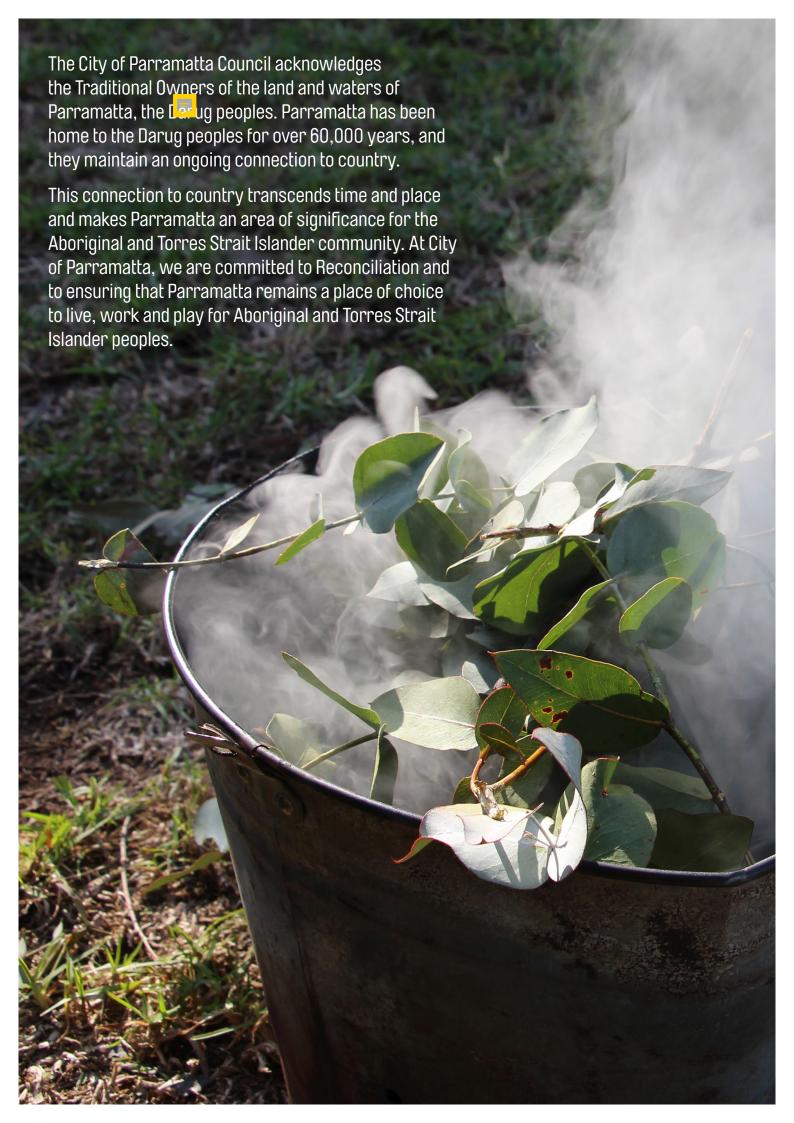
## LIFE-CHANGING FOR SOME, BENEFITS EVERYONE

Disability Inclusion Action Plan





## CONTENTS

## **PART ONE**

- **04** OUR COMMITMENT TO INCLUSION
- **07** OUTLINE OF OUR DISABILITY INCLUSION ACTION PLAN
- **08** FULFILLING THE CITY OF PARRAMATTA COUNCIL VISION
- **09** THE CASE FOR INCLUSION
- 09 THE POLICY AND LEGISLATIVE CONTEXT FOR OUR PLAN
- **10** UNDERSTANDING DISABILITY IN PARRAMATTA
- 12 UNDERSTANDING PEOPLE WITH HIGHER NEEDS
- 13 UNDERSTANDING OUR CHALLENGE
- **14** OUR CHALLENGES
- **16** CONSULTING OUR COMMUNITY
- 17 WHAT YOU TOLD US
- **21** IMPLEMENTING OUR PLAN

## **PART TWO**

- 22 CITY OF PARRAMATTA COUNCIL DISABILITY INCLUSION ACTION PLAN 2017–2021
- **24** DEVELOPING POSITIVE ATTITUDES AND BEHAVIOURS
- **25** CREATING LIVEABLE COMMUNITIES
- 31 SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT
- 31 IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

## **OUR COMMITMENT** TO INCLUSION

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

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

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

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

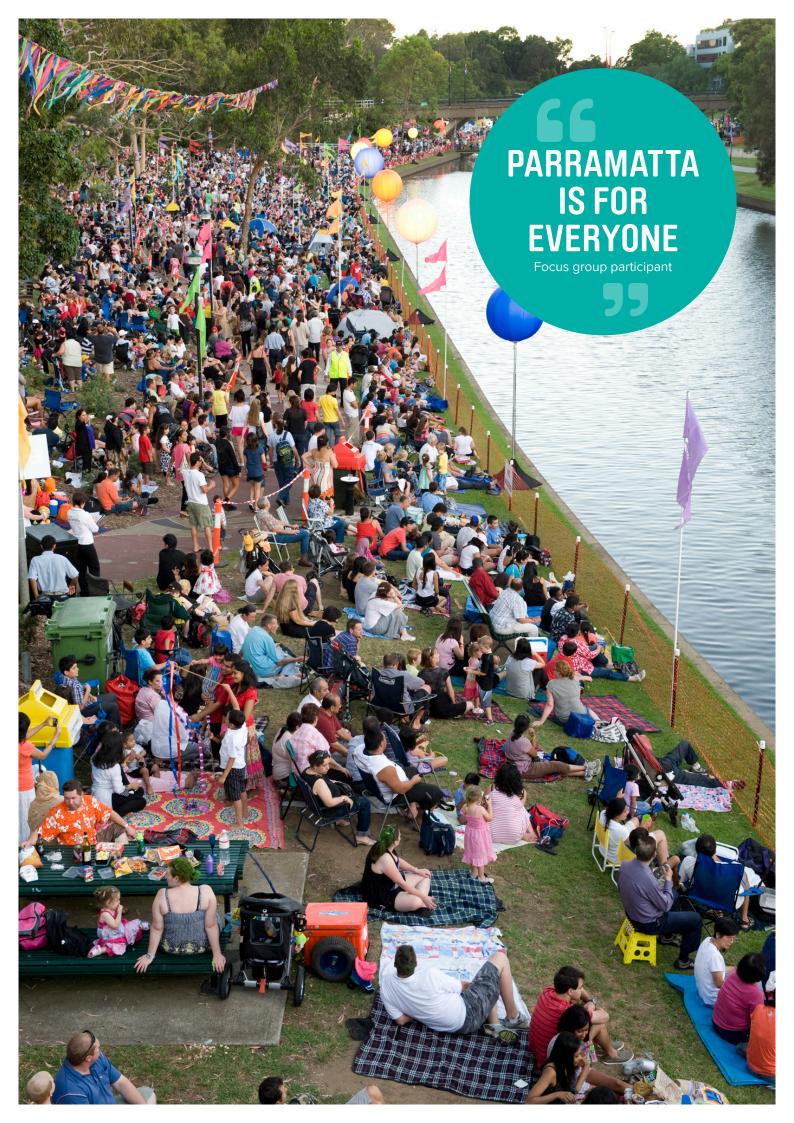
We recognise that the barriers people with disability encounter in participating in community life are not just about the individual or their impairment. Disability arises from the interaction between people living with impairments and the physical, attitudinal, communication and social barriers they face in their environment.

Our Disability Inclusion Action Plan seeks to address these barriers to accessibility and inclusion through direct action or advocacy. Our aim is to create opportunities for people with a disability to be involved in all areas of life in our community.

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

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





# OUTLINE OF OUR DISABILITY INCLUSION ACTION PLAN

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

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

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

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

The Plan reports on our findings from the structured consultation processes we carried out with people with disabilities in our community, their support people and their families. The staff at the City of Parramatta Council also responded to the opportunity we provided to tell us their views about making Council a more inclusive organisation.

Informed by that feedback, the Plan sets out a comprehensive set of actions and indicates how the implementation of the Plan will be resourced, monitored, evaluated and reported.

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

# FULFILLING THE CITY OF PARRAMATTA COUNCIL VISION

## **OUR VISION**

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

#### A LIVEABLE COMMUNITY

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

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

#### A PRODUCTIVE COMMUNITY

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

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

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

## A SUSTAINABLE AND RESILIENT COMMUNITY

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

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

#### LEADING OUR COMMUNITY

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

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

## THE CASE FOR INCLUSION

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

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

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

inclusive community.

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

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

## THE POLICY AND LEGISLATIVE CONTEXT FOR OUR PLAN

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

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

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

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

The NSW Disability Inclusion Act was passed by the NSW Parliament in 2014. It requires State and Local Governments to develop Disability Inclusion Action Plans to ensure that practical measures are taken at a State and Local level to uphold the rights of people with disability.

This Act is based on a social model of disability which highlights that disability is not just about an individual or their impairment. Rather disability arises from the interaction between people living with impairments and the barriers they face in their physical, attitudinal, communication and social environments.

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

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

## OTHER LEGISLATION RELEVANT TO THIS PLAN INCLUDES:

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

## UNDERSTANDING **DISABILITY IN PARRAMATTA**

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

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

## THE INCIDENCE OF DISABILITY IN CITY OF PARRAMATTA

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

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

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



## If the City of

18 people would have some type of disability and of those people...

- would have a physical condition
- would have cognitive or behavioural disorders
- would need help with daily living activities such as showering and dressing
- would participate in physical activities, visit public places and engage with friends and family



## Parramatta was a village of 100



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

## UNDERSTANDING PEOPLE WITH HIGHER NEEDS

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

The following data reported by the ABS in 2011 gives insights into the challenges faced by people with disability in the City of Parramatta LGA whose high level support needs required day-today assistance in areas such as showering and dressing.

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

#### Income

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



#### Unemployment

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



#### Education

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



#### **Car Ownership**

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



#### **Social Housing**

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



#### **Internet Access**

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



### **Labour Force Participation**

they are less likely to participate in the workforce -10.4% compared to 67.1% for the total population



#### THE CARER WORKFORCE

A vital component of our Inclusion Plan must be addressing the prevalence and importance of the unpaid care workforce which is meeting the needs of people with disabilities, long-term illnesses or living with old age.

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

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

## UNDERSTANDING OUR CHALLENGE

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

## **OUR STRENGTHS**

#### AN INCREASINGLY IMPORTANT PLACE

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

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

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

## AN EXISTING NETWORK OF SUPPORTIVE AGENCIES AND SERVICES

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

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

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

## OUR CURRENT ACCESS AND INCLUSION INITIATIVES

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

 Our Access and Equity Policy sets out guidelines for removing barriers in the design and delivery

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

#### **DEVELOPING NEW FACILITIES**

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

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

## **OUR CHALLENGES**

## PHYSICAL CHANGE IN THE CITY OF PARRAMATTA

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

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

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

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

## INCREASING PRESSURE ON AGEING INFRASTRUCTURE

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

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

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

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

#### INEQUALITY IN THE COMMUNITY

People with disabilities do not have the same opportunities as people without disability. Historical segregation and discrimination towards people with disability has resulted in them being disadvantaged. Their experience of barriers to participation in community life has limited their ability to fulfil their potential.

As a consequence, people with disabilities in our community are more likely than others to experience poverty, live in poor quality or insecure housing and have low levels of education. They are more often socially isolated and have fewer opportunities to take part in community life.

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

## REFORM AND CHANGE IN THE DISABILITY SECTOR

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

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

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

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

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

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

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

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

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

#### REMEMBERING 'HIDDEN' DISABILITY

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

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

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



## CONSULTING OUR COMMUNITY

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

### WHO WE CONSULTED

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

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

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

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

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

#### We contacted:

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

#### (MDAA)

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



#### **HOW WE DID OUR CONSULTATION**

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

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

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

Participants covered a wide age range including parents of young children, high school students and people experiencing the limitations of ageing.

Our Community Survey was published to the public in April 2017 via the City of Parramatta website and the telephone. Hard copies were available at Council's Customer Service Desk and at all Council Community Libraries.

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

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

## WHAT YOU TOLD US

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

Some of the key messages we heard are summarised below.

## **ATTITUDES AND PERCEPTIONS ABOUT DISABILITY**

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

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

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

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

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

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

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

### **ACCESSIBLE PARKING AND SAFE DROP-OFF POINTS**

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

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

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

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

#### **ACCESSIBLE TOILETS**

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

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

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

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

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

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

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

#### ACCESSING TRANSPORT

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

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

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

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

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

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

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

### **ACCESSIBLE PATHWAYS AND** TRAFFIC CONSIDERATIONS

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

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

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



### SPORTING, CULTURAL AND RECREATIONAL **OPPORTUNITIES**

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

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

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

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

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

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

#### **EFFECTIVE COMMUNICATION**

The lack of consistent and clear information about what's available in the LGA for people with disability was seen as creating barriers to inclusion.

Overall awareness of the inclusive programs currently offered by Council is low. The most responsive and inclusive services were identified as Libraries, Customer Service Centre, and the Heritage and Information Centre. Major events were also seen as responsive and inclusive.

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

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

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

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

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

#### **EMPLOYMENT OPPORTUNITIES?**

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

As an employer, Council could increase employment opportunities for people with disability by designing roles to suit them, providing more flexible work hours, making work places more

accessible, and employing people through transition to work programs.

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



## IMPLEMENTING OUR PLAN

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

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

In our work we are being

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

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

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

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

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

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

#### REPORTING ON OUR PLAN

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

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



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

## **KEY FOCUS AREAS**

## DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

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

#### **CREATING LIVEABLE COMMUNITIES**

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

## SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Employment and economic security are closely related for most people. Employment contributes to independence and feelings of self-worth, social interaction and mental health, and increased opportunities to support individual choice and control. Employment rates for people with disability are significantly lower than in the wider community, and there are multiple barriers to the employment process for people with disability. These include inaccessible venues, lack of reasonable adjustments to the work environment, rigid role descriptions and online testing and poor career planning opportunities.

## IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

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





## 1. DEVELOPING POSITIVE **ATTITUDES AND BEHAVIOURS**

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

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

## 2. CREATING LIVEABLE COMMUNITIES

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

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

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

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

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

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

e with disability at tage of all recreation om the Access nittee and as	Feedback from people with disability informs the planning, construction and final approval of all recreation projects	2017 - ongoing	Service Manager Recreation Facilities and
	<b>-</b>		Programs Programs
port from a qualified lusion consultant at tage of all recreation	Planning, construction and final approval stages of all recreation projects informed by advice from Advisory Committees and where necessary and access consultant	2017 - ongoing	Service Manager Recreation Facilities and Programs
ovide Auslan formances, and audio Riverside Theatre	Blind or vision impaired and deaf audiences have increased and enhanced opportunities to attend accessible theatre events	2017 - 2021	Riverside Theatre Access Coordinator / Programing team
n, develop and ve drama workshops enues	People with disability have increased opportunities to participate in professional inclusive skills based drama activity	2017 - 2021	Riverside Theatre Access Coordinator / Programing team
nation documents on es and presentation ance for people on ectrum	Increased information empowers and supports the choices of people who experience environmental triggers	2017 - 2021	Riverside Theatre Access Coordinator / Programing team
sability sector ups	Increased understanding of disability sector needs better informs decisions on the use of theatre resources	2017 - 2021	Riverside theatre Access Coordinator / Programing team
romote open audio described vailable	Increased choices and opportunities for people with disability to attend public film screenings	2017 - 2021	Riverside Theatre Access Coordinator / Programing team
lusion are considered the planning and tage of Council's new matta Square and nt)	The new Libraries are accessible and fitted with advanced technologies to meet the varied needs of users	2017 - 2021	Director Property Development Group
portunities to increase at of people with ary programs	Consultation informs planning of ways to increase participation by people with disability in library programs  Participation by people with	2017 - 2019	Manager Library Services
	disability in library programs increases	2019 - 2021	
ovide Social Support ople with disability er 65 years in line greement	Council provides high quality services to support residents to learn new skills and connect with community	2017 - 2021	Service Manager Community Care
	port from a qualified flusion consultant at tage of all recreation povide Auslan formances, and audio Riverside Theatre  In, develop and ve drama workshops enues  In ation documents on est and presentation ance for people on ectrum  In a sability sector sability sector ups  In a sability sector ups  In	of all recreation projects informed by advice from Advisory Committees and where necessary and access consultant  Blind or vision impaired and deaf audiences have increased and enhanced opportunities to attend accessible theatre events  In, develop and ever drama workshops enues  Increased information empowers and supports the choices of people who experience environmental triggers  Increased understanding of disability sector ups  Increased understanding of disability sector needs better informs decisions on the use of the planning and tage of Council's new matta Square and ent)  Increased choices and opportunities for people with disability to attend public film screenings  The new Libraries are accessible and fitted with advanced technologies to meet the varied needs of users  Consultation informs planning of ways to increase participation by people with disability in library programs  Participation by people with disability in library programs increases  Divide Social Support to ple with disability services to support residents to learn new skills and connect	port from a qualified flusion consultant at a tage of all recreation projects informed by advice from Advisory Committees and where necessary and access consultant  povide Auslan formances, and audio Riverside Theatre  provide Auslan formation in the provide Riverside Theatre  provide Auslan formation events  People with disability have increased opportunities to participate in professional inclusive skills based drama activity  Increased information empowers and supports the choices of people who experience environmental triggers  promote open audio described in the planning and tage of Council's new matta Square and nut)  Profutunities to increase and the planning and tage of Council's new matta Square and nut)  Protrumities to increase int of people with disability in library programs  Participation by people with disability in library programs  Participation by people with disability in library programs  Participation by people with disability in library programs  Provide Social Support pople with disability in library programs  Provide Social Support pople with disability in library programs  Provide Social Support provides high quality services to support residents to learn new skills and connect

## 3.SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

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

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

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

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

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

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

