noise and visual clutter**

### **Unacceptable noise levels in restaurants and coffee shops affecting ability to communicate with others.**

I don't ever go out and meet a friend for a cup of coffee now because I cannot hear what is said above the canned music and the din of clatter which reverberates from hard surfaces. There is one restaurant I have discovered which has attempted to install sound mitigating devices on the ceiling and they work! Needless to say I don't go out to restaurants either because, apart from that one, it is impossible to have a conversation with even one other person let alone a couple of others.

### **Visual and auditory clutter and pollution in shopping areas. Amplified music played on footpath outside men's wear shop (name?) on Belmore Road.**

I try not to shop in the Royal Randwick complex because I find the visual clutter confusing and the canned music in the shops disconcerting and distracting. I try to find quiet places where I can take time to look around.

*Visual and auditory pollution are killing our public places. Auditory pollution, according to the WHO, carries the second greatest disease burden after air pollution and ahead of heart disease!*

## **Signage**

**Signage both within shopping complexes and on the roads is seriously lacking.**

The salient features, such as where the toilets are, are usually much smaller than advertisements around them and so small as to be able not to distinguish between male and female icons.

### **Hazzards of Driving**

Street names are either absent at corners, obscured by other signs or the lettering too small to read quickly while driving especially at night. As for house numbers, in Randwick like the rest of Sydney, they are often impossible to find and, if driving, cause others drivers to lose patience if one slows down at all to try and find them!

**Cyclists who will not wear light coloured or reflective clothing at night or to have a headlight at all and larger tail light.**

I find this one of the most daunting aspects of night driving because I cannot see a cyclist without a headlight in my rear vision mirror or in my side mirror to check if it's safe to move into the kerb-side lane. It's also impossible to see them side on when approaching a round-about.

*If only cyclists understood that older people's vision and especially night vision becomes increasingly poor with age (and is what stops many older people driving at night).*

### **Recreation - swimming**

**Both the Women's Baths at Coogee and Mahon Baths at Maroubra are dangerous to get in and out of** unless very recently cleaned. The rails at both baths are inadequate and don't meet the Standards – square rails!!!!.

**Wylies Baths are so difficult to get out of** that I have not gone there for 2 years waiting for something, even temporarily, to be done. It would be very difficult to make the baths accessible from street level but safety and access within the pool area could be vastly improved. The only rail that helps a little is far too thick and hard to grip. While I'm aware these baths are on the list to be renovated, I for one am likely to die waiting. My only solution is to go out of the municipality and go to either the Bogey Hole or the baths at Bronte. Shame on Randwick!

### **Printed material from Council**

Compare this year's and last year's Waste Calendars! They say it all.

Margaret Hope

1 Maud Street RANDWICK 9326 5769

# **Appendix G**

## **Staff Survey**



# Staff Survey Summary Notes

## Introduction

### Introduction

The staff survey invited input from Council staff who were attending the staff workshops. The pre-workshop activity encouraged staff to consider their knowledge and experience of disability inclusion in their roles prior to attending the workshops. The survey further examined Council staff requirements for delivering access and inclusion. The survey ran from 24 April 2017 to 5 May 2017.

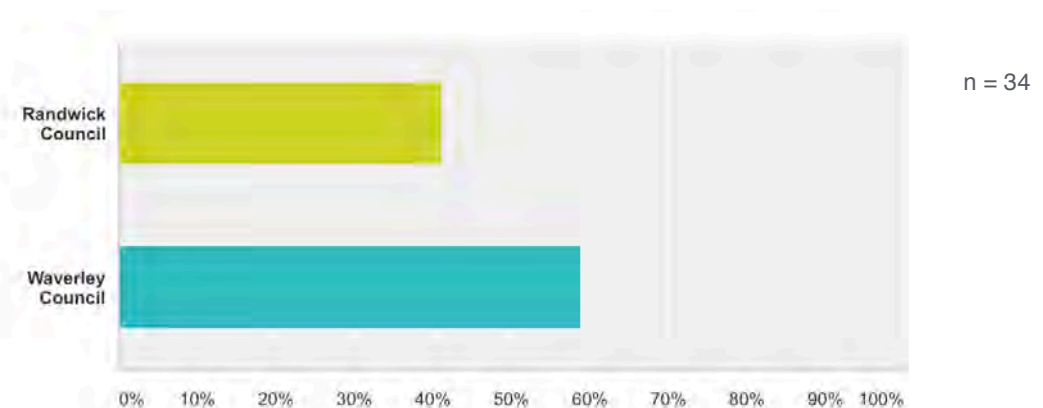
A total of 33 responses were received.

The survey questions were not compulsory. Participants were able to skip questions they did not wish to answer. For the most part all questions were completed however blank responses have not been included in the analysis outlined below.

### Staff Profiles

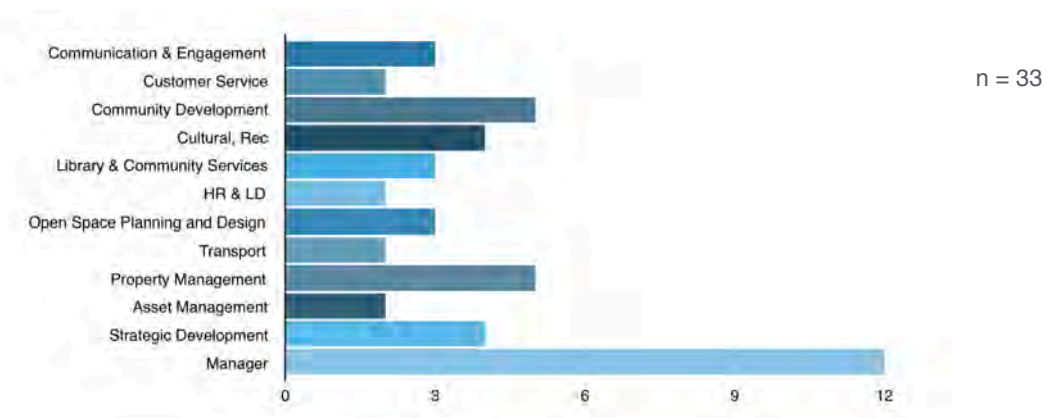
#### Q1. Staff Participants

A total of 34 staff participated in the survey, 58% were from Waverley Council, while 42% were from Randwick. Over half the Waverley participants (60%) have worked at Waverley Council between 2-5 years and 57% of Randwick participants have worked at Randwick Council between 6–10 years.



#### Q2. Staff Roles and Responsibilities

The respondents represent a cross section of Council staff roles as seen in the graph below.





## Staff Survey Summary Notes

### Q3. Motivation to work at Council

The type of work role and opportunity to make a contribution to the community were the two biggest motivators for working at Council.

Work Role (51% response)

- Interesting role and professional interest
- Variety and mix of work
- Opportunities for career progression
- More challenging role due to Eastern Suburbs issues

Connection to community (45% response)

- Working with the local community to deliver outcomes
- Support grass root issues
- Make a difference
- Opportunities for change and have direct impact
- Not commercial, more altruistic

Council reputation (24% response)

- Well known for being a good Council
- Council's credentials

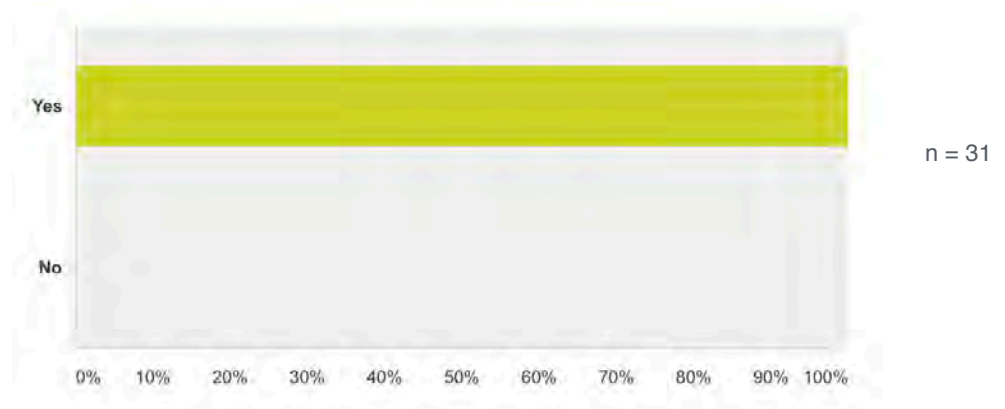
Local and convenient (24% response)

- Flexibility and part time nature
- Live in area
- Lifestyle

## Disability Inclusion at Council

### Q4. Is Council welcoming of people with disability?

While 100% of participants rated their respective Council's as being welcoming of people with disabilities, 20% were unsure if this was the case across all areas of Council and 40% stated there was room for improvement.





## Staff Survey Summary Notes

### Equal opportunity employment:

- Equal opportunity employment; code of conduct; working with difference training; awareness of access; resident & customer feedback
- In reality there doesn't appear to be much inclusion or employment of people with disabilities
- In terms of hiring staff with disabilities we have throughout the years employed staff with disabilities and ensured appropriate support for those staff and their managers. We could do more in this space in terms of pro-actively targeting roles where a disabled staff member could be accommodated.
- Does not discriminate in its recruitment procedures when employing staff. Makes provision for persons with disabilities to access and move within its buildings. Has programs to improve conditions for the disabled when in the public domain.
- Council is an equal employment opportunity provider and is open to provide opportunities for all people.
- Try to make all buildings and activities as inclusive as possible; we also employ people with disabilities and don't discriminate against those with disabilities as part of our values.
- Every effort is always made to make facilities accessible for all. Council also employs people with disabilities and has certain staff employed to assist in this area.
- EEO policy, facilities and services appear to be available to all in the community.
- I think Council is welcoming, but I don't know of many people with disabilities working in the organisation so I cannot specifically say yes or no.
- Only up to a point. The criteria for making the appointment is ultimately merit based. No affirmative action or policy in place.
- Council both employs people with disabilities and offers programs for them.

### Built environment accessibility:

- We consider people with disabilities for all our projects and as our workflow aim to achieve outcomes providing equal access.
- Yes and No, the broad spectrum of disabilities people face make it difficult for Council to address all needs. In regards to planning, there are also dated planning practices and physical constraints that make parts of Council not inclusive (lack of accessible toilets as an example).
- We are proactive in including access principles in our designing of Council facilities and pedestrian ramps. We are involved in partnering service providers. We could do more in informing our community about accessible places and assistance available.
- Not sure if this is a yes/no question for me. I think Council does welcome people with disabilities, but potentially the infrastructure and provisions are limited at the moment.
- All of our designs cater for people with disabilities.
- We have many facilities that can accommodate people with disabilities. Venues that can't, have been identified and proposals produced to improve accessibility.
- We provide facilities, access and more recently constructed an all abilities playground at Chifley Reserve.





## Staff Survey Summary Notes

### Organisational culture:

- Staff are accepting of people with disabilities. However, more can be done to encourage equitable access to Council services.
- Part of the staff culture, and recognition of our responsibility to serve all members of our community.
- Open and diverse, culture that encourages diversity and embraces our local community.

### Room for improvement:

- Overall I think Council is welcoming of people with disability. However, the resources are not always available to assist staff to do this well.
- Within community services I believe Council is. However in other areas of Council I am unsure of how welcoming/inclusive Council is, and I am sure there is more that we can do to ensure Waverley is inclusive, welcoming and accessible.
- To some degree but improvements can always be made

## Q5. What does 'disability inclusion' mean to you?

### Equality and Equity:

- It means that people with a disability should have equitable access to the community, facilities, services, support, housing, employment and education, should be respected by others, be included socially and have the right to meaningful relationships, and be valued members of society.
- Disability inclusion is creating an environment where people with disabilities can enjoy everyday activities and be encouraged to have roles similar to their peers who do not have a disability. This involves more than simply encouraging people; it requires making sure that adequate policies and practices are in effect in Council to create a culture of proactive support in this space.
- For a person with a disability to be provided the same service as a person without a disability.
- Giving the same opportunities and access to jobs, events, activities and facilities to people with disabilities as to those who don't have disabilities.
- People with a disability have equal access to services and locations without the need for special arrangements to be made so they can interact seamlessly with others
- When carrying out council functions ensuring that there is equal access for people with disabilities.
- Disability inclusion means that everyone is able to access the same resources, no matter what. This includes infrastructures, documents, ability to participate and have their say.
- Allowing people with disability fair and equal access to facilities and programs.
- Access for all and modifications to barriers that may prevent this.
- Provision of the same opportunities for persons with disabilities and those provided to able persons.
- That everyone, regardless of their physical or intellectual or sensory impairment, are given equal opportunities to access services, employment and participate in daily activities.



## Staff Survey Summary Notes

### Choice to participate:

- Giving everyone who wants to the ability to do what they want.
- That everybody gets the opportunity to participate irrespective of their abilities or disabilities.
- Ability to participate in all activities and encouraged to have similar roles similar to peers
- Remove all barriers and obstacles to facilitate inclusion of people with disabilities.
- Enabling people of all abilities to participate independently - on their own terms - in community life.
- Removing barriers and addressing solutions to allow people with disabilities to engage and be included.
- Inclusion of people with disabilities into everyday activities involves practices and policies designed to identify and remove barriers such as physical, communication, and attitudinal, that hamper individuals' ability to have full participation in society, the same as people without disabilities.
- Accessibility and ensuring opportunities are provided for participation.
- It's to make sure everyone has the same opportunities to participant in every part of their life in order for people with disabilities to be able to access shops, facilities, pools etc.
- Council provides services and facilities that maximize access for people with disabilities within constraints of budget, variation of specific needs of people with disabilities. Council values the contribution that people with disabilities can make and encourages their full participation in the community.

### Access to services and environments:

- Equal access for all, and providing facilities for all.
- Ensuring that people with disabilities have equal access to locations & services
- It means there should be planning which aims to support the inclusion of people with a disability in the community and improve access to mainstream services and community facilities in the council area. The planning is also to be done in consultation with persons with a disability.
- Making sure all residents are able to access all services and facilities we provide.
- In the context of built infrastructure - equitable and appropriate access. Recognition in the built form of challenges faced by all sectors of our community.

### Employment:

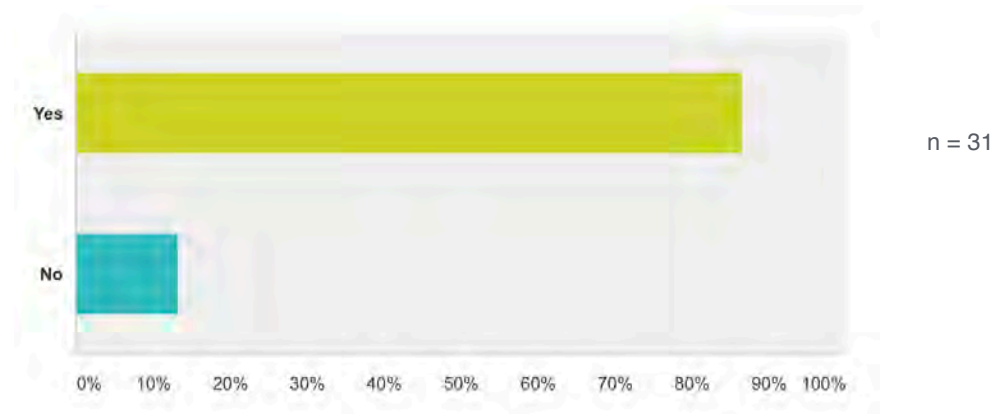
- An open policy on employing people based on merit even though they may have a disability, policies that enable an easier path for people with disabilities to gain employment
- Equal employment opportunities
- Providing equal rights for everyone, whether it be access or employment
- Similarly, to equal opportunities - an organisation who makes it possible for people with disabilities to be included in the workplace and the programs we run for the community.



## Staff Survey Summary Notes

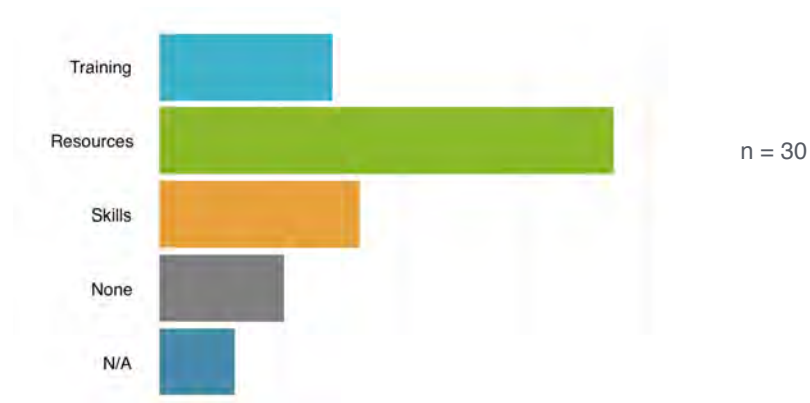
### Q6. Is disability inclusion part of your work responsibilities?

87% of participants reported that disability inclusion was part of their work responsibilities, while 13% of participants reported that it wasn't.



### Availability of Support at Council

Participants were asked to select the types of supports that were available at Council to assist in integrating access and inclusion for people of all abilities in their work. Participants reported the greatest type of support was in the category of Resources - particularly in the areas of Council policies/procedures and Accessibility Standards. Co-design methods were reported to be the least supported area or rated as not applicable.





## Staff Survey Summary Notes

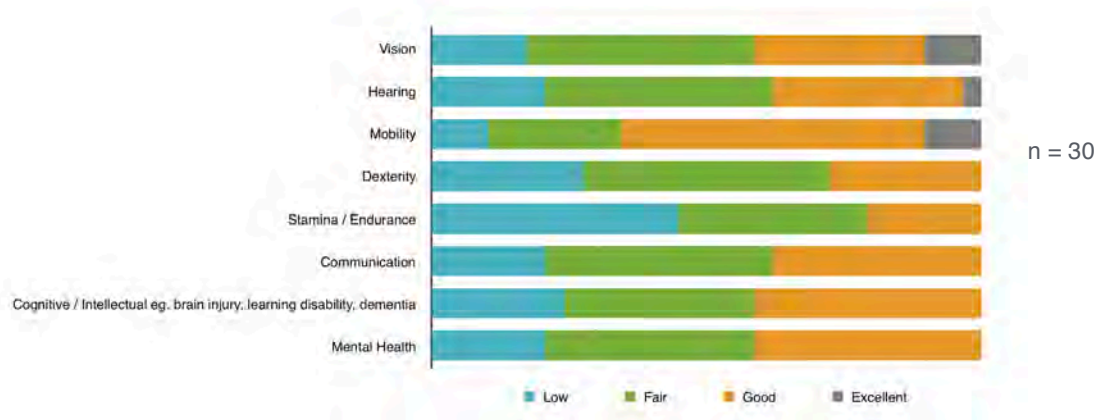
Overall the participant's responses to Skills available was very low. The highest reported Skills by participants were in the area of understanding the needs of people of disabilities (42%) which matched the number of responses for Training (42%) in this area. The lowest reported Skills by participants were in Co-design methods (8%). While 85% of participants reported availability of Accessibility Standard Resources only 25% reported available Skills in this area.

There is a close correlation between participant's responses to availability of Training and Skills. This could indicate that training has been effective in developing skills in the relevant areas.



## Understanding of Needs of People with Disability

Participants were asked to rate their level of understanding of the needs of people with a variety of disabilities. Participants mostly rated their level of understanding as fair and good, with very few participants rating their understanding as excellent. The highest proportion of participants (55%) reported to have a good understanding of mobility needs. While 45% of participants rated a low level of understanding in stamina and endurance needs.





## Staff Survey Summary Notes

### Disability in the Workplace

Participants were asked to rate whether they agreed, disagreed or were unsure about six statements related to disability in the workplace (see table below).

% responses	Statement	n
81% disagree	Most people with disabilities are better employed separately from others, in special work environments	31
96% agree	People with disability have the same rights as all other people, including the right to work	31
96% agree	Everyone benefits from being part of a workplace that is inclusive of people with disabilities	31
93% disagree	Most people with disabilities are unable to work	31
93% agree	I would feel comfortable working with a person with disability	31
73% agree	Council has the capacity to offer work experience and traineeship programs	31

# **Appendix H**

## **Staff Workshops**



# Staff Workshops Summary Notes

## Introduction

### Consultation Report

Randwick and Waverley Councils

DIAP Planning

## Introduction

Two staff workshops were held on 3<sup>rd</sup> and 4<sup>th</sup> May 2017 in Waverley and Randwick. A total of 59 staff participated in the workshops, 54% were from Waverley Council and 46% were from Randwick. The workshops were designed to engage and enroll staff in the development and implementation of the DIAP, create a shared understanding of community feedback around specific issues and generate ideas to address gaps in preliminary strategies and actions.

An overview of the DIAP process and key community consultation outcomes was presented. The workshop then divided into groups, to discuss the following questions in relation to each focus area:

### Workshop - Community Engagement & Front Line Staff

1. How might we foster positive and inclusive attitudes and behaviour's toward people with disability in the local community?
2. How might we ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities?
3. How might we create public events that encourage people with disability to participate?
4. How might we increase opportunities for people with disability to participate in sport, recreation, play and exercise activities?
5. How might we create more employment opportunities for people with disability?
6. How might we improve the range and format of information to meet community needs?
7. How might we provide support to people with disability/older people during transition to NDIS and My Aged Care ?

8. How might we engage and include people with disability throughout the planning and design of programs and services ?
9. How might we better respond to the transport needs of people with disability ?
10. How might we improve services to support the housing needs of the community?

### Workshop – Built Environment & Open Spaces Staff

1. How might we help local businesses improve access to their buildings, services and communications?
2. How might we ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities?
3. How might we increase opportunities for people with disability to participate in sport, recreation, play and exercise activities?
4. How might we engage and include people with disability throughout the planning and design of environments?
5. How might we better respond to the transport needs of people with disability ?
6. How might we help provide more accessible and affordable housing options?
7. How might we improve the pedestrian experience of moving and navigating around our streets?
8. How might we better respond to community need for accessible parking, pick up and drop off points ?

This document summarises the comments and suggestions as recorded on the worksheets from the workshops.



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Ideas for Action Activity

Look at the challenge question provided, use the tools at your workstation (community comments, community ideas, existing strategies and best practice examples) and brainstorm ideas and solutions for what Council might do to address your Challenge. Then, individually allocate 10 points to the ideas you think are most important.

How might we foster positive and inclusive attitudes and behaviours toward people with disability in the local community ?	Votes
Award for including and responding to PWD	6
A star rating system for disability friendly shop/restaurant/office	7
Proactively employ more people with disabilities	6
Review Council's internal recruitment policy regarding medical check that does not preclude employment of PWD	
Provide training and education on how to communicate with people with disability – chambers/business/Council staff	5
Make it easier to report problems or requests	1
Make our communication more accurately reflect our community	3
Free advice and design ideas for businesses	1

How might we help local businesses improve access to their buildings, services and communications?	Votes
Collaborate/liase on best practice to learn from other councils	
Target people with a range of disabilities in a consultation	
Partner with service providers and peak bodies and businesses	
Focus groups are businesses on key topics	
Wayfinding to suit diverse abilities	
Economic development team – showcase best practice and facilitating improvements to access to businesses	3
Training to businesses on how to be more inclusive – disability dollar as motivation	10
Awareness raising: e.g. through Chambers of commerce – one step is a barrier need training	
Run a business forum on how to tap into the disability dollar	5
Training for key council frontline staff	
Use technology to support communication and feedback and reach more people	5
Develop a business accessibility pack for new businesses. Promote access from the businesses	8





# Staff Workshops Summary Notes

## Ideas for Action

### Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities?	Votes
Training in use of communication aids	
Regional approach	
Experience	
Knowledge and skill and standards	4
Mandatory design specs for council facilities	2
Resources – general, project specific	
Staff involvement in consultation programs	2
Access committee – formal, strategic	3
Policy direction – DCP	1
Inclusion practices in the concept development process/or plan development	1
Training - specific, targeted	3
Access to standards	
Inclusion of key stakeholders in design development and review	
Dedicated funding	3

Organisational commitment	
Training – resourced, targeted, ongoing, behavioural change based	9
KPIs embedded in IP&R – all levels.	
Embedded accessibility and inclusion – integrated into all plans and policy	6
Internal communications pipeline etc. case studies	
Circulation of access committee minutes to managers.	2
Immersion experience	
Silo a small reserve funds for casting disability access improvement opportunities as they arise	8
Task allocation within event plans	3
Staff awards	
Staff advocates	
Workplan and SAPA	9
TREC into learning disability training made available	6
Goes into position descriptions-recruit for skills in this area	1



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we increase opportunities for people with disability to participate in sport, recreation, play and exercise activities?	Votes
Actively promote services	
Bring all existing pieces together and sell	16
Educate providers of problem and advantages of solving it	6
Need set targets specific and measured	4
Accessibility images branding disabled services, make consistent logo on all promo material	10
Planning and development requires accessibility facilities for all services	
Better planning to access in future development	3
More disabled parking and drop-off points	5
Grants to sport clubs to assist participation	
Viewing area for disabled and carers	2
Disability sports venues including basketball courts and wheelchair basketball rugby etc	3
Retrofitting shops, cinemas etc with private owners	
Improved communication media on what areas have access	
Increased private involvement PPP public-private partnership	2

Improved prioritisation and better communication of sporting activity benefits	
Discussion about service providers at the council sports committee meetings	
Multilingual cross-cultural advert's	
Sports clubs include disability plan when booking oval	
Improve awareness of communication regarding facilities	2
Council to design and implement activities programs	3
new facilities planning incorporate disability access to all areas	
Beach sand pathways to water	
Access to beaches, parks/wheelchair access special designed chairs	
More parks designed for disability	4



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we create public events that encourage people with disability to participate ?	Votes
Signage	
Coloured line on path for vision impairment	
Include percentage of sculptures with sensory experience	
Special time for disability use, day before opening	
Included in advertising logo saying "disability accessible" inclusive tick	1
Involve people with disability in planning process	4
Introduce temporary bus stops/drop-off points	2
Website have map of the accessible sections, toilet	3

How might we provide support to people with disability/older people during transition to NDIS and My Aged Care ?	Votes
Identify the audience within the LGA. Groups, individuals, providers	8
Establish links with other service providers. E.g. medical to identify individuals in transition.	2
General staff awareness, training to provide assistance, referrals.	3
Key trained staff members, these people charged with embedding into Council	1
Support during transitional phase	
Provide information on NDIS in formats suitable for all	16
Change management support for transitioning clients/users	10
Organise workshops and other information dissemination sessions	
Providing general PC skills, help set up email addresses etc	
Providing hardware (PCs, tablets) in libraries to access sites	



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we help provide more accessible and affordable housing options?	Votes
Planning control, review for adaptable housing	4
All new housing developments comply with adaptable housing standards	
Promote existing services to mainstream community i.e. HMMS and WCLP	3
Run information sessions and campaigns	
Advocate for the needs of people with disability in housing design - partnerships	
Influence private sector cultural change	
Create a design award for good housing for people with disability	
Internal training for planners to better understand good and accessible housing options	
Allocate more funding to expand services (HMMS and WCLP) to meet needs	
Maintain existing social housing program Waverley	
Strengthen SEPP 5 or ageing for disability	
Advocate to state for mandatory universal housing/in new developments	
Encourage adoption of universal housing design in all new developments	7

Aim for higher than minimum targets for inclusion zones, affordable housing	4
Look at how to diversify housing stock	
Planning controls	
Advocacy for increased affordable housing	
Insure councils redevelopment and refurbishment of social housing stock is done to universal access standards	
Advisory role in HMM – UNSW research to promote early access to modify info	5
Provide and promote profiles across market demand to inform developers of the need	
Mandate key design principles to developers e.g. wider halls	
Education program for developers, local builders on universal design and value on accessible housing and processes, information pack/fact sheets "designing for everyone"	
Work with age developers to ensure affordable and accessible housing	



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we better respond to the transport needs of people with disability ?	Votes
Information options and whole of journey planning	1
Low-cost medical, events and other key locations	
Accessible pickup/drop-off and bus stops location public transport	2
Pickup and drop-off points at key locations	1
Modern design vehicles to increase access diverse needs	
Information on accessible options	7
Whole of journey planning	4
Public transport locations– bus stops accessible, locations	10
Community transport systems to improve capacity and flexibility	
More community transport	
Create partnerships with community organisations	2
Low-cost options for hospitals/medical trips and key locations e.g. beach to Bondi Junction	8
Low-cost transport to and from events	
Advocate for training of bus drivers	1

An uncompromising approach to the design of inclusive infrastructure	9
Managed designed approach to mobility parking to ensure that it is available to those that rely on it	
Design for pedestrians first	
Overcome dogmatic out of date design constraints	
Bondi Junction interchange – accessibility for all in design	
Improved facilities at mobility parking spaces to access the footpath	
Drop-off/pickup points to be appropriately positioned	
Better access to the Bondi Junction interchange	
Education of community on the different types of disability especially invisible disabilities	
Propose the solution that you need, not the solution that you think you can get	
Walking strategy to audit and improve access to all paths	2
Extra effort to provide connectivity for the first and last kilometres of every journey	
Consideration future sharing transport to incorporate access needs	
Cycling without potential for transport in highly urban areas (Trickshaw Bikes)	
Parking policies need to prioritise those with special access needs	



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we create more employment opportunities for people with disability?	Votes
Advertise what organisation currently does well in this area	
A section on our jobs pages outlining our accessibility practices	
Encourage inclusivity in job adverts	7
HR policy that supports flexible work practices	
Create business award category "accessible workplace"	
Encourage direct community feedback on this issue on our website	9
Create promote local service support networks	
Create more internships work experience opportunities	3
Initiation to co-design supportive work practices	
Partnerships with community organisations to create pathways to employment	
Education & training for staff to encourage employment of people with disability	2
Resourcing HR and L&D to support processes	
Connect disability inclusion action plan to a broader diversity and inclusion plan	4
Provide support for staff with disability including more info for managing disability in the workplace	
Make senior management aware so they promote this to workplace	10

How might we improve the range and format of information to meet community needs?	Votes
Building networks in community	8
Events promo including access provisions	
Staff training resources to meet needs of people with disability	19
Concierge services for quick referral – trained	
Website updates happen regularly – correct info	
Increased use of translators and diversity of formats available	
Transport network established to improve information and address service groups	
Promotion to specialist network agencies	
Promotion of transport options to event facilities	
Improving information distribution channels	10
Promotion of mobility maps	
FAQ for customer service and referral networks	
Digital promotion at various locations	
Customer service, senior centre, library. Library collection updated on topics of interest	
Improve information about services programs and facilities	
Paper-based information – directory distributed to non-traditional places e.g. GPs chemist supermarkets	
Training staff to identify mental illness	



## Staff Workshops Summary Notes

### Ideas for Action

## Consultation Report

Randwick and Waverley Councils

DIAP Planning

How might we engage and include people with disability throughout the planning and design of programs, services and environments ?	Votes
Include feedback mechanism on all consultation	1
Publish feedback online and email all participants with results	1
Need a suite of consultation methods	10
Large print black on white yellow and black easy to read font	
Plain English	
Have surveys in different languages	
Use CALD media channels	2
Use blogs, social media, mobile app technology	
Improve website structure and search functionality	
Libraries offer free Internet and classes on how to use it	
Use social media	3
More engagement and participation	3
Use agencies that deal with specific communities	2
Use specialist agencies to get consultation and feedback	9
Involving specialist disability services	1
Improve decision makers understanding of accessibility	

Go to access committee at early stage of project	2
Project implementation reviews to refine design standards/aspects	
Councilor support of principles	6
Effective consultation plans	4
Process for co-design / inclusive design in planning	
No standards for all ability. Need to establish our own	2
Identifying stakeholders	4
Need to specifically target relevant groups for consultation	
Centralised Communications database of community groups that have access to people with disabilities	2
Utilising various communication mediums	
Talk directly with people involved in area of disability i.e. targeted consultation	3
Develop and implement communication plans which adapt to the way people communicate = reach and targeted communication	
Workshops at accessible venues	
Involvement of specialists and key stakeholders in project planning	7
Needs to be in every communications plan	4
Having a better disability data	2
Investigate universal or overseas processes	



## Staff Workshops Summary Notes

### Action Mapping

#### Consultation Report

Randwick and Waverley Councils

DIAP Planning

### Action Mapping Activity

Take your top two ideas over to the action map workstation and team up with the group next to you to develop and build on the ideas further. Consider what key activities, teams, and resources are needed to make your idea work. Then identify indicators that will measure the success and any barriers to implementation or constraints you are facing.

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
1	How might we foster positive and inclusive attitudes and behaviours toward people with disability in the local community ?						
1.1	Introduce a star rating system – disability friendly shop/restaurant/office	Foster positive and inclusive attitudes and behaviours. Make everyone feel welcome. Create competition among businesses to win more customers.	<ul style="list-style-type: none"><li>• Mystery shopper annual review example score or points – adopt the symbol/thumbs up</li><li>• Identify criteria, Establish assessment framework. Adopt or find, develop</li><li>• Funding to develop and implement program</li><li>• Employ people with disability to run it</li><li>• Qualified shops can be added into a directory/business listing (free PR)</li><li>• Promoted by Council website</li><li>• Relates to business award held by Council</li><li>• Training (attitudes, behaviours)</li><li>• Establish benefits to receiving recognition</li></ul>	<ul style="list-style-type: none"><li>• Staff with direct experience</li><li>• Business and government agencies (FACS)</li><li>• Community</li><li>• Assess committees</li></ul>	<ul style="list-style-type: none"><li>• Pilot in one LGA/town Centre</li><li>• Money</li><li>• Adopt mystery shopper model</li></ul>	<ul style="list-style-type: none"><li>• Number of participating businesses</li><li>• Number of businesses achieving maximum stars</li><li>• Measured spending of disability dollars</li></ul>	<ul style="list-style-type: none"><li>• Funding</li><li>• Long planning leadtime</li><li>• Will/political etc</li><li>• Make it attractive to take part</li></ul>
2	How might we help local businesses improve access to their buildings, services and communications?						
2.1	Training to businesses on how to be more inclusive – using the disability dollar as economic motivation	More business with inclusive practices/premises and therefore more people with disabilities can access more	<ul style="list-style-type: none"><li>• Engage with Chambers of commerce</li><li>• Run awareness training workshops</li><li>• Run economic development forum</li></ul>	<ul style="list-style-type: none"><li>• Council: economic development and community development and</li></ul>	<ul style="list-style-type: none"><li>• Access and older persons committee</li><li>• Existing</li></ul>	<ul style="list-style-type: none"><li>• Measure and evaluate plan to report on – number of</li></ul>	<ul style="list-style-type: none"><li>• No such thing as a policy that addresses all problems</li></ul>



Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
		businesses		planning <ul style="list-style-type: none"> <li>• Businesses/chambers of commerce</li> <li>• Peak bodies and agencies</li> <li>• People with disability</li> </ul>	E.D.processes in place open bracket e.g. business breakfasts) <ul style="list-style-type: none"> <li>• Up skilled staff in some areas and existing staff training</li> <li>• Established chambers and relationships</li> </ul>	businesses reached, survey feedback. <ul style="list-style-type: none"> <li>• Number of sessions delivered, number of staff involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited time and availability of small businesses</li> <li>• Cultural barrier</li> </ul>
2.2	Develop a business accessibility pack for new business on how to be accessed friendly and promote access friendly businesses	Improved information and awareness for businesses and the community	<ul style="list-style-type: none"> <li>• Find and collate best practice information/tools</li> <li>• Identify new businesses but also wider reach</li> <li>• Rewards and recognition</li> </ul>	<ul style="list-style-type: none"> <li>• See action one</li> <li>• Use volunteers and partnerships e.g. ability links for independent assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Similar to action number one</li> <li>• Website or app with information</li> <li>• Learn from the "scores on doors" program</li> </ul>	<ul style="list-style-type: none"> <li>• Take up rate by businesses</li> </ul>	
<b>3</b>	<b>How might we ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities?</b>						
3.1	Workplan and skills and performance assessment (performance review)	Look for opportunities to apply access and inclusion practices in work as part of performance assessment	<ul style="list-style-type: none"> <li>• Uptake performance review template</li> <li>• Promote best practice</li> <li>• Provide education</li> <li>• Case study and examples</li> <li>• Internal commune occasions/newsletter</li> <li>• Manager is made responsible for delivery outcome. Staff report on success at performance review</li> <li>• Include all staff performance reviews</li> <li>• Adopt a DIAP action</li> <li>• Plaques on walls</li> </ul>	<ul style="list-style-type: none"> <li>• Organisation wide</li> <li>• Team members within work units</li> </ul>	<ul style="list-style-type: none"> <li>• Staff award for best initiative or action outcome results</li> <li>• Training customer service</li> <li>• Business award already in place</li> </ul>	<ul style="list-style-type: none"> <li>• Team level and individual level indicators</li> <li>• Business plan team goals</li> </ul>	<ul style="list-style-type: none"> <li>• Make it meaningful</li> <li>• Lack of understanding</li> <li>• Lack of time</li> <li>• Potential staff resistance</li> </ul>
3.2	Provide training – resources, targeted/specific, ongoing, behavioural change	Staff with skills and knowledge to apply access and inclusion practices as part of their work/responsibility	<ul style="list-style-type: none"> <li>• General awareness training</li> <li>• Job specific for example frontline staff</li> </ul>	<ul style="list-style-type: none"> <li>• L&amp;D and community development</li> <li>• Manager buy in – need top-down direction</li> </ul>	<ul style="list-style-type: none"> <li>• Training budgets</li> <li>• L&amp;D, community development and training providers</li> <li>• Peak bodies</li> </ul>	<ul style="list-style-type: none"> <li>• Programs delivered</li> <li>• Programs developed</li> <li>• Community</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural barriers /resistance to participate</li> <li>• Time and money</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
				<ul style="list-style-type: none"> <li>• Key agencies and experts learn from first-hand experience (lived experience)</li> <li>• Access and older person's advisory committees</li> </ul>	<ul style="list-style-type: none"> <li>• DIAP</li> </ul>	satisfaction and feedback	
3.3	Policy and embedded plans and practices	Set objectives for staff to deliver projects and services	<ul style="list-style-type: none"> <li>• Develop practices and plans in specific work areas to apply access and inclusion to relevant work</li> <li>• Get organisational commitment – executive champion</li> <li>• Promote and publicise our goals/actions</li> </ul>	<ul style="list-style-type: none"> <li>• All Council teams</li> <li>• Executive support and direction and manager implement</li> <li>• L&amp;D</li> </ul>	<ul style="list-style-type: none"> <li>• Existing staff knowledge and partnerships</li> <li>• Existing L&amp;D framework</li> <li>• DIAP provides a framework and timing important</li> </ul>	<ul style="list-style-type: none"> <li>• Adopting the plans</li> <li>• Implementing the plans (will be different for each)</li> </ul>	<ul style="list-style-type: none"> <li>• Complex process to develop the policies, time-consuming</li> </ul>
<b>4</b>	<b>How might we create public events that encourage people with disability to participate ?</b>						
4.1	Website advertising event must include a map showing accessible toilets, accessible areas, any support stations	Information easily available. Making sure people with a disability know they can attend the event and don't feel excluded simply by information not being prominent	<ul style="list-style-type: none"> <li>• Process</li> <li>• Supporting strategy to encourage maximum access</li> <li>• Flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>• City of Sydney – Accessing Sydney Collectively (how what)</li> <li>• Communication events facilities</li> </ul>		<ul style="list-style-type: none"> <li>• Feedback</li> <li>• # events with access</li> <li>• Set a commitment accessibility consideration for all the fence</li> <li>• Participation</li> </ul>	
4.2	Involve people with disability in planning process	Item on event checklist planning to include referring event person with disability or worker in Council working in disability area	<ul style="list-style-type: none"> <li>• List of contacts who are SME people with disability</li> <li>• Embed in process approval</li> <li>• SMEs</li> </ul>	<ul style="list-style-type: none"> <li>• SMEs</li> </ul>	<ul style="list-style-type: none"> <li>• Budget</li> </ul>		
<b>5</b>	<b>How might we increase opportunities for people with disability to participate in sport, recreation, play and exercise activities?</b>						
5.1	Actively promote services – bring all existing pieces together to sell	Provide a one stop shop of information to inform community of accessible recreation, play and	<ul style="list-style-type: none"> <li>• Identify all activities and services that are out there, Council and others</li> <li>• Package and promote</li> <li>• Update regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Community group and state government</li> </ul>	<ul style="list-style-type: none"> <li>• Engaged champions to drive</li> </ul>	<ul style="list-style-type: none"> <li>• Increase participation</li> <li>• Site hits, website traffic</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping information updated</li> <li>• Who is</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
		exercise activities	<ul style="list-style-type: none"> <li>Actively distribute to schools groups agencies events</li> <li>Embedded in all areas of Council services</li> </ul>				accountable
5.2	More accessible parking and drop-off points	To enhance ease-of-use/access to increase opportunity to participate	<ul style="list-style-type: none"> <li>More long-term planning</li> <li>Source funding</li> <li>Sporting clubs introduce more spaces</li> <li>Review of Australian standard</li> <li>Sport clubs forced/encouraged to plan more</li> <li>Retrofit disabled spaces</li> <li>Identify the needs relevant to the sporting venues</li> </ul>	<ul style="list-style-type: none"> <li>Sport organisations/recreation organisations</li> <li>Lifeguards</li> <li>Engage and include people disability throughout planning and design</li> <li>State federal government</li> <li>RMS</li> <li>Traffic committee</li> <li>SAI global (standards)</li> </ul>	<ul style="list-style-type: none"> <li>Have some all accessible facilities (need more)</li> <li>Have design capability</li> <li>Budget for improvements in accessibility</li> <li>Self-funded some grants</li> </ul>	<ul style="list-style-type: none"> <li>Number of targeted population utilising facilities</li> <li>Social media conversations</li> <li>The number of requests for access friendly facility</li> <li>Copycat (spread of ideas)</li> <li>Popularity of venue</li> <li>Feedback from disability groups</li> <li>Number of sporting organisations that have an access and inclusion plan</li> </ul>	<ul style="list-style-type: none"> <li>Parking shortage</li> <li>Physical space</li> <li>Funding</li> <li>Political/competing priorities</li> <li>Topography</li> <li>Established spaces</li> </ul>
5.3	More parks designed for disability	Public spaces/parks are accessible to all in the community	<ul style="list-style-type: none"> <li>More long-term planning</li> <li>Create standards or DDA portion requirements</li> <li>Education via professional institutes</li> <li>Similar to action above</li> </ul>	<ul style="list-style-type: none"> <li>Disability groups</li> <li>Strategic planning</li> <li>Three levels of government</li> </ul>	<ul style="list-style-type: none"> <li>Universal or overseas examples</li> <li>Learning from previous projects</li> <li>Similar to action above</li> </ul>	<ul style="list-style-type: none"> <li>Similar to action above</li> </ul>	<ul style="list-style-type: none"> <li>Similar to action above</li> <li>Understanding needs and finding solutions</li> </ul>
<b>6</b>	<b>How might we provide support to people with disability/older people during transition to NDIS and My Aged Care ?</b>						
6.1	Provide information such as directories, process navigation, how to training in all accessible formats such		<ul style="list-style-type: none"> <li>Research on information gaps and identify information dissemination methods</li> <li>Information sessions, training sessions</li> </ul>	<ul style="list-style-type: none"> <li>IT, library staff, communication, community services staff, n L &amp; D</li> </ul>	<ul style="list-style-type: none"> <li>All ready delivering tech time and NDIS</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness and user confidence</li> <li>Requests for info</li> </ul>	<ul style="list-style-type: none"> <li>Providing simple communication</li> <li>Staff time</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
	as electronic, paper, large print, voice, workshops at multiple locations and service points		<ul style="list-style-type: none"> <li>Market info services to target audiences</li> <li>Staff training electronic platform (Q&amp;A)</li> <li>Multilingual computer literacy</li> <li>Access to hardware access to phones</li> </ul>	<ul style="list-style-type: none"> <li>Users and other service providers, WCLP, and NDIS, My aged care contact points</li> </ul>	workshops	<ul style="list-style-type: none"> <li>e.g. web hits, information distributed</li> <li>Attendance at workshops, feedback</li> </ul>	
6.2	Provide change management support for transitioning users/clients to adapt with new service delivery, systems, processes and other aspects of change		<ul style="list-style-type: none"> <li>Prepare information pack on changes and rollout to users and all service providers</li> <li>Understand the system and services available to provide best advice/information</li> <li>Provide training to staff to manage change based on client needs</li> <li>Ongoing support – helpdesk</li> <li>Stress and anxiety workshops</li> </ul>	<ul style="list-style-type: none"> <li>Change expert, service team, L &amp; D stakeholders, staff, communications</li> <li>Other support services e.g. aged care experts</li> </ul>			<ul style="list-style-type: none"> <li>Resource constraints</li> <li>Understanding individual circumstances – time to do this</li> </ul>
<b>7</b>	<b>How might we improve services to support the housing needs of the community?</b>						
7.1	Influencing planning controls	To provide housing options to meet the needs of a diverse range of people	<ul style="list-style-type: none"> <li>Promote benefits of universal design to key agencies</li> <li>Education about changing community needs</li> <li>Look at best practice and innovative models</li> <li>Controls in DCP</li> </ul>	<ul style="list-style-type: none"> <li>Health professionals</li> <li>Planners</li> <li>Design private sector</li> <li>Developers</li> <li>Peak bodies</li> <li>Community development</li> </ul>	<ul style="list-style-type: none"> <li>Development contributions</li> <li>Staff</li> <li>Communications</li> <li>Sustainable</li> <li>Planners</li> </ul>	<ul style="list-style-type: none"> <li>DCP changes approved</li> <li>Increased supply of housing options</li> </ul>	<ul style="list-style-type: none"> <li>Increased density</li> <li>Big business (incentive)</li> <li>Cultural change</li> <li>Legislation</li> <li>Demand versus supply</li> </ul>
7.2	To promote available services and resources to assist people to find suitable housing	To enable people to live easily and independently in their own home	<ul style="list-style-type: none"> <li>Provide information sessions and advertising</li> <li>Communications and marketing strategy</li> </ul>	<ul style="list-style-type: none"> <li>Service providers</li> <li>Community development</li> <li>Industry experts</li> <li>Communications team</li> <li>Consumers</li> <li>Private design sector</li> </ul>	<ul style="list-style-type: none"> <li>Grants</li> <li>Funding</li> </ul>	<ul style="list-style-type: none"> <li>Community knowledgeable of options available</li> <li>Number accessing service</li> </ul>	<ul style="list-style-type: none"> <li>Uncertain funding environment</li> <li>Cultural change</li> </ul>
7.3	Encourage/implement universal housing design principles in all new	Majority population in LGA can continue to live in their established	<ul style="list-style-type: none"> <li>Identify the site and design specialist (build in park as play equipment?)</li> <li>Build a trial home to showcase</li> </ul>	<ul style="list-style-type: none"> <li>Design specialists, UNSW, HMM clearinghouse</li> </ul>	<ul style="list-style-type: none"> <li>Funding and staff to project manage</li> <li>Universal access</li> </ul>	<ul style="list-style-type: none"> <li>Population diversity – ABS/Census</li> </ul>	<ul style="list-style-type: none"> <li>Money</li> <li>Leadership commitment</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
	developments. Introduce an advisory design service so that people can make relevant modifications/refurbishments to their own homes.	communities/neighbourhood throughout their life cycle	<p>possibilities</p> <ul style="list-style-type: none"> <li>• Design a good info sheet – make a video why we need universal housing design</li> <li>• Follow-up actions from local connections forum</li> <li>• Engage a specialist consultant, OT to be available one day per week</li> <li>• Promote universal design principles and resources</li> <li>• Review DCP's, LEP's, other planning documents</li> <li>• Work with developers e.g. uniting care War Memorial development</li> <li>• Redevelopment of Council's housing stock includes universal access</li> <li>• Promote cost/benefits the universal design to developers</li> </ul>	<ul style="list-style-type: none"> <li>• Developers and architects</li> <li>• Futures – Waverley – caring, communications</li> <li>• PIA and AIA – state government</li> </ul>	<p>principles in DCP/LEP</p> <ul style="list-style-type: none"> <li>• (Internal) housing budgets planning teams</li> </ul>	<ul style="list-style-type: none"> <li>• Showcase house developed</li> <li>• Number of development applications with universal housing design identified and counted</li> <li>• Awards for design excellence universal design in existing programs</li> </ul>	<ul style="list-style-type: none"> <li>• Politics</li> </ul>
7.4	Aim for higher targets for affordable housing – including social housing beyond GSC targets	More affordable housing in the region, education of developers about cost benefits, increased housing stock diversity, support the diverse community – people can continue to live locally	<ul style="list-style-type: none"> <li>• Advocate for increased targets</li> <li>• Demonstrate community need</li> <li>• Establish cross council working group</li> <li>• Key worker housing</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic planning</li> <li>• State government</li> <li>• Caring – community services</li> <li>• Developers e.g. uniting care</li> <li>• Community housing</li> </ul>	<ul style="list-style-type: none"> <li>• Development incentives</li> <li>• VPAS/inclusionary zoning</li> <li>• Existing housing programs</li> <li>• Existing advocacy – SSORC</li> <li>• Relationship with community housing providers</li> <li>• GSC</li> </ul>	<ul style="list-style-type: none"> <li>• Increased targets in region</li> <li>• ABS/census data</li> <li>• Number of key workers in area</li> <li>• Populations diversity changes</li> <li>• Number of people living in housing stress</li> </ul>	<ul style="list-style-type: none"> <li>• Money</li> <li>• Leadership commitment</li> <li>• Politics</li> </ul>
<b>8</b>	<b>How might we better respond to the transport needs of people with disability ?</b>						
8.1	Information and infrastructure to enable whole of journey planning	Freedom to move around the community and key areas freely easily affordable	<ul style="list-style-type: none"> <li>• Promotion and training of how to use public transport options</li> <li>• Information available on how to get to key locations and events</li> <li>• Consider whole journey when planning council activities/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Transport for New South Wales, communications</li> <li>• Integrated transport team</li> <li>• Community transport options</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated transport team, community transport</li> </ul>	<ul style="list-style-type: none"> <li>• Community can get to and from places/events without barriers</li> <li>• Survey</li> <li>• Number of people with disability at</li> </ul>	<ul style="list-style-type: none"> <li>• Light rail construction</li> <li>• Removal of buses, limited bus stops</li> <li>• Accessibility of communication platforms</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
				<ul style="list-style-type: none"> <li>IT</li> </ul>		events	<ul style="list-style-type: none"> <li>Limitations of consumers – unable to use Internet/computer</li> </ul>
8.2	Pickup and drop-off points at appropriate locations	Safe access to public and community transport to public places (key locations)	<ul style="list-style-type: none"> <li>Integrate into planning of development</li> <li>Surveying what we do have already</li> <li>Consulting with people with disability and other users</li> <li>Trip planning to events – identify gaps</li> </ul>	<ul style="list-style-type: none"> <li>Transport and safety teams</li> <li>Capital Works/creating futures</li> <li>Planners/DA contributions</li> <li>State government responsible for some roads</li> <li>City planners</li> </ul>	<ul style="list-style-type: none"> <li>Capital works</li> <li>Community members and service providers</li> </ul>	<ul style="list-style-type: none"> <li>Number of improvements made</li> <li>Community feedback</li> </ul>	<ul style="list-style-type: none"> <li>Transport for New South Wales</li> <li>Resources</li> <li>Quality footpath</li> <li>Parking demand</li> <li>LGA - topographic constraints</li> </ul>
8.3	Clear and robust policy to prioritise inclusive accessible transport based on educating politicians and the community	Positioning to enable design and implementation of accessible actions	<ul style="list-style-type: none"> <li>Written policies</li> <li>Holistic approach, coordinate parking strategy, alternate transport options – affordable and accessible, footpath, pedestrian strategy</li> <li>Changing public attitudes – education</li> </ul>	<ul style="list-style-type: none"> <li>Community services</li> <li>Transport authorities</li> <li>Design – shaping</li> <li>Community transport providers</li> <li>Transport officers</li> </ul>	<ul style="list-style-type: none"> <li>Review councils transport plan? – People, places and movement</li> <li>Delivery plan</li> <li>Establish Cross Council working group</li> </ul>	<ul style="list-style-type: none"> <li>Framework developed</li> <li>Framework adopted</li> <li>Community feedback, surveys</li> </ul>	<ul style="list-style-type: none"> <li>Time, resources</li> <li>Organisational culture shift</li> </ul>
8.4	The implementation of inclusive transport infrastructure	Uncompromising designs that integrate transport facilities naturally into the built environment	<ul style="list-style-type: none"> <li>Solution focused</li> <li>Getting the basics right</li> <li>Training</li> <li>Designed for all</li> <li>Mapping of transport modes</li> <li>Leadership – establish regional community transport working group to establish priorities</li> <li>Waverley's people, places movement includes relevant information</li> </ul>	<ul style="list-style-type: none"> <li>Futures Waverley</li> <li>Project Waverley</li> <li>Creating Waverley</li> <li>Community transport providers</li> <li>Transport authorities</li> </ul>	<ul style="list-style-type: none"> <li>Delivery plan</li> <li>Consultants and external resources, money</li> <li>Grants</li> <li>Partners – transport for New South Wales ie. Sydney buses</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian counts</li> <li>Active transport counts</li> <li>Traffic surveys</li> <li>Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Existing assets and costs</li> <li>Resources</li> <li>Topography</li> </ul>
<b>9</b>	<b>How might we improve the pedestrian experience of moving and navigating around our streets?</b>						
9.1	Identify and engage with	Open communication	<ul style="list-style-type: none"> <li>Targeted consultation</li> </ul>	<ul style="list-style-type: none"> <li>Communications</li> </ul>	<ul style="list-style-type: none"> <li>Training</li> </ul>	<ul style="list-style-type: none"> <li>Engaged</li> </ul>	<ul style="list-style-type: none"> <li>Political will</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
	stakeholders to better understand access issues and needs	channels to influence prioritisation of programs and works	<ul style="list-style-type: none"> <li>• Crowd sourcing e.g. crowd spot</li> <li>• Education</li> <li>• Analysis of access needs</li> <li>• Level of technical expertise across all disabilities</li> <li>• Prioritisation – budget dollars</li> </ul>	<ul style="list-style-type: none"> <li>• External consultants (specialists)</li> <li>• Technical services</li> <li>• Community service agencies</li> <li>• Government and non-government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Capital Works budgets</li> <li>• Australian standards</li> <li>• Grants</li> </ul>	<ul style="list-style-type: none"> <li>percentage of population with disability</li> <li>• Targeted surveys</li> <li>• Legible public domain</li> <li>• Pre-and post occupation studies</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding</li> <li>• Staff/consultants</li> <li>• Level of relevant expertise</li> <li>• Money</li> </ul>
<b>10</b>	<b>How might we better respond to community need for accessible parking, pick up and drop off points ?</b>						
10.1	Better holistic planning, design, implementation, upgrade work (improvement) across LGA to reduce the need to drive and park	Provide better accessible parking, pickup and drop-off by reducing the requirement or use of others by providing better infrastructure	<ul style="list-style-type: none"> <li>• Mapping and understand requirements</li> <li>• Collect the data</li> <li>• Consultation</li> <li>• Identify options</li> <li>• Provide more drop-off/pickup points near entry to public venues</li> <li>• Access improvement plan and money</li> <li>• Provide better infrastructure – kerb ramps, footpath, crossings</li> <li>• "Maintenance" isn't just replacing like with like – replace with better</li> </ul>	<ul style="list-style-type: none"> <li>• Diverse project team</li> <li>• IT and GIS, Wi-Fi</li> <li>• Consultants – engineering and tech</li> <li>• PWD community</li> <li>• Planning and design</li> <li>• Maintenance and delivery staff</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Access committee</li> <li>• Capital works</li> <li>• Technical expertise – engineering, IT, GIS</li> <li>• Special levies project team</li> <li>• Already spend large dollars on capital works and maintenance – do it better</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-and post occupancy studies</li> <li>• Number of kerb ramps added</li> <li>• Community feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Budget, time committed</li> <li>• Political will and understanding</li> <li>• Existing topography and built environment</li> <li>• Consultation fatigue</li> <li>• We've always done it this way</li> <li>• Traffic engineers</li> </ul>
10.2	Price on street parking to free up parking for people in need		<ul style="list-style-type: none"> <li>• Review parking price history</li> <li>• Review parking supply</li> <li>• Explore options for dynamic parking management systems</li> <li>• Review existing systems</li> <li>• App creation (software smart phone)</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic engineers</li> <li>• Planners and designers</li> <li>• Analysis – economic, modelling</li> <li>• Tech vendors i.e. software</li> <li>• Communications</li> <li>• Digital/IT</li> </ul>	<ul style="list-style-type: none"> <li>• Capital Works money</li> <li>• Staff (engineers, planners)</li> <li>• Digital/IT</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-and post occupancy studies</li> <li>• Customer survey of user types</li> <li>• One in 10 parking bays available at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Political will and understanding</li> <li>• Public acceptance</li> <li>• Community concerns about parking fees and rights</li> <li>• Legislation</li> <li>• Installation and maintenance</li> <li>• Existing beach/residential parking permit schemes</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
							<ul style="list-style-type: none"> <li>• Opportunity – amalgamation therefore need to change how we do it now</li> </ul>
<b>11</b>	<b>How might we create more employment opportunities for people with disability?</b>						
11.1	Top-down council commitment to provide education and training to staff, resourcing (financial and staff) policies and an inclusive environment	An educated and resourced organisation of choice offering an inclusive and friendly environment for all	<ul style="list-style-type: none"> <li>• Workplace accessibility training</li> <li>• Work experience at Council</li> <li>• Create and update educational material</li> <li>• A statement of commitment from management</li> <li>• Review current HR practices</li> <li>• Extra money and staff</li> <li>• Ask current staff about barriers and opportunities</li> <li>• Promote job opportunities to relevant employment sectors</li> <li>• More staff in areas like HR and L&amp;D - focusing on employment and training</li> <li>• Ensure council buildings are fully accessible</li> <li>• Increased number of traineeships and internships</li> </ul>	<ul style="list-style-type: none"> <li>• EEO recruiters</li> <li>• HR</li> <li>• RTO funding bodies</li> <li>• Executive</li> <li>• HR and L&amp;D</li> <li>• All staff</li> <li>• Specialist employment agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Developing the DIAP</li> <li>• EEO and other plans</li> <li>• Staff willingness</li> <li>• Supportive workplace</li> <li>• Networks and willing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Staff survey</li> <li>• Set employment targets</li> <li>• Number of people with disability employed</li> <li>• Measure staff retention and satisfaction</li> <li>• General vibe and culture of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Resources and money</li> <li>• Council commitment</li> <li>• Staff resourcing</li> <li>• Understanding of opportunities and what it means</li> </ul>
11.2	Working in partnership with public, private and community organisations to develop initiatives, opportunities and work practices	A shared commitment to inclusive and accessible pathways to employment	<ul style="list-style-type: none"> <li>• Co-design supportive work practices</li> <li>• Workshops with management</li> <li>• Consultation workshops ongoing engagement</li> <li>• Share best practice examples</li> <li>• Support businesses – business award category inaccessible workplace</li> <li>• Pulling together existing resources strategically</li> </ul>	<ul style="list-style-type: none"> <li>• Carrying Waverley</li> <li>• Funding from private organisations</li> <li>• People with disability</li> <li>• Specialist employment agencies</li> </ul>	<ul style="list-style-type: none"> <li>• EEO job ads</li> <li>• Access toilets</li> <li>• Working with different training</li> <li>• Code of conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Number of people with disability employed</li> <li>• Measure staff satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and financial resources</li> <li>• Perception of abilities</li> <li>• Perceived to be too difficult</li> <li>• Not seen as core business perceptions of people with disability</li> <li>• Feeling overwhelmed and</li> </ul>



Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
							under supported
<b>12</b>	<b>How might we improve the range and format of information to meet community needs?</b>						
12.1	Improving distribution of information beyond traditional channels to reach those in need e.g. via networks	To reach those who don't visit CSC, libraries. Don't have PC access or skills. To understand when you look for information/advice and provided their	<ul style="list-style-type: none"> <li>Go to where the people are</li> <li>Advocate with state government agencies</li> <li>Targeted outreach</li> <li>Specialist technology – digital mobile web</li> <li>Improve A and D - E News</li> <li>Money into SEO</li> <li>Media – community consultation to, community development activities blanket advertising</li> <li>Diverse methods of format and methods of distribution</li> <li>Talk to networks and ask how they want to get the information</li> </ul>	<ul style="list-style-type: none"> <li>Care organisations</li> <li>Media comms, communication development, print room, libraries</li> <li>Neighbourhood and referral centres</li> <li>Interagency support and work</li> <li>Specialist vnetworks and agencies</li> <li>Talk with people with disability directly</li> </ul>	<ul style="list-style-type: none"> <li>Train staff and resources</li> <li>Capable</li> <li>Use our current partnerships and networks to get information about how to communicate with people with disability</li> <li>Staff liaison community partnerships</li> <li>Grants</li> </ul>	<ul style="list-style-type: none"> <li>Increase in phone and visits to libraries of CECs (specific inquiries)</li> <li>Increase positive feedback</li> <li>Targeted surveys</li> <li>Traffic to website</li> <li>Number of distribution points</li> <li>Number of enquiries</li> <li>Number of printed material example directory</li> </ul>	<ul style="list-style-type: none"> <li>Not knowing how to reach people we are not reaching</li> <li>Lack of information knowledge re needs of population groups</li> <li>Time</li> <li>Top-down council commitment</li> <li>Staff resourcing</li> <li>Quick changing environment</li> <li>Budget constraints</li> </ul>
12.2	Training and resources for frontline staff, enable them to easily retrieve information to assist or to refer to relevant pathway or agency	Assist staff to provide relevant information easily – has skills and resources to redirect when required, to provide best possible care	<ul style="list-style-type: none"> <li>Staff training</li> <li>Knowledgeable database</li> <li>Embed in L and D framework</li> <li>Identify range of training needs</li> <li>Centralised information and resources</li> <li>Lunch and learn – get together to share info</li> <li>PD's – frontline staff</li> </ul>	<ul style="list-style-type: none"> <li>Caring and H&amp;R</li> <li>Specialist training organisations /consultants e.g. Vast, IDEAS</li> </ul>	<ul style="list-style-type: none"> <li>Oracle = information</li> <li>Training budget</li> <li>TREC into learning</li> <li>HR to L&amp;D training budget</li> </ul>	<ul style="list-style-type: none"> <li>Training framework developed and embedded in L&amp;D program</li> <li>Information referral database and indicators of use</li> <li>Staff satisfaction</li> <li>One on ones with staff</li> </ul>	<ul style="list-style-type: none"> <li>Time</li> <li>Commitment</li> <li>Money allocation and commitment</li> <li>Finances</li> </ul>
<b>13</b>	<b>How might we engage and include people with disability throughout the planning and design of programs, services and environments ?</b>						
13.1	Ensure you are accessing the grass roots even when going via stakeholders. Use		<ul style="list-style-type: none"> <li>Develop a consultation plan</li> <li>Identify and engage stakeholders</li> <li>Establish methodology (different)</li> </ul>	<ul style="list-style-type: none"> <li>(Internal) communication, project managers,</li> </ul>	<ul style="list-style-type: none"> <li>Staff/budget</li> <li>Online resources</li> <li>Credibility of</li> </ul>	<ul style="list-style-type: none"> <li>Number of participants</li> <li>Positive feedback,</li> </ul>	<ul style="list-style-type: none"> <li>Time</li> <li>Governance</li> <li>Language barriers</li> </ul>

Ref	Action	Outcome Statement	Activities	Teams/Partnerships	Resources & Capabilities	Indicators	Constraints
	specialists agencies to get consultation done and feedback			<ul style="list-style-type: none"> <li>disability specialists, planning</li> <li>Specials agencies</li> </ul>	Council	negative feedback	<ul style="list-style-type: none"> <li>Literacy</li> <li>Resources</li> <li>Technological literacy of policies</li> </ul>
13.2	Identify and involve specialists and key stakeholders in scoping, planning and design throughout project lifespan	Set up a process to identify specialists knowledgeable of standards and apply consistently	<ul style="list-style-type: none"> <li>Creating a design template and implementing consistently</li> <li>Communications plan to include target groups</li> <li>Clear communication lines between stakeholders</li> <li>Communications methods for example app/tablet</li> </ul>	<ul style="list-style-type: none"> <li>Projects design delivery</li> <li>Communications</li> <li>Community services</li> <li>Health institutes</li> <li>Specialists in all ability/access design</li> <li>Council staff</li> </ul>	<ul style="list-style-type: none"> <li>Capital works funding</li> <li>Facilities upgrades funding</li> <li>Centralising database on communication and design</li> <li>Local health hub</li> <li>Interagency groups</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder involvement</li> <li>Positive feedback on projects</li> </ul>	<ul style="list-style-type: none"> <li>Time</li> <li>Subjective nature of each disability requirement</li> <li>No agreed standards</li> </ul>
13.3	Establish a database of community groups/disability types to identify the needs of each disability category	Ability for staff to have information to engage the right people in the right way	<ul style="list-style-type: none"> <li>Investigate and research existing information e.g. census</li> <li>Information collation</li> <li>Disseminate data across organisation</li> <li>Workshops</li> <li>Establish resources</li> </ul>	<ul style="list-style-type: none"> <li>Council staff</li> <li>Access committee</li> <li>Interagency groups</li> <li>Detailed input from ABS</li> <li>FACS and Department of Health database</li> <li>Health institutes</li> <li>People with disabilities and carers</li> <li>Communications – projects – communications services – working group</li> <li>Community development</li> </ul>	<ul style="list-style-type: none"> <li>Engaging (need to target)</li> <li>Planning DIAP</li> <li>State and federal funding</li> </ul>	<ul style="list-style-type: none"> <li>More engagement of activities</li> <li>Number of program/activities designed</li> <li>Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Silos</li> <li>Lack of data information</li> <li>Reluctance of stakeholders to provide data</li> </ul>



## Staff Workshops Summary Notes

### Action Summary

Consultation Report  
Randwick and Waverley Councils  
DIAP Planning

No.	ATTITUDES & BEHAVIOUR
1	<b>How might we foster positive and inclusive attitudes and behaviours toward people with disability in the local community ?</b>
1.1	Introduce a star rating system – disability friendly shop/restaurant/office
1.2	Council to proactively employ more people with disability to model/demonstrate ideal example behaviour
2	<b>How might we help local businesses improve access to their buildings, services and communications?</b>
2.1	Training to businesses on how to be more inclusive – using the disability dollar as economic motivation
2.2	Develop a business accessibility pack for new business on how to be accessed friendly and promote access friendly businesses
3	<b>How might we ensure Council staff have the knowledge, skills and resources to apply access and inclusion practices to their key job responsibilities?</b>
3.1	Workplan and skills and performance assessment (performance review)
3.2	Provide training – resources, targeted/specific, ongoing, behavioural change
3.3	Policy and embedded plans and practices
No.	LIVEABLE COMMUNITIES
4	<b>How might we create public events that encourage people with disability to participate ?</b>
4.1	Website advertising event must include a map showing accessible toilets, accessible areas, any support stations
4.2	Involve people with disability in planning process



## Staff Workshops Summary Notes

Consultation Report  
Randwick and Waverley Councils  
DIAP Planning

No.	LIVEABLE COMMUNITIES
5	<b>How might we increase opportunities for people with disability to participate in sport, recreation, play and exercise activities?</b>
5.1	Actively promote services – bring all existing pieces together to sell
5.2	More accessible parking and drop-off points
5.3	More parks designed for disability
6	<b>How might we provide support to people with disability/older people during transition to NDIS and My Aged Care ?</b>
6.1	Provide information such as directories, process navigation, how to training in all accessible formats such as electronic, paper, large print, voice, workshops at multiple locations and service points
6.2	Provide change management support for transitioning users/clients to adapt with new service delivery, systems, processes and other aspects of change
7	<b>How might we help provide more accessible and affordable housing options?</b>
7.1	Influencing planning controls
7.2	To promote available services and resources to assist people to find suitable housing
7.3	Encourage/implement universal housing design principles in all new developments. Introduce an advisory design service so that people can make relevant modifications/refurbishments to their own homes.
7.4	Aim for higher targets for affordable housing – including social housing beyond GSC targets



## Staff Workshops Summary Notes

Consultation Report  
Randwick and Waverley Councils  
DIAP Planning

No.	LIVEABLE COMMUNITIES
8	How might we better respond to the transport needs of people with disability ?
8.1	Information and infrastructure to enable whole of journey planning
8.2	Pickup and drop-off points at appropriate locations
8.3	Clear and robust policy to prioritise inclusive accessible transport based on educating politicians and the community
8.4	The implementation of inclusive transport infrastructure
9	How might we improve the pedestrian experience of moving and navigating around our streets?
9.1	Identify and engage with stakeholders to better understand access issues and needs
10	How might we better respond to community need for accessible parking, pick up and drop off points ?
10.1	Better holistic planning, design, implementation, upgrade work (improvement) across LGA to reduce the need to drive and park
10.2	Price on street parking to free up parking for people in need
No.	EMPLOYMENT
11	How might we create more employment opportunities for people with disability?
11.1	Top-down council commitment to provide education and training to staff, resourcing (financial and staff) policies and an inclusive environment
11.2	Working in partnership with public, private and community organisations to develop initiatives, opportunities and work practices



## Staff Workshops Summary Notes

Consultation Report  
Randwick and Waverley Councils  
DIAP Planning

No.	SYSTEMS & PROCESSES
12	<b>How might we improve the range and format of information to meet community needs?</b>
12.1	Improving distribution of information beyond traditional channels to reach those in need e.g. via networks
12.2	Training and resources for frontline staff, enable them to easily retrieve information to assist or to refer to relevant pathway or agency
13	<b>How might we engage and include people with disability throughout the planning and design of programs, services and environments ?</b>
13.1	Ensure you are accessing the grass roots even when going via stakeholders. Use specialists agencies to get consultation done and feedback
13.2	Identify and involve specialists and key stakeholders in scoping, planning and design throughout project lifespan
13.3	Establish a database of community groups/disability types to identify the needs of each disability category

# **Appendix I**

## **Summary of Preliminary Outcome Statements & Strategies**



## Summary of Preliminary Outcome Statements & Strategies

No.	Outcome Statement	Strategy
	Attitudes & Behaviours	
1	EBC embraces diversity and supports inclusive attitudes and behaviours across the Council and community	1.1. Increase staff understanding, knowledge and skills to apply access and inclusion principles in their key job responsibilities
		1.2. Ensure staff have access to relevant resources to support implementation of the DIAP
		1.3. Establish community partnerships to enhance access and inclusion
	Liveable Communities	
2	People of all abilities have opportunities to live independently and participate in the recreational, social, cultural and economic life of the community	2.1. Advocate for increased stock of affordable and accessible housing options
		2.2. Increase recreational, social and cultural programs that are accessible to all
		2.3. Increase access to services and information to support the community
3	EBC proactively plans and manages the built environment to meet our diverse community needs now and in the future	3.1. Ensure universal access is considered in all projects throughout planning, design and implementation, including a process for structured inclusive consultation in identified public domain improvement projects
		3.2. All new council assets, buildings and spaces are designed to be fully accessible
		3.3. Cultivate an organisational culture which strives for best practise, where practicable, in access and inclusion, rather than minimum compliance
4	The community is a place where people can move about easily to access services and facilities and participate in community life	4.1. Advocate for increased accessibility of the public, private and community transport system including processes to ensure whole of journey planning
		4.2. Promote availability of accessible venues, facilities and public places
		4.3. Wayfinding information and signage is designed and located effectively to inform all users
	Employment	
5	People of all abilities have access to meaningful employment	5.1. Increase employment opportunities within Council for people with disability
		5.2. Improve organisational capacity to recruit and support a diverse workforce
		5.3. Advocate for employment of people with disability within local community
	Systems & Processes	
6	EBC is an organisation that is aware of and responsive to the needs of people of all abilities	6.1. Incorporate universal design and access at a systems and operational level
		6.2. Improve capacity to provide responsive customer service for people of all abilities
		6.3. Ensure all community engagement processes and practises are inclusive and accessible
		6.4. Whole of government are committed to achieving outcomes and monitoring the implementation of the DIAP



# **Appendix J**

## **Community Consultation Summary**

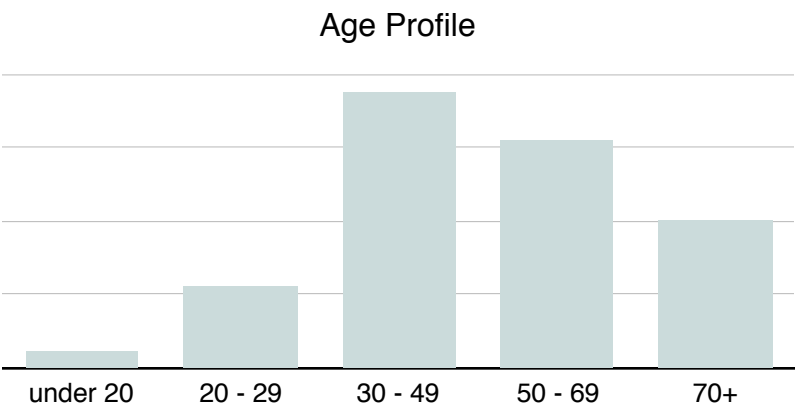
# DIAP

## Preliminary Community Consultation Summary

Over April 2017, 251 people visited Council’s DIAP website, 62 completed the survey and 80 provided direct feedback through workshops and community conversations to share their thoughts about the access and inclusion improvements that they would like to see Councils implement.

### Survey Profile

- 95% Speak English at home
- 35% Person with disability
- 26% Carer, family member or friend
- 14% Interested community member
- 18% Service providers

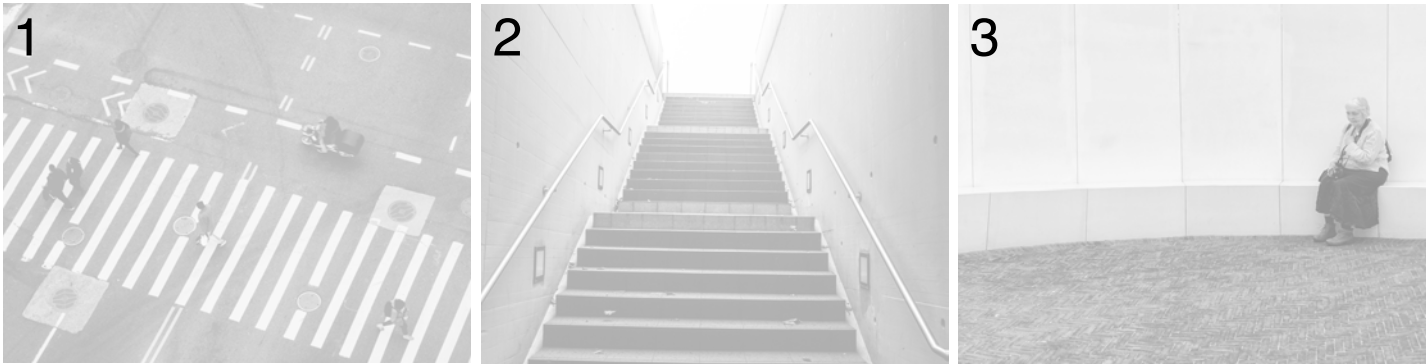


### Workshops & Community Conversations

62 participants	<b>Online &amp; Paper Survey</b> 20 March - 14 April 2017	33 participants	<b>Staff Survey</b> 24 April - 5 May 2017
80 participants	<b>Community Workshops x 3</b> 4 - 5 April 2017	59 participants	<b>Staff Workshops x 2</b> 3 - 4 May 2017
10 participants	<b>Community Conversations</b> Eastern Sydney Multicultural Access Project Eastern Suburbs Mental Health Support Group		

### What we heard from Randwick and Waverley community

Residents and Service Providers who participated in workshops told us to prioritise:



**Moving around the community**  
Improve accessibility of parking, drop-off/pickup points, community & public transport and accessible footpaths.

**Information about accessible facilities and services**  
Provide a range of information related to accessible and inclusive activities, venues and services.

**Opportunities for people with invisible disabilities**  
Increase opportunities for people experiencing communication, mental health, sensory and cognitive difficulties.

### TOP 10 issues I workshops

**Attitudes and behaviours:** from the general community and local businesses

**Lack of employment:** limited work experience opportunities and finding a job

**Moving around the community:** barriers related to footpaths, linking pathways and wayfinding information

**Limited transport options:** community transport, accessible parking, pick up and drop off points and public transport

**Housing options:** inadequate supply of affordable, accessible and supported housing

**Home modifications:** need for ongoing supports for home modification and maintenance

**Sport/Recreation:** inadequate accessible and inclusive opportunities to participate

**Public events:** are not fully accessible or inclusive

**Transition to NDIS:** uncertainty and lack of information about procedures, funding and services

**Information:** limited range of information regarding inclusive and accessible services, venues, facilities, toilets, parking and paths of travel in accessible formats

