



# A City for All

## Inclusion (Disability) Action Plan

### 2017–2021

**Annual Report**  
2018/19

Green Global Connected

**CITY OF SYDNEY** 

# Contents

Introduction	3
Inclusion (Disability) Advisory Panel	6
Direction 1: Positive community attitudes and behaviours	7
Direction 2: Liveable communities	13
Direction 3: Meaningful employment	31
Direction 4: Equitable access to mainstream services	35

# Introduction

## **A City for All: Inclusion (Disability) Action Plan 2017-2021**

The City of Sydney's (the City) ongoing commitment to making Sydney truly inclusive and welcoming is embodied in *A City for All: Inclusion (Disability) Action Plan 2017-2021* (the plan).

The plan aligns with the City's long term vision of an inclusive city and includes 34 actions designed to actively address barriers faced by people with disability. The actions build on the success of previous plans, and harness new and emerging opportunities.

The plan was developed through extensive consultation with people with disability and/or caring responsibilities, local disability service providers, peak disability representatives and advocacy organisations and the City's Inclusion (Disability) Advisory Panel.

### *Plan Governance*

The plan is a living document that has been designed to be flexible in how outcomes can be achieved over time. This allows the City to adapt its implementation approaches to changing contexts such as legislation and new technology.

Each year, relevant Business Unit Managers will review the draft implementation plan and confirm resources for work to be delivered in the forthcoming year.

Relevant business units are required to report on progress of implementing the actions as part of the business planning process, at regular intervals each year.

Working groups meet biannually to report on progress and share challenges and opportunities around actions.

The City's Social Policy Officer – Access and Inclusion is responsible for overseeing the implementation of the plan, coordinating the working groups and collating progress reports and including this the annual report.

## **The purpose of this report**

This annual report details progress made during the 2018/19 financial year on the delivery of scheduled actions identified in *A City for All: Inclusion (Disability) Action Plan 2017-2021*.

The report includes commentary on the progress of ongoing and new actions. Where actions are not yet scheduled to commence, this is noted. The report details progress and outcomes achieved in each action area, with measures of performance where applicable. Case studies highlight key achievements from the past year.

The development of the annual report is overseen by the City's Inclusion (Disability) Advisory Panel, who play a vital role in monitoring the implementation of the plan.

This report is published with the City's annual report under the integrated planning and reporting framework.

In line with requirements of the *NSW Disability Inclusion Act 2014*, a copy of this report is also made available to the NSW Minister Family and Community Services and the Disability Council of NSW.



## Key achievements for 2018-19

The end of 2018/19 financial year signals the half way point for the implementation of A City for All: Inclusion (Disability) Action Plan 2017-2021.

The City continues to build on the success of the previous year and in the last twelve months there have been a number of key achievements.

### *Direction 1 Key achievements for the 2018/19 year:*

- The City's community centres and libraries delivered a range of new, diverse and inclusive programming. Programs such as the "Big Feels Club" at Green Square, helped to facilitate community discussions about mental health, to help reduce stigma and encourage awareness.
- The City supported the Invictus Games through a sponsorship of \$36,100 cash and value-in-kind to support a street banner campaign. For two weeks the Games were promoted on 185 of the City's street banners in high-traffic CBD locations including Martin Place, Macquarie Street and Customs House. This sponsorship enabled the City to promote positive community attitudes towards people with disability.
- In the lead up to the Invictus Games held in October 2018, the City helped to support the business community to become "Invictus Ready". Through a targeted social media and marketing campaign the City encouraged businesses and the community to be welcoming to visitors with disability.

### *Direction 2 Key achievements for the 2018/19 year:*

- The City's landmark Draft Inclusive and Accessible Public Domain Policy and Guidelines and Inclusive and Accessible Event Guidelines were placed on public exhibition. These guidelines provide a framework to apply relevant Australian access standards and best practice approaches consistently in the design, maintenance and management of public domain spaces such as streets, footpaths,

parks and open spaces, and infrastructure including street furniture. They will guide the City to deliver an inclusive and accessible public domain. This is the first time such guidance on public domain accessibility has been developed. They will be made publicly available to encourage event organisers, developers, designers and others to give a greater focus to access.

- The associated Inclusive and Accessible Event Guidelines will help event organisers to plan and deliver inclusive events in the City of Sydney, setting out minimum requirements and best practice examples.
- The City delivered its first Changing Places™ toilet facility at the Abraham Mott Community Hall in Millers Point. This is one of four Changing Places™ facilities available in the Local Government Area and will enable residents, workers and visitors with profound disabilities to spend time in the City by providing a suitable location to comfortably change.
- The City and its partners also delivered a number of inclusive opportunities at events and programs. The Sydney Lunar Festival held lantern tours for people who are blind or have low-vision. An adapted swimming program, Swim Champs, built swimming confidence and competence for children with disability.

### *Direction 3 Key achievements for the 2018/19 year:*

- The City reviewed and adopted the Workplace Flexibility Policy and supporting guidelines. The policy and guidelines aim to better support employees, in particular people with disability and those with carer responsibilities to balance the demands of the workplace and their personal lives. The associated guidelines help enhance understanding among managers and employees on flexible work arrangements. There are also tools to assist managers to implement flexible work arrangements.

*Direction 4 Key achievements for the 2018/19 year:*

- The City's Digital and Print Accessibility Policy and Guidelines were updated to ensure that new web content meets the WCAG 2.1 Level AA standard and is able to provide accessible information both digitally and in print. The guidelines set out mandatory accessibility requirements to be applied to print and digital materials. The guidelines also include assist staff to recognise when alternative formats, such as Easy English or large print are required. It describes when documents should be provided in a range of accessible formats.

# Inclusion (Disability) Advisory Panel



1 – City of Sydney Inclusion Disability Advisory Panel, 2018

The City's Inclusion (Disability) Advisory Panel comprises 10 members who were chosen for their diverse experiences and expertise in the disability sector. Current panel members include: Dr Phillippa Carnemolla, Judy Harwood, Julie Millard, Mark Tonga (Chair), Max Burt, Morwenna Collett, Nidhi Shekaran, Riana Head-Toussaint, Sabrina Houssami-Richardson and Tara Elliffe.

The panel provides strategic, expert and impartial advice to the City on the development, implementation, and review of the City's policies, strategies and plans to advance the inclusion of people with disability. As part of their role, the panel monitors and provides advice on the plan's implementation.

# Direction 1: Positive community attitudes and behaviours

During 2018/19, the City continued to implement a program of disability awareness and confidence training for staff, and delivered a variety of innovative community programs aimed

at fostering positive community attitudes towards people with disability and people with a lived experience of a mental health issue.

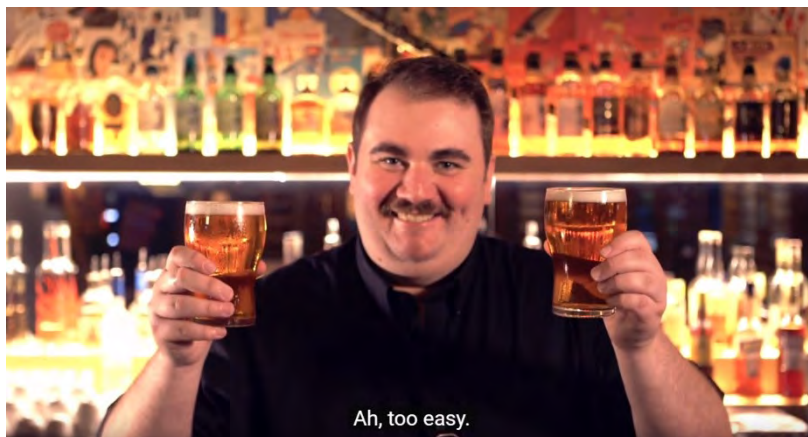
## Case study – Invictus Games

In October 2018 Sydney hosted the Invictus Games. The Games, founded by The Duke of Sussex, are an international adaptive sports event for wounded and injured veterans and active service personnel. Over 500 competitors and 1,200 family and friends attended the Games.

The City supported the Invictus Games through a sponsorship of \$36,100 cash and value-in-kind to support a street banner campaign. For two weeks the Games were promoted on 185 of the City's street banners in high-traffic CBD locations including Martin Place, Macquarie Street and Customs House. This sponsorship enabled the City to publicly promote positive community attitudes towards people with disability.

The Inclusion (Disability) Advisory Panel provided advice to the Australian Hotels Association of NSW, City North Liquor Accord to develop a marketing and social media campaign called "Too Easy". Three short videos were created and promoted on social media that used humour as an avenue to raise public awareness of some of the challenges people with disability face when going to restaurants, hotels, pubs and clubs and how these can be easily overcome.

In addition to this the City created media content to encourage local businesses to be 'Invictus Ready' and welcoming of visitors, including people with disability. The content focused on ways small businesses can be more inclusive of people with disability.



2 – Image from the "Too Easy" campaign



### **Social Networking Group at the Marly**

The Centre for Disability Studies was awarded a City of Sydney Matching Grant in August 2018 to run a series of social events for people with and without disability at the Marlborough Hotel in Newtown. These networking events coupled with training for venue staff helped to build a more inclusive culture at the Marlborough Hotel.

The Social Networking Group is an established Sydney based initiative where people with and without disabilities come together and socialise at venues in and around Sydney. It aims to improve members' social skills, increase friendships, decrease isolation, and bring about a sense of inclusion. The Social Networking Group is one of the first in NSW to include both members with and without disability on an equal basis – the members of the group who do not have a disability are not volunteers, they are peers and friends. The group is not structured around disability, but instead focuses on facilitating the engagement of all members to participate fully in the community around them.

100% of participants, including people with and without disability reported that they felt more welcomed and accepted by the community as a result of this program. 94% of venue staff from the Marlborough Hotel also reported that they felt more confident about how to engage and welcome members of the local community, including people with disability, after meeting with the social networkers.

Staff from the Marlborough Hotel and the Centre for Disability Studies worked with the social networking group to create a resource for other venues. The “Creating Inclusive Spaces” resource provides guidance to other venues and local businesses on how to actively include people with disabilities.



3 - Members of the Social Networking Group at the Marlborough Hotel



## Direction 1: Progress report

### *Harmony and Social Cohesion*

Objectives	Actions:	Timing	2018/19 status and progress update	Measures
<p><b>City of Sydney Staff are disability aware and confident, and have access to specialist training and development opportunities to deliver inclusive built environments and ensure our communication and services are accessible and inclusive of people with disability. Staff will have the skills to meet requirements under the Commonwealth Disability Discrimination Act 1992 and the NSW</b></p>	<p>1. Continue to implement a program of disability awareness and confidence training for City of Sydney staff.</p>	<p>Ongoing.</p>	<p>The City continues to implement a program of Disability Awareness and Confidence training to all staff.</p> <p><b>Online Disability Awareness training for staff</b></p> <p>This is a short interactive eLearning training program that includes understanding disability types, common barriers, myths and realities of disability, and communicating with people with disability. The program is currently voluntary, with staff encouraged to include the training as part of their annual work development plans.</p> <p>Belgravia Leisure (who manage the City's aquatic centres), continue to run <i>YouMeUs</i>, a compulsory disability-awareness training program for all staff.</p> <p><b>Specialist disability training</b></p> <p>A comprehensive list of specialist disability access and inclusion training opportunities are available for staff. These include specialist training in the areas of:</p> <ul style="list-style-type: none"> <li>– Disability Awareness and Confidence training e.g. Deaf awareness training and mentally healthy workplaces and teams.</li> <li>– Communicating and engaging with people with disability.</li> <li>– Access in the built environment: Buildings, Housing, parks and open spaces.</li> <li>– Web accessibility and inclusive graphic and web design.</li> </ul>	<p>In 2018/19 50 City staff completed the Online Disability Awareness training. This is an increase of 28% from the previous year (39 City staff in 2017/18).</p> <p>272 Belgravia Leisure staff, or 73.3% completed <i>YouMeUs</i> disability awareness training in 2018/19.</p> <p>255 City staff completed specialist disability and inclusion training, including mental health training. This is a 20% decrease from the previous year (318 City staff in 2017/18).</p>

Objectives	Actions:	Timing	2018/19 status and progress update	Measures
<b>Disability Inclusion Act 2014 and deliver services that consider inclusion, not just compliance.</b>			<ul style="list-style-type: none"> <li>– Creating and producing accessible documents e.g. accessible word and PDF, InDesign documents and Easy English.</li> <li>– Managers guide to workplace inclusion.</li> </ul> <p><b>Mental Health training</b></p> <p>The City continues to offer a range of mental health related training to provide staff with the skills to manage their work and life demands in a way that supports their mental health and the health of others.</p> <p>This suite of training for City staff and managers improves customer service responsiveness to people with disability.</p> <p>The following mental health courses were undertaken by staff:</p> <ul style="list-style-type: none"> <li>– Mental Health in the Workplace: Awareness and Strategies for Employees</li> <li>– Workers With Mental Health Illness - A Practical Guide for Managers</li> <li>– Mental Health First Aid</li> <li>– Mental Health Awareness for People Managers.</li> </ul>	
<b>Positive community attitudes towards people with disability and a lived experience of mental health issues are enhanced</b>	2. Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.	2017-2021	<p>The City continues to encourage the use of images of people with disability, for use in the City's publications and online materials.</p> <p>The images depict people with agency and independence who have diverse interests and participate in a broad range of social, cultural and economic activities. Images of people with disability were included in A City for All: Social Sustainability Policy and Action Plan 2018-2028, Draft Inclusive and Accessible Public</p>	City staff will explore effective means to monitor the use of images used in City plans, policies and marketing material that feature people with disability, to inform outcome measures.

Objectives	Actions:	Timing	2018/19 status and progress update	Measures
through City of Sydney programs that foster greater awareness, understanding and respect.			<p>Domain Policy and Guidelines and Draft Inclusive and Accessible Event Guidelines.</p> <p>Images of people with disability have been used by Belgravia Leisure on their social media platforms to promote Swim Champs, a swimming and water safety program for children under the age of 18 with disability and for Autism Awareness Day in April 2019.</p> <p>The City's sponsorship of The Invictus Games and associated social media campaign helped to promote inclusion of people with disability. See case study above for further details.</p>	
Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.	3. Develop community programming aimed at fostering positive community attitudes towards people with disability and people with a lived experience of mental health issues.	Ongoing.	<p>The City continues to deliver a range of programming aimed at fostering positive community attitudes toward people with disability and people with a lived experience of mental illness.</p> <p>Over the 2018/19 period, the City delivered the following inclusive Library and community programs:</p> <ul style="list-style-type: none"> <li>– 20 City Late Night Library talks in Auslan and English. This includes the “Big Feels Club at Green Square”, a facilitated community discussion on normalising mental health challenges and removing the stigma associated with mental illness.</li> <li>– An autism friendly “maker and creator” creative thinking program for children between 8-12 years of age.</li> <li>– 39 weekly Auslan and English Storytime sessions at Surry Hills and Glebe Library. 371 attendances were recorded over the 2018/19 period. This is an increase of 20% from the previous year (310 in 2017-2018).</li> <li>– An inclusive dodgeball tournament was organised as part of the 2019 Youth Week program. The event was attended by young people with cerebral palsy and intellectual disability.</li> </ul>	90% of attendees of Auslan Storytime and some adult programs where Auslan interpreting was provided, agreed that they had a “greater appreciation of why library programs should be accessible to everyone”.



2018/19 Annual Report on the implementation of the Inclusion (Disability) Action Plan

Objectives	Actions:	Timing	2018/19 status and progress update	Measures
			<ul style="list-style-type: none"> <li>– Sports Skills for Life, a gentle exercise program run at the Peter Forsyth Auditorium. Staff completed an online course to attain Dementia Friendly accreditation, and this program is now listed as a dementia friendly social group through Dementia Australia and is also listed on Young Stroke NSW recovery group as a free community group.</li> <li>– A community lunch was held at Reginald Murphy Community Centre, Kings Cross during Mental Health Month 2019.</li> <li>– In partnership with Kinchela Boys Home a Family Fun Day was held at the Redfern Community Centre in December 2019 to celebrate International Day of People with Disability.</li> <li>– In partnership with Headspace a Mental Health Sports Day for young people was held at Cliff Noble Community Centre, Alexandria.</li> </ul>	

# Direction 2: Liveable communities

Over the 2018/19 financial year, the City continued to create more liveable communities through upgrades to the public domain that deliver improved access outcomes, including the construction of the City's first Changing Places™ facility at Millers Point.

The City and its partners also delivered a number of inclusive opportunities at events and programs such as Sydney Lunar Festival and Swim Champs swimming program for children with disabilities.

## Case Study – Swim Champs

Swim champs is a swimming and water safety program for children under the age of 18 with disability. The program aims to build confidence and competencies in a safe environment which is delivered by qualified teachers at Ian Thorpe Aquatic Centre and Cook + Phillip Park Pool.

The program offers private swimming lessons at a reduced rate over a minimum of 12 weeks. Participants provide information about their specific requirements so that the instructor is able to cater the program to help them achieve their goals and become a more competent swimmer.

Participant's parents report that the program has many benefits such as:

- Helping their children feel more confident around water
- Lets them use up some energy and helps them relax

- Gets them active, which is beneficial for their overall health
- Gives every swimmer a chance to be successful
- Helps them learn swimming and water safety skills
- Gives them a chance to feel good about themselves.



4 – Swim Champs participant and teacher

### Case Study – Sydney Lunar Festival 2019

As part of the Sydney Lunar Festival held in February 2019, the City of Sydney hosted two tours of the Lunar Lantern exhibition for people who are blind or have low vision.

The audio-described tours were led by professional audio describer Fran Mathey, who also described the City's New Year's Eve fireworks.

The tours also featured interactive tactile elements of the lanterns, to enable patrons to interact and gain a tactile and audio experience of the lunar lanterns.



5 – Audience members at Sydney Lunar Festival

### Case Study – Changing Places™ Facility

The City has recently completed its first Changing Places™ facility, following an upgrade of the bathrooms at the Abraham Mott Community Hall in Millers Point. The facility can be accessed by members of the public from Monday to Friday between 9am and 4.30pm.

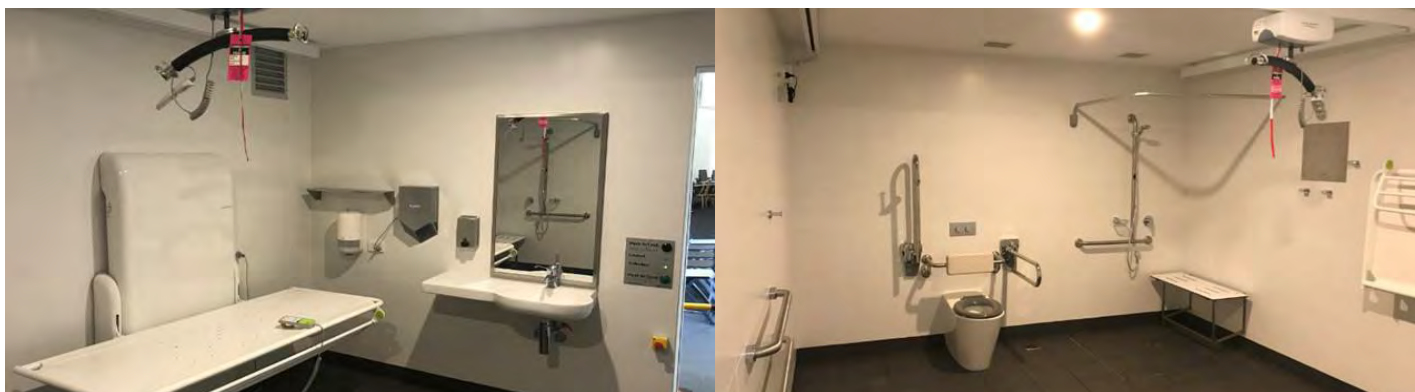
The facility has been registered on the [changingplaces.org.au](http://changingplaces.org.au) [website](#) and [map](#) and is also listed on the [National Public Toilet Map](#) and the [City's Access Map](#).

Changing Places™ accredited toilets are specialised facilities that include a height adjustable adult change table and a hoist and tracking system within a significantly larger than usual bathroom space.

These facilities enable residents, workers and visitors with profound disabilities to participate in cultural, learning and social activities in the City of Sydney by providing a suitable location to comfortably change.

The facility at the Abraham Mott Hall is the first Changing Places™ toilet the City has delivered and one of four in the Local Government Area. Others are located at the International Convention Centre Sydney, Darling Harbour, Westfield Shopping Centre, Pitt Street and NSW Parliament House, Macquarie Street.

The City will continue to identify opportunities to deliver Changing Places™ toilets across the Local Government Area. The Gunyama Park Aquatic and Recreation Centre will also include a Changing Places™ toilet. Stage one is due to be completed in 2020.



6 – Images of Changing Places™ facility in Millers Point



## Direction 2: Progress report

### Accessible places and spaces

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</b>	4. Continue to improve the accessibility of the public domain for people with disability and older people, through renewal programs, upgrades and new capital projects, including identifying opportunities to provide designated quiet spaces for people with sensory processing disorders.	Ongoing.	<p><b>Pedestrian Access</b></p> <p>The City's Pedestrian and Access Program is ongoing. This program focuses on access upgrades and renewal projects to improve safety and accessibility across the City of Sydney area. The program includes:</p> <ul style="list-style-type: none"> <li>– Upgrading non-compliant ramps – including ramps at intersections.</li> <li>– Footway renewal and upgrade.</li> <li>– Kerb and gutter renewal and upgrade – including the removal of lips on ramps.</li> <li>– Paver infill program – upgrading and improving material across footpaths, ensuring more consistent footway surface.</li> </ul> <p><b>Bus Stop upgrades</b></p> <p>The City continues to upgrade bus stops to ensure that they're compliant with <i>Disability Standards for Accessible Public Transport 2002</i>.</p> <p><b>Quiet spaces</b></p> <p>Preliminary work has commenced to investigate opportunities for designated quiet spaces for people with sensory processing disorders in City Libraries.</p>	<p>Work to collect data on the percentage of footpaths throughout the Liveable Green Network with accessible kerb ramps is underway.</p> <p>63% of the City's Liveable Green Network Priority Walking Routes have improved accessibility outcomes within the public domain through upgrading non-compliant ramps, footway and kerb and gutter renewal and upgrades, and paver in-fills. This is an 18% increase compared to the 2017-2018 year.</p> <p>More than 90% of City bus stops are <i>Disability Standards for</i></p>

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
				<p><i>Accessible Public Transport 2002</i> compliant and the City is on track to achieve 100% compliance by 31 December 2022.</p> <p>100% (n=2100) signalised pedestrian crossings include tactile and braille signage.</p>
<b>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</b>	5. Explore the provision of charging points for personal devices such as phones, electric bikes and mobility scooters in the public domain and community facilities where appropriate.	2017-2020	Work has commenced to identify potential locations for charging points in community centres throughout the City of Sydney.	No new mobile charging spaces have been provided this year.
<b>Public domain infrastructure is accessible, its design, maintenance and management</b>	6. Deliver a new City centre all-inclusive play space.	2021	<p>The City is currently in the process of delivering two new inclusive play spaces:</p> <ul style="list-style-type: none"> <li>– <b>The City Centre Playground concept for Cook and Phillip Park</b> was endorsed by Council in June 2019. The</li> </ul>	Nine inclusive play opportunities in the City of Sydney area.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
enables people with disability to travel through the City with dignity and independence.			<p>project is now in Design Development, and construction is scheduled for completion in early 2022</p> <ul style="list-style-type: none"> <li>– <b>A play space at the Crescent, Annandale</b> is part of a larger project to deliver a recreational open space and a skate park in this area. The play space will include inclusive play elements. The project is currently in construction and scheduled to be completed early next year.</li> </ul> <p>The City has inclusive play equipment and elements at the following locations:</p> <ol style="list-style-type: none"> <li>1. Pirrama Park playground, Pyrmont – inclusive spinner, sand and water play and musical elements.</li> <li>2. Sydney Park playground, Alexandria – sensory maze, sand and water play and musical elements.</li> <li>3. Redfern Park playground, Redfern – wheelchair accessible play equipment linked by synthetic softfall and water-play feature.</li> </ol> <p>The following parks all include wheelchair accessible play equipment linked by synthetic softfall:</p> <ol style="list-style-type: none"> <li>4. Alexandria Park playground, Alexandria;</li> <li>5. Wulaba Park playground, Green Square;</li> <li>6. Harry Noble Reserve playground, Erskineville;</li> <li>7. Tote Park playground, Zetland;</li> <li>8. Ward Park toddlers playground, Surry Hills;</li> <li>9. Turruwul Park playground, Rosebery.</li> </ol>	



Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</b>	7. Review the current provision of mobility parking spaces in the City of Sydney, and develop strategies to maximise the access and inclusion outcomes associated with mobility parking.	2017-2019	The City gathered information about all mobility parking spaces across the City of Sydney area, including the location and images. This data has been included on the City's Online Access Map, allowing people to understand where parking spaces are available, and view a street view image of the space so they can understand the context of the space before making their journey.	<p>Number of spaces within 200m of key social infrastructure:</p> <p>Community Centres (20 spaces across 10 centres)</p> <p>Community Venues for Hire (47 spaces across 23 venues)</p> <p>Libraries (21 spaces across 11 branches and library link sites)</p> <p>Hospitals (11 spaces across 6 hospitals).</p> <p>In total, 74% of the City's facilities listed above provide mobility parking.</p>
<b>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity</b>	8. Continue to provide information about the locations of mobility parking spaces in the city, and include additional information about their features.	Ongoing.	Information about mobility parking spaces has been updated and is currently available on the City of Sydney website on the <a href="#">Mobility Parking page</a> and the <a href="#">Online Accessibility Map</a> .	295 mobility parking spaces shown on the City of Sydney website.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
and independence.				
<b>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</b>	9. Advocate to commercial parking operators to develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility of key infrastructure in parking stations.	2019-2021	Not yet commenced.	
<b>Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.</b>	10. Develop a plan to provide hearing augmentation systems in the City's community facilities and venues where appropriate and as recommended by Australian Standards.	2020	<p>Since the introduction of the Disability (Access to Premises – Buildings) Standards in 2010, new City community facilities have been designed to include hearing augmentation.</p> <p>The following community facilities have hearing augmentation installed:</p> <ul style="list-style-type: none"> <li>– Alexandria Town Hall</li> <li>– Barnet Long Room</li> <li>– Darling Square Library</li> <li>– Erskineville Town Hall</li> <li>– Glebe Town Hall</li> <li>– Green Square Library</li> <li>– Harold Park Community Hall</li> </ul>	13 (26%) of the City's community facilities, venues and libraries have hearing augmentation installed.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
			<ul style="list-style-type: none"> <li>– Juanita Nielson Community Centre</li> <li>– Redfern Town Hall</li> <li>– Surry Hills Function Hall</li> <li>– Surry Hills Library</li> <li>– Sydney Town Hall</li> <li>– Marconi Room, Town Hall House</li> <li>– Ultimo Community Centre</li> </ul>	
<b>Emerging technologies empower greater independence for all people, including people with disability, to navigate and access public spaces.</b>	11. Maintain the online accessibility map and explore the use of emerging technologies to empower all people, including people with disability, to independently navigate and access public spaces.	2017-2021	<p>The City's <a href="#">Online Access Map</a> provides information about key access features such as mobility parking spaces, accessible public toilets, key transport nodes and potential barriers such as stairs and steep inclines.</p> <p>In 2018 the City collected data on all stairs and lifts within the local government area. Information about the locations of stairs including images have been published on the City's online map.</p> <p>The City has published some of the data from the Online Access Map to the <a href="#">Open Data Portal</a> for other organisations to access.</p> <p>The Online Access Map continues to experience an increase in the number of hits per month, with the map being accessed the most over the summer and New Year's Eve period.</p> <p>The online access map recorded the 3,842 in 2018/19:</p> <ul style="list-style-type: none"> <li>– 792 page hits (July-September)</li> <li>– 1,340 page hits (October-December)</li> <li>– 835 page hits (January-March)</li> <li>– 857 page hits (April-June).</li> </ul>	<p>An average of 318 hits per month, this is an increase of 15% per month from 2017-18 figures.</p> <p>There was no external feedback on the accuracy of the map over the 2018/19 period.</p>



Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>Local businesses are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.</b>	12. Provide access to grants, guidelines and training to encourage local businesses in the City of Sydney to develop their business to be more inclusive and accessible to people with disability and explore recognising inclusive businesses through awards.	2018-2021	<p><b>NSW Business Chamber Awards</b></p> <p>Through collaboration with the NSW Business Chamber, <i>the Excellence in Workplace Inclusion</i> award was added to the Sydney City Region NSW Business Chamber Awards for 2018.</p> <p>In 2019 the NSW Business Chamber decided to merge this award category with the Outstanding Employer of Choice Category.</p> <p>The award recognises businesses that recognise the needs of diverse communities and adopt inclusive practices, beyond regulatory compliance to contribute to overall workplace inclusion.</p> <p><b>Invictus Games</b></p> <p>The Invictus Games were hosted by Sydney in October 2018. In addition to sponsoring the Games, in the lead up to the Invictus Games, the City encouraged the business community to become “Invictus Ready” and welcoming to visitors with disability through a social media and marketing campaign.</p>	<p>1 grant was awarded to support Invictus Games.</p> <p>5 resources (3 videos and 2 articles) were distributed to the local business community and broader community to promote inclusive practices.</p>

#### *Diverse housing tenures and types*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>More housing in the City of Sydney is universally designed. It will</b>	13. Encourage delivery of housing in the local area that is universally accessible for	2019-2021	The City submitted a response to the Australian Building Codes Board on the Accessible Housing Options Paper in December 2018. This response advocated for a minimum standard for accessible housing, across a greater choice of accommodation	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
meet the needs of people with disability and support people to age in place.	people and meets the Gold Standard of the Liveable Housing Australia Design Guidelines.		options, using the Liveable Housing Design Guidelines (LHDG) Silver and Gold Levels.	

*Sense of belonging and connection to place*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.</b>	14. Continue to provide a range of inclusive learning and participation opportunities at the City's community and creative facilities.	Ongoing.	<p>In 2018/19, <b>1,068</b> (96%) of programs offered in the City's community centres were accessible to people with disability. This was an increase of 9% on 2017-2018 figures.</p> <p>Some highlights included:</p> <ul style="list-style-type: none"> <li>– Accessible ceramic classes at Pine Street Creative Arts, Chippendale for people with disability and their carers.</li> <li>– Bodyweather artistic movement at Redfern Community Centre.</li> <li>– Stronger fitter seniors exercise at Redfern Community Centre.</li> <li>– Gentle exercise and chair yoga at Cliff Noble Centre, Alexandria.</li> <li>– Computer, tablet and mobile phone technical support at Cliff Noble Centre, Alexandria.</li> </ul>	2% of participants that attended programs at Pine Street Creative Arts Centre identified as a person with disability.
<b>Opportunities for inclusive participation are</b>	15. Continue to deliver inclusive sport and recreation activities	Ongoing.	Inclusive sport, recreation and active living programs offered across of the City's community centres included:	121 events listed on the disability-inclusive

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.	through the City's recreation facilities and open spaces, and promote on the Disability Inclusive Sports and Recreation Directory.		<ul style="list-style-type: none"> <li>– Pickle ball, a low-impact cardio sport and Stepping On, a falls prevention program were delivered at KGV Recreation Centre, The Rocks.</li> <li>– Sports Skills for Life inclusive program delivered at Peter Forsyth Auditorium, Glebe.</li> <li>– Exercise program for people with disability, or those living with anxiety or depression delivered in partnership with Mood Active at KGV, The Rocks.</li> <li>– Social table tennis program for people with disability at Harry Jensen Community Centre, Millers Point.</li> <li>– Chair Yoga and meditation at two community centres.</li> <li>– Gentle exercise groups at nine community centres.</li> <li>– Walking basketball at Peter Forsyth Auditorium, Glebe.</li> <li>– Wheelchair basketball at one community centre.</li> </ul> <p>The City works closely with Belgravia Leisure, who manage the City's aquatic centres. Belgravia Leisure continue to implement the Belgravia Leisure Disability and Diversity Strategy, which includes the development and implementation of programming to enhance the social and emotional wellbeing of people and promote opportunity for participation for everyone.</p> <p><b>Swim Champs</b> is a swimming and water safety program run for children under the age of 18 with disability. The program aims to build confidence and competence in a safe environment. It is delivered by qualified teachers at Ian Thorpe Aquatic Centre and Cook + Phillip Park Pool.</p> <p>918 attendances were recorded for this program in 2018/19.</p>	events directory in 2018/19 on What's On.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<p><b>Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.</b></p>	<p>16. Collaborate with Local Health Districts and other organisations to deliver community wellbeing and health equity initiatives through City libraries, community centres, aquatic centres and public spaces, including programming that enhances people's social and emotional wellbeing.</p>	<p>Ongoing.</p>	<p>The following mental health and wellbeing programs continue to be delivered at the City's aquatic and recreation centres in line with Belgravia Leisure's Disability and Diversity Strategy with the aim of promoting opportunity and participation of everyone:</p> <p><b>Swimming Well</b> is a water safety and pathway to swimming independence program targeted towards those experiencing mental health issues. 98 attendances were recorded for this program in 2018/19.</p> <p><b>Take Charge</b> is a health and wellbeing program supporting adults experiencing mental health issues. This program operates at Cook + Phillip Park Pool, Ian Thorpe Aquatic Centre and Victoria Park Pool. 2,676 attendances were recorded for this program in 2018/19.</p> <p><b>City community centres:</b></p> <p>A number of community wellbeing and health programs have been delivered across the City's community centres:</p> <ul style="list-style-type: none"> <li>– Medicine management talk delivered at a number of centres.</li> <li>– Healthy heart information sessions for women delivered in Cantonese at Ultimo Community Centre.</li> <li>– Hearing screenings delivered at a number of centres.</li> <li>– Macular degeneration information session held at Ron Williams Centre, Redfern.</li> </ul>	<p>Belgravia Leisure run two mental health programs within the City's aquatic centres.</p>



## Diverse Thriving Communities

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
<b>Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.</b>	17. Deliver the City's first fully accessible Changing Places™ facility at the Gunyama Park Aquatic and Recreation Centre, and explore mechanisms and opportunities to facilitate the delivery of additional Lift & Change Facilities in the City of Sydney local government area.	2017-2020	<p>The City constructed its first Changing Places facility™ at the Abraham Mott community space, Millers Point. Please see the case study for further details. This is now the fourth adult change facility located in the Local Government Area, with three others in the following locations:</p> <ul style="list-style-type: none"> <li>– Westfield Sydney, CBD</li> <li>– International Convention Centre, Darling Harbour</li> <li>– NSW Parliament House, CBD</li> </ul> <p>The Gunyama Park Aquatic and Recreation Centre is currently under construction. It will also include a Changing Places™ facility.</p>	Four Lift & Change facilities in the City of Sydney local area.
<b>Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.</b>	18. Continue to demonstrate leadership in the delivery of inclusive City of Sydney events, and implement strategies to ensure continuous improvement in this area for all events in the City of Sydney.	Ongoing.	<p>The City delivers and supports a number of major events. A number of these events provide accessible features and inclusive programming.</p> <p><b>City of Sydney produced events</b></p> <p><b>Sydney New Year's Eve</b></p> <p>The City works closely with a number of NSW government agencies to plan and produce the Sydney New Year's Eve event. The City provides:</p> <ul style="list-style-type: none"> <li>– An accessible golf cart service</li> <li>– Designated Accessibility Officer from November to January.</li> <li>– Accessible viewing area at Pirrama Park. This is one of seven accessible viewing areas available on the night.</li> </ul>	Overall, the City delivered four and supported six major events that had inclusive and accessible features and programming

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
			<ul style="list-style-type: none"> <li>– Access to the Changing Places™ facility at Millers Point.</li> <li>– Large-print, easy-read and audio event guides.</li> </ul> <p><b>Sydney Lunar Festival</b> accessible features offered:</p> <ul style="list-style-type: none"> <li>– Two audio-described tours of the Lunar Lanterns at Circular Quay with both sessions completely booked out.</li> <li>– An accessible website with all video content including closed captions.</li> <li>– Ramps installed at lantern locations.</li> </ul> <p><b>Sydney Christmas</b> accessible features offered:</p> <ul style="list-style-type: none"> <li>– Auslan interpreters</li> <li>– Easy access to all sites.</li> </ul> <p><b>Art and About</b> accessible features offered:</p> <ul style="list-style-type: none"> <li>– Audio guided tour for Australian Life exhibition</li> <li>– Designated accessible seating area</li> <li>– Supervisors briefed on all accessible access points, lifts and accessible toilets.</li> </ul> <p><b>Major Events supported by the City of Sydney</b></p> <p>Sydney Festival, Sydney Fringe Festival, Sydney Writers Festival, Mardi Gras, Vivid and Sydney Film Festival are all supported by the City of Sydney.</p> <p>Sydney Festival, Sydney Fringe Festival, Sydney Writers Festival, and Sydney Film Festival also participate in the <u>Accessing Sydney Collectively</u> program from Accessible Arts, which was also supported by the City of Sydney.</p>	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
			<p>The types of inclusive and accessible features provided across these Festivals included:</p> <ul style="list-style-type: none"> <li>– Information on access features provided on their event websites.</li> <li>– Wheelchair accessible parking and venues.</li> <li>– Auslan interpreted events and performances.</li> <li>– Live captioning and open captioning.</li> <li>– Accessible viewing areas.</li> <li>– Hearing loops available within venues.</li> <li>– Accessible websites.</li> <li>– Festival guides and information available in alternative formats, such as Large Text and Braille.</li> <li>– Accessible performances including: sensory adjusted and relaxed performances, audio-described and tactile events.</li> <li>– Interactive guest experiences for small groups or individual who may not be able to participate fully within a specific event.</li> <li>– Support for the companion card program.</li> </ul> <p><b>Inclusive and accessible event guidelines</b></p> <p>In 2017/18 the City developed guidelines to assist City of Sydney staff in delivering inclusive events.</p> <p>The guidelines for Inclusive and Accessible Events outline key access and inclusion considerations to be referred to when planning and delivering events within City venues and outdoor spaces.</p>	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
			<p>A summary of the guidelines is also provided to external event organisers who hire City venues to consider when planning events in our facilities.</p> <p>The guidelines continue to be shared with relevant business units and City of Sydney staff to assist them to provide inclusive and accessible events.</p> <p>In April 2019 the <u>draft guidelines were placed on public exhibition</u>. As part of this process the City held consultations with people with disability to gather their feedback and ensure that the guidelines would lead to more inclusive events in the City.</p> <p>Once endorsed these guidelines will be provided to organisers of events sponsored by the City, and all event organisers using City facilities, venues and outdoor spaces.</p>	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
People with disability have equitable opportunities to participate in cultural life and events in the city.	19. Continue to promote participation of people with disability as artists and audience members in arts programs through implementation of the Creative City Strategy.	2017-2021	<p>The City offered or supported the following programs that promote participation of people with disability as artists and audience members:</p> <p><b>Site Works Program</b></p> <p>The <u>City of Sydney's Site Works program</u> aims to provide artists with the opportunity to display their work on a large scale construction hoardings across the City of Sydney area. One of these artworks, <i>Midnight Zoo</i>, was created by Studio A artists: <u>Emily Crockford</u>, <u>Lauren Kerjan</u>, <u>Thom Roberts</u> and Phillip Sidney. <u>Studio A</u> is a supported studio based in Sydney that tackles the barriers that artists living with intellectual disability face in accessing conventional education, professional development pathways and opportunities needed to be successful and renowned visual artists.</p> <p><b>Pine Street Creative Arts Centre</b></p> <p>Accessible ceramic classes at <b>Pine Street Creative Arts</b>, Chippendale for people with disability and their carers. Two percent of people attending programs at Pine Street Creative Arts Centre identified as having a disability.</p> <p><b>Little Girl Lost</b></p> <p>This theatrical production by Company of Rogues was funded by the City through a Matching Grant in 2018/19. Company of Rogues aims to design experiences for creative participation that are inclusive of individuals who may not usually have access to such experiences, including young people, seniors, and people with disability.</p>	<p><b>Three</b> programs to support people with disability to develop as artists.</p> <p><b>One</b> program that supports people with disability as audience members.</p> <p>These numbers have remained stable from 2017/18.</p>



Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
			<p>Little Girl Lost uses theatre as a medium to help young people and their families understand the experience of dementia in a poignant yet entertaining way.</p> <p>This project enabled development opportunities for artists with disability as well as audience members, including children with disability. The production provided Auslan, audio description and visual elements.</p>	

# Direction 3: Meaningful employment

Over the 2018/19 financial year, the City continued to build inclusive workplace cultures and effective systems for promoting a mentally healthy workplace.

The City is taking action to increase workplace flexibility, which benefits everyone, but people with disability in particular

## Case Study – Workplace Flexibility Policy

In December 2018 the City endorsed a revised Workplace Flexibility Policy. Together with new guidelines and tools the policy aims to enhance employee wellbeing by helping employees manage the changing demands of work and personal life.

The types of flexible work arrangements available to employees include:

- **Variation in hours**, such as changes to start and finish times, transferring to a different shift, job sharing or working part-time
- **Spread of hours**, such as an ad hoc arrangement to work longer on some days in a given week, balanced by working less on the other days; or working a 19 day month
- **Working remotely**, such as from home or another appropriate location.
- **Carers leave**, time off to help employees deal with caring responsibilities and family emergencies.

These flexible work place arrangements enable a more inclusive and accessible workplace for everyone.

Testimony from staff member with disability:

*“As someone with a physical disability, part time work was more suitable and manageable for me but I’ve always been too scared to reveal that as I thought it would be where the conversation ended. During the end of my interview, I was asked “Would you be open to job sharing and doing part time?” and I immediately felt so relieved that this was even an option and I’ve embraced this flexibility ever since. It’s really been great for me because the two days off allows me to recuperate and work on other projects. Even then I have flexibility to come in on different days that meets my weekly schedule. I feel really supported by people here at the City.”*

## Direction 3: Progress report

### *Inclusive Growth Opportunities*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
The City of Sydney leads by example as an employer committed to social justice and inclusion.	20. Develop inclusive employment opportunities by removing (as appropriate) any barriers identified in the City's recruitment and selection processes, and work with leading Disability Employment Services to recruit and retain people with disability, injury or health condition.	2017-2021	<p>In 2016, the City began working with Australian Network on Disability to become a disability confident recruiter.</p> <p>In 2017, the City launched its new Recruitment and Human Resources platform, which meets web accessibility standards WCAG2.0.</p> <p>In 2017, The City became a bronze member of the Australian Network on Disability and hosted the Australian Network on Disability's September Round Table.</p>	<p>Completed implementation of a new recruitment platform.</p> <p>In 2018/19, 1.4% of staff identified as a person with disability – this figure decreased from 1.5% the previous financial year.</p>
The City of Sydney leads by example as an employer committed to social justice and inclusion.	21. Promote entry level employment initiatives that provide opportunities for people with disability who may face barriers to employment.	2019-2021	<p>In 2018/19, two people were hired in the role of Diversity and Inclusion Officers. These positions were targeted for people with disability.</p> <p>The City is working with The Australian Network on Disability to finalise our Disability Confident Recruiter certification.</p>	
A Diverse and Inclusive Workplace.	22. Implement strategies to continue to improve the support and understanding of the experience of staff with	2019-2021	The City prepared the EEO, Diversity & Inclusion Action Plan and engaged two Diversity and Inclusion Officers to oversee its implementation.	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
	disability and caring responsibilities at the City.			
A Diverse and Inclusive Workplace.	23. Continue to develop the capability of the City's managers/supervisors to support staff with disability and caring responsibilities, including through developing a culture of workplace flexibility.	Ongoing	<p>The City endorsed revised Workplace Flexibility Policy and supporting guidelines and tools to better support employees to meet the demands of the workplace and their personal lives. See case study above.</p> <p>Flexible working sessions were held for our managers and staff to educate and clarify concerns around our flexibility policy and how to avail Flexible work options.</p> <p>In 2018/19 the City held the following training sessions aimed at developing the capability of managers to support staff with disability or mental health condition:</p> <ul style="list-style-type: none"> <li>– Mental Health Awareness for People Managers</li> <li>– WHS - Mental Health First Aid</li> <li>– Workers with Mental Health Illness - A Practical Guide for Managers.</li> </ul>	
A Diverse and Inclusive Workplace.	24. Support staff with a lived experience of mental health issues to stay at work or return to work, by providing reasonable adjustments.	Ongoing	<p>The City continues to implement the Mentally Healthy Workplace Plan 2017-2020.</p> <p>The Mentally Healthy Workplace Plan includes guidance and resources for supporting employees with mental health conditions to remain or return to work.</p> <p>The City continues to run and promote the Peer Support Program to enable staff to readily access support and information around mental health issues.</p> <p>The program focusses on support around mental health issues and consists of a network of trained 'peers' with lived or shared experiences and skills around mental health, and with whom colleagues feel comfortable to approach for advice.</p>	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
The City of Sydney's procurement policies contribute to the creation of more meaningful employment outcomes for people with disability.	25. Finalise the Sustainable Procurement Guidelines and further explore and develop implementation strategies in accordance with the procurement requirements under the Local Government Act 1993.	2017-2021	Not yet commenced.	



# Direction 4: Equitable access to mainstream services

## Case Study – Digital and Print Accessibility Policy and Procedures

The City's Digital and Print Accessibility Policy and Procedures were updated to include requirements for:

- accessibility of printed documents
- producing documents in alternative formats
- accessibility of web content and
- procurement of accessible digital products and services in line with *AS EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services*.

The updated policy and procedures, developed in collaboration with Vision Australia, will ensure that the City meet current standards and provide accessible information both digitally and in print.

The procedures, which include a checklist, assist City staff, suppliers and contractors to produce accessible print and digital materials. This checklist includes information on appropriate text size, how to achieve good contrast between text and background and that documents should follow a simple, consistent and logical layout.

The updated policy also provides a framework for selecting alternative formats for documents. This helps to determine the most appropriate format, depending on the audience and the type of document being produced. The guidelines also outlines circumstances when documents should be provided in alternative formats as standard. Alternative formats are available on request for all documents.

## Case Study - Disability Expo

In June 2019 the City, in partnership with Waverley and Randwick Councils, held its first Disability Expo.

The City and associated partners identified a need to support members of the community to access the NDIS – particularly people from culturally and linguistically diverse backgrounds and people with a psychosocial disability. This free event addressed these barriers by providing people with disability the opportunity to:

- access information on mainstream inclusive services available in the community
- connect with National Disability Insurance Scheme (NDIS) service providers and disability support services in the community
- learn more about the NDIS
- participate in information sessions on a variety of relevant topics.

55 services attended the Expo free of charge, including the National Disability Insurance Agency, a range of NDIS registered specialist disability providers, government services, disability peak bodies, education, training and employment providers and community and mental health organisations.

The event included a number of key access features:

- Auslan interpreters
- Language interpreters in six different languages
- live open captioning of the information sessions
- A quiet space
- BindiMaps beacon technology to assist people who are blind or have low vision.

The event was attended by over 700 members of the community. Survey results from the day indicate that as a result of the event 72 per cent of attendees were more aware of specialist disability and community services available in their local area and 95 per cent of attendees found the information available on the day helpful in trying to access supports in the community.



7 – Event patrons at Disability Expo 2019

## Direction 4: Progress report

### *Balanced and inclusive local decision making*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
People with disability can have a say	26. Continue to engage people with disability in decision-making processes, and consult the Inclusion (Disability) Advisory Panel on major initiatives and any revisions of planning controls that are relevant to inclusion and accessibility.	Ongoing.	<p>The City's Inclusion (Disability) Advisory Panel has been advising the City on Disability Inclusion and access matters since 2011.</p> <p>For 2018/19, the City's Inclusion (Disability) Advisory Panel provided advice on the following plans, strategies and policies:</p> <ul style="list-style-type: none"> <li>– Draft Inclusive and Accessible Public Domain Policy and Guidelines</li> <li>– Inclusive and Accessible Event Guidelines</li> <li>– Draft Community Safety Action Plan</li> <li>– Sustainable Sydney 2050</li> <li>– Cook and Phillip Park Inclusive Playground concept design</li> <li>– Draft Local Approvals Policy and Draft Code of Practice for Hoisting and Construction Activities in Public Places</li> </ul> <p>Members of the Inclusion (Disability) Advisory Panel were involved in a workshop to inform the City's next community strategic plan Sustainable Sydney 2050 along with members from other City advisory panels.</p>	<p>The panel were consulted on six new City policies, strategies and initiatives.</p> <p>In 2018/19 there were three specific outreach activities conducted with people with disability and disability sector stakeholders for public consultations on Draft Inclusive and Accessible Public Domain Policy and Guidelines, Inclusive and Accessible Event Guidelines and Sustainable Sydney 2050.</p>
Civic Knowledge and Skills.	27. Develop and disseminate accessible guidelines on how people can be involved in	2018-2020	Not yet commenced.	

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
	mainstream council decision making, including presenting at council.			

### *Transparent Accountable Governance*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
City information is accessible to all.	28. Provide City documents and marketing materials in a range of accessible formats, including Easy English, community languages and in formats accessible to people with vision impairment.	2018-2021	<p>The City's Digital and Print Accessibility Policy and Procedures have been updated to ensure that City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.</p> <p>For further details please see the above case study.</p> <p>All documents published on the City's website must be accessible and comply with the Digital and Print Accessibility Policy and Guidelines. The Policy and Guidelines state that:</p> <ul style="list-style-type: none"> <li>– Documents of up to four pages in length are published on a WCAG compliant HTML web page; an accompanying accessible PDF version is provided for print purposes.</li> <li>– Documents over four pages can be published as an accessible PDF or Word document.</li> </ul> <p>All projects, strategies, policies and developments published on the City's website seeking community feedback outlines other ways people can give feedback, including contacting the City to discuss face to face, using the National Relay Service and using the Translating and Interpreting Service.</p>	In 2018/19 10 major policies and plans were published online in accessible formats.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
City information is accessible to all.	29. Continue to ensure compliance with the Web Accessibility National Transition Strategy (NTS) and WCAG standards with Level AA conformance, including audio visual content.	Ongoing.	<p>In 2018/19, the City began work to upgrade four major websites (corporate website, intranet, What's On, City archives). Accessibility was a key requirement in the specifications prepared.</p> <p>The City's ongoing program of web and print communications is focused on providing accessible versions of documents, ensuring video content is captioned, and producing content that is delivered in a plain English and easy to engage with style, making content more accessible for all the community.</p>	New and existing web properties (websites and web apps) aim to comply with Level AA of the WCAG standards. Audits are conducted periodically, and new code is tested for accessibility

#### *Public Participation in Community Life*

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
New ICT Systems procured by the City are accessible.	30. Review the City's Grants Application processes and systems to identify and remove as appropriate any barriers to people with disability applying for grants.	2017-2019	<p>The City's Grants policy and guidelines are accessible and have been published on the website. The City is currently working to update additional documentation available on the City's grants pages to ensure they meet accessibility requirements.</p> <p>The Grants and Sponsorships team continue to review the Grant Application process to identify strategies to make the grants systems and processes more inclusive and accessible.</p>	<p>The Grants platform SmartyGrants is WCAG compliant.</p> <p>The Grants policy and guidelines are accessible.</p> <p>The review of the grants system has commenced.</p>
New ICT Systems procured by the City are accessible.	31. Once established as an Australian Standard, adopt the <i>Accessibility requirements suitable for</i>	Ongoing.	The revised Digital and Print Accessibility Policy adopted at the end of 2018/19 requires any new information or communications technology the City procures complies with the <i>Accessibility</i>	The City will commence measuring new ICT meetings this requirement in the 19/20 financial year



Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
	<i>public procurement of ICT products and services - to guide the City's Information and communications technology procurement practice.</i>		<i>requirements suitable for public procurement of ICT products and services.</i>	
New ICT Systems procured by the City are accessible.	32. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.	2018	<p>The City's public access computers have been updated to Windows 10, which includes a number of accessibility features designed to assist people with disability. Some of these features include:</p> <ul style="list-style-type: none"> <li>– narrator</li> <li>– magnifier</li> <li>– high contrast</li> <li>– closed captions.</li> </ul>	<p>4 types of software programs available</p> <p>0 inclusive hardware available</p>
People with disability have access to quality information about the access features of City of Sydney outdoor spaces, including recreation and open spaces, and can plan their trip with confidence.	33. Provide information about access features and barriers in the City's 30 most popular parks, including access to outdoor sports and recreation facilities within those parks and details of where inclusive play opportunities exist.	2018/19	Work has begun to collect access features for the City's parks. This information will be displayed in line with the planned upgrade to the City's website.	
Community Transport funded by the City of Sydney is	34. Continue to work with Village to Village community transport services funded by the City of Sydney to	2017-2019	The City worked with the Village to Village transport service provider to review current access provisions against the relevant parts of the Disability Standards for Accessible Public Transport 2002.	Data not yet available.

Objectives	Actions: What we will do	Timing	2018/19 status and progress update	Measures
accessible to people with disability.	achieve compliance with the Disability Standards for Accessible Public Transport 2002.		<p>This review recommended a number of priority actions. A number of actions were identified as part of this review process. See below an update on items that have been completed or progressed in 2018/19:</p> <ul style="list-style-type: none"> <li>– An audit of the Village to Village bus stops and routes was completed to ensure that they're accessible to people with disability. Future modifications were identified as part of this process.</li> <li>– Signage has been installed to clearly identify priority seating for passengers with disability.</li> <li>– Village to Village passengers were surveyed to measure satisfaction levels among people with disability.</li> </ul>	

