



# Inclusion (Disability) Action Plan

Annual Report  
2019/20

Green, Global, Connected

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# Introduction

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

The City of Sydney (the City) has an 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, advocacy organisations and the members of 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 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, collating progress reports and including this in the annual report.

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## The purpose of this report

This annual report details progress made during the 2019/20 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.

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## Key achievements for 2019-20

The City continues to build on the success of the previous year and in the 2019/20 financial year there have been a number of key achievements.

- The Covid-19 (novel coronavirus) pandemic prevented the City from delivering services in our usual format due to the physical distancing required by public health orders. In response, City staff adapted library, cultural and social programs for an online audience. This ensured that people were able to remain connected during the pandemic and in some instances resulted in increased participation by people with disability, who were not previously able to attend face to face programming.
- The City ran an Auslan Slam Poetry event which showcased four professional and five novice Deaf artists. The event was well attended with nearly 100 participants, 57 per cent of which identified as living with a disability.
- The City hosted a CityTalks event titled “We all have a role to play in supporting mental health” in October 2019. The Hon Julia Gillard AC led a discussion around the complex issues of mental health and wellbeing, along with a panel of mental health experts such as the City, including people with lived experience. The event took place during Mental Health Awareness Month and highlighted the importance of creating inclusive and just societies that place the wellbeing of our communities at their core. The talk aimed at raising awareness of the role that the community can play in supporting, and importantly maintaining, mental health and wellbeing. To close the evening, Magda Szubanski performed a special piece. You can view the talk on the City’s website.
- The City officially sponsored the 2020 Australian Paralympic Team headed to Tokyo. Through this sponsorship, the City receives recognition as a supporter of the Australian Paralympic Team, as well as appearances from para-athletes at City events. These appearances promote positive community attitudes towards people with disability. The Covid-19 pandemic prevented the Paralympic Games proceeding, they will now be held in August 2021. The City has therefore extended its sponsorship agreement until October 2021 and is exploring opportunities for online and social media promotion.
- The City’s landmark Inclusive and Accessible Public Domain Policy and Guidelines and

Inclusive and Accessible Event Guidelines were adopted in October 2019. 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. The City was recently announced as the winner of the 2020 Disability Access and Inclusion category of the 2020 National Awards for Local Government for the Policy and Guidelines.

# Inclusion (Disability) Advisory Panel



1 – City of Sydney Inclusion Disability Advisory Panel, 2018. From Left to Right – Chair, Mark Tonga, Judy Harwood, Tara Elliffe, Julie Millard, Morwenna Collett, Max Burt, Dr Phillippa Carnemolla, Nidhi Shekaran, Riana Head-Toussaint (former Panel member), Sabrina Houssami-Richardson and Leonie Jackson (not pictured).

The City's Inclusion (Disability) Advisory Panel (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 2019/20, the City updated its disability awareness and confidence training for staff. Staff continued to access a variety of disability access and inclusion training programs. The City 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.

The Covid-19 pandemic prevented the City from delivering programs in our normal format due to public health orders resulting in the temporary

closure of libraries and community centres. Staff responded by adapting programs for an online audience.

Providing programs online helped to prevent social isolation and assist our community to remain connected online during the pandemic. In some cases, staff received feedback from the community that these programs enabled them to feel more connected than before, as some people previously were not able to attend City programs in our community facilities.



2 – From Left to Right - Monica Barone, Jennah Dungay, Magda Szubanski AO, Lord Mayor Clover Moore, Professor Martin Cohen, The Hon Julia Gillard AC, Julie Millard, Jordan Raskopoulos and Georgie Harman

## Case Study – CityTalk: We all have a role to play in supporting mental health

During Mental Health Month 2019, The Hon Julia Gillard AC led a discussion for the CityTalks event “We all have a role to play in supporting mental health”. Panellists discussed the complex issues of mental health and wellbeing and the role of communities and governments in supporting mental health.

Panellists (listed below) included mental health experts and people with lived experience of a mental health issue.

– Jordan Raskopoulos, writer and advocate

– Julie Millard, board director at World Federation for Mental Health and member of the City's Inclusion (Disability) Advisory Panel

- Professor Martin Cohen, deputy commissioner, Mental Health Commission of NSW
- Magda Szubanski AO, actor, writer and human rights advocate
- Jennah Dungay, family mentoring co-ordinator at Tribal Warrior Aboriginal Corporation, youth ambassador, AbSec
- Georgie Harman, CEO, Beyond Blue

The event emphasized the importance of creating inclusive and just societies that place the wellbeing of our communities at their core.



3 – Photos taken at Auslan Poetry Slam held at Green Square Library.

## Case Study - Auslan Poetry Slam

In November 2019 the City hosted an Auslan Slam Poetry workshop and an Auslan Slam performance event. The performance night featured four high profile Auslan performance artists and five audience members trying out their stuff during the “open hands” section of the night. After the MC set the scene with the Deaf acknowledgment, a 94 strong audience were swept away by captivating, suspenseful, moving and hilarious performances. From climate change, to birthdays, to parenthood, to Shakespeare’s Queen Mab, the audience was treated to an amazing range of Deaf arts. Of the attendees, 95 per cent agreed or strongly agreed that it inspired their own creativity, 100 per cent agreed or strongly agreed that they felt welcome and included. Judging by the feedback from the audience (see below), there is an audience out there hungry for more of this kind of programming.

Below is some feedback from participants on this program:

*“Brilliant. More please”*

*“This is so beneficial for the Deaf community, to promulgate and develop a rich appreciation of Auslan Slam Poetry. Frequent events would be most appreciated in order to see this rich craft flourish. Amazing performers and outstanding venue. Much appreciated.”*

*“Please have more Auslan events! It was great and our community is so hungry for performance space in Sydney but too often space is too expensive to hire so this made a big difference and lifted spirits!”*



4 – Recording of Deaf presenter reading a book in Auslan.

## Online inclusive programming in response to coronavirus

### City spaces

The City adapted many of its support, health and social programs to support the community online. Some of these programs includes classes and workshops, yoga, gentle exercise, Pilates, preschool music and movement, digital literacy, Zumba, acting, singing and social events.

Over a three-month timeframe at the beginning of the pandemic, these programs reached over 4500 people from a broad range of cultures and backgrounds. Participants attending these programs reported a significant increase in wellbeing, new skill development and increased community connection. The City has also received feedback that these programs have kept community members feeling well, connected and engaged during the pandemic.

This adaptation to online programming also led to an increased participation rates for people with disability, particularly those with mobility challenges and people living with mental illness that may have felt uncomfortable in their ability to engage in physical social settings.

### Library programs

With the closure of library branches staff adapted library programs, such as the Auslan and English Storytime program for an online audience. A series of eight pre-recorded videos were produced in partnership with the Deaf Society and hosted on the City's website for people to watch. The videos feature a Deaf presenter reading the book in Auslan accompanied by a voiceover reading the book in English. Providing these Storytime sessions online ensured that children, including Deaf and hard-of-hearing children, and their families, were still able to access a vital and inclusive early literacy program. The first two videos published in June 2020 have been viewed 578 times. The Auslan and English Storytime videos can be viewed on our website.



## Direction 1: Progress report

### Harmony and social inclusion

Objectives	Actions	Timing	2019/20 status and progress update	Measures
<p>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 Disability Inclusion Act 2014 and deliver services that consider inclusion, not just compliance.</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 and provide resources on disability, mental health and inclusion topics to all staff.</p> <p><b>Online Disability Awareness training for staff</b></p> <p>A new Disability Awareness and Confidence training module has been developed for all City employees. This training module is an update of the previous Disability Awareness training. The new training module will be rolled out in 2020.</p> <p>Belgravia Leisure (who manage the City’s aquatic centres), continue to run YouMeUs, a compulsory disability awareness training program for all staff.</p> <p>Belgravia Leisure are in the process of developing ‘Everybody Welcome’, an online platform that covers a range of diversity topics to be completed by staff at the induction stage.</p> <p><b>Specialist disability training</b></p> <p>Employees have access to a range of specialist disability access and inclusion training and development opportunities and resources including:</p> <ul style="list-style-type: none"> <li>– Training in Deaf Awareness</li> <li>– International Day for People with Disability staff awareness event.</li> <li>– Communicating and engaging with people with disability workshop.</li> <li>– Access in the built environment: Buildings, Housing, Parks and Open Spaces training.</li> <li>– Web accessibility and inclusive graphic and web design training.</li> </ul>	<p>A new disability awareness and confidence training module has been developed for City staff and will be rolled out in 2020.</p> <p>356 Belgravia Leisure staff, or 97 per cent have completed YouMeUs disability awareness training in 2019/20.</p> <p>126 City staff completed specialist disability and inclusion training, including mental health training in 2019/20. This is a 50 per cent decrease from the previous year (255 City staff in 2018/19).</p>

Objectives	Actions	Timing	2019/20 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- Training in 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 employees 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 improves customer service responsiveness to people with disability.</p> <p>The following mental health courses were undertaken by employees:</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>	
<p>Positive community attitudes towards people with disability and a lived experience of mental health issues are enhanced through City of Sydney programs that foster greater awareness,</p>	<p>2. Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.</p>	<p>2017-2021</p>	<p><b>Images of people with disability</b></p> <p>The City continues to encourage the use of images of people with disability in City publications and online materials. An additional 54 images of people with disability were purchased and added to the City's image library.</p> <p>Images of people with disability were included in: Inclusive and Accessible Public Domain Guidelines, Inclusive and Accessible Event Guidelines, City of Sydney Draft Operations Plan and within City of Sydney news stories.</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</p>	<p>Out of a sample of five City of Sydney public documents, three included images of people with disability. Across these documents people with disability were represented in 19 per cent of all images.</p> <p>12 City of Sydney News articles featured people with disability.</p>

Objectives	Actions	Timing	2019/20 status and progress update	Measures
understanding and respect.			<p>disability, Senior's Week programs and International Day for People with Disability.</p> <p><b>Paralympics Australia Sponsorship</b></p> <p>The City's sponsorship agreement with Paralympics Australia and associated media campaign will assist to promote inclusion of people with disability. The Covid-19 pandemic prevented the Paralympic Games from proceeding, they will now be held in August 2021. The City has therefore extended its sponsorship agreement until October 2021 and is exploring opportunities for online and social media promotion.</p> <p><b>Disability-inclusive events</b></p> <p>A 'disability-inclusive' events tag was created on the City's What's On website to include on events. A disability inclusive program page was also created to roll up all events that promote inclusion of people with disability or contain accessible features.</p> <p>A series of guides covering 'accessibility at your event' were developed for the What's On help centre. These guides help event submitters to list and share events with access features.</p> <p>A dedicated accessibility filter was introduced in the newly launched What's On in February 2020. This filter helps users search for events with accessibility features including audio description; blind and low vision assistance; braille; closed captions; hearing loop; mobility access; national relay service; sign language.</p> <p>A 'people with disability' tag was created on the City of Sydney News website. Articles created against this tag to date include 'help us create a more welcoming Sydney' and 'disability-inclusive things to do in Sydney'.</p>	<p>In 2019/20 over 600 events were submitted to What's On featuring accessibility features.</p> <p>Eight articles have been created on City of Sydney News against the 'people with disability' tag.</p>
Positive community attitudes towards people with disability and mental health	3. Develop community programming aimed at fostering positive community	Ongoing	The City continues to deliver a range of programming aimed at fostering positive community attitudes toward people with disability and people living with mental illness.	98 per cent of attendees of Auslan Storytime and some adult programs where Auslan interpreting was provided, agreed that

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Objectives	Actions	Timing	2019/20 status and progress update	Measures
<p>conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.</p>	<p>attitudes towards people with disability and people with a lived experience of mental health issues.</p>		<p>During Mental Health Month 2019, The Hon Julia Gillard AC led a discussion for the CityTalks event “We all have a role to play in supporting mental health”. Panellists discussed the complex issues of mental health and wellbeing and the role of communities and governments in supporting mental health.</p> <p>Panellists included mental health experts and people with lived experience of a mental health issue. The event emphasized the importance of creating inclusive and just societies that place the wellbeing of our communities at their core.</p> <p>Over the 2019/20 period, the City delivered and supported the following inclusive Library and community programs:</p> <ul style="list-style-type: none"> <li>– 38 events in Auslan and English. This included the “Big Feels Club at Green Square”, a discussion facilitated by presenters who identify as living with mental health challenges. The aim of this program is to normalise mental health challenges and remove the stigma associated with mental illness.</li> <li>– 28 weekly Auslan and English Storytime sessions at Surry Hills and Glebe Library. There were 292 attendances at these events over the 2019/20 period. The Covid-19 pandemic and closure of our library branches led to a decrease in the number of Storytime sessions delivered from 40 to 28 and attendances from 371 to 292.</li> <li>– Eight Auslan and English Storytime videos were produced and uploaded to the City’s website to allow access to this program during the library closure period.</li> <li>– In partnership with NSW Health, a mental health first aid course was delivered in Mandarin in October 2019 as part of mental health month. The course was attended by 14 Chinese speaking community members who became qualified in mental health first aid. The participants are now qualified to provide support to their community in their first language.</li> <li>– In partnership with Carers NSW a Carers Day Out event was held at Redfern Community Centre on 15 October 2019. This event</li> </ul>	<p>they had a “greater appreciation of why library programs should be accessible to everyone”.</p>

Objectives	Actions	Timing	2019/20 status and progress update	Measures
			<p>acknowledges and celebrates the significant contribution family and friend carers make to Australian society. Carers were treated to free entertainment, pamper stations, art workshops and lunch.</p> <ul style="list-style-type: none"> <li>- In partnership with Way Ahead, a health promotion event was held for new parents during Perinatal Depression and Anxiety week in November 2019. The event aimed to raise awareness about perinatal mental health issues in our community.</li> <li>- Sports Skills for Life, a gentle exercise program run at the Peter Forsyth Auditorium. This is 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>- Cycling without age, a program to provide free, healthy outdoor rides on specialised trishaws to aged care residents of local aged care accommodation was delivered by Bikeeast in partnership with the City through a matching grant. City's Matching Grants in the City of Sydney local area. The funding enabled a number of community ride event days, training for volunteers and over 100 free trips for older people, and people with disability.</li> <li>- Mood Active in partnership with the City through a community services grant provided well-being and exercise programs to support City residents living with mental health conditions in City parks and fitness centres.</li> <li>- Living with Anxiety and Depression, a pilot program to assist people living with HIV, experiencing anxiety or depression was delivered by Positive Life NSW in partnership with the City through a community services grant.</li> </ul>	

# Direction 2: Liveable communities

Over the 2019/20 financial year, the City continued to create more liveable communities through upgrades to the public domain that deliver improved access outcomes.

The City and its partners also delivered a number of inclusive opportunities at events and programs.

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## Inclusive and Accessible Public Domain Guidelines

Every day, people with disability experience barriers that make it difficult to participate and work in the community. Barriers may be physical, such as inaccessible streetscapes; social, such as a lack of information about public spaces; or attitudinal, such as assumptions that people with disability are not able participate in certain activities in public spaces.

Section 23 of the *Disability Discrimination Act 1992* makes it unlawful to discriminate against people with disability in relation to access to, and use of, any premises, including the public domain - usually the responsibility of local government.

Designers and others often look to policy makers for practical advice on how to meet community expectations on disability access and inclusion. Until now, this was readily available for buildings from the *Disability (Access to Premises - Buildings) Standards 2010* but not for public spaces or events. The City has filled this gap with the [Inclusive and Accessible Public Domain Policy and Guidelines](#) endorsed in October 2019.

The Policy and Guidelines provide a framework for the consistent application of relevant Australian Access Standards and best practice approaches in the design, maintenance and management of public domain spaces and infrastructure. The policy and guidelines apply to all new and upgraded public domain spaces and infrastructure, provided by the City of Sydney, or third parties such as contractors or developers as part of voluntary planning agreements.

The City's [Inclusive and Accessible Event Guidelines](#) outline key access and inclusion considerations when planning and delivering events within the City of Sydney. The guidelines outline minimum standards as well as some best practice considerations to encourage event producers to move beyond minimum compliance and demonstrate their commitment to inclusive events.

The scope of the policy and guidelines were developed in consultation with the City's Inclusion (Disability) Advisory Panel, and informed by access audits conducted by consultants with diverse lived experiences of disability, and feedback from the community about access issues in public spaces. Drafts were developed in consultation with staff with diverse professional expertise. People with disability were consulted through peer-led workshops and surveys on the draft guidelines and provided feedback to the City which was taken into consideration. Disability sector peaks and developers were engaged and expressed their support, acknowledging that the policy is a significant step in ensuring accessibility is carefully considered in all public space projects, and how it could benefit other councils.

The City of Sydney's [Inclusive and Accessible Public Domain Policy and Guidelines](#) was announced as the winner of the 2020 Disability Access and Inclusion category of the 2020 National Awards for Local Government.



5 – Images of Inclusive and Accessible Public Domain Guidelines and Event Guidelines.

## Direction 2: Progress report

### Accessible places and spaces

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	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>– Provide ramps where missing</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>In 2019/20 the following access and inclusion improvements were delivered across the City of Sydney area:</p> <ul style="list-style-type: none"> <li>– 47 access ramps constructed to current standards</li> <li>– 22 continuous footpath treatments constructed across side streets (removing the need for 44 access ramps)</li> <li>– Four raised pedestrian crossings constructed (removing the need for eight access ramps)</li> <li>– One shared zone constructed to improve pedestrian access and safety in laneway without an accessible footpath.</li> </ul>	<p>Work to collect data on the percentage of footpaths throughout the Liveable Green Network with accessible kerb ramps is underway.</p> <p>63 per cent of the City’s Liveable Green Network Priority Walking Routes have improved accessibility outcomes. This number remains stable for the 2019/20 reporting period.</p> <p>In 2019/20 the following were constructed:</p> <ul style="list-style-type: none"> <li>– 47 access ramps</li> <li>– 22 continuous footpath treatments</li> <li>– Four raised pedestrian crossings and;</li> <li>– One shared zone.</li> </ul>



Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<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. No further progress on this action in 2019/20.</p>	<p>More than 90 per cent of City bus stops are <i>Disability Standards for Accessible Public Transport 2002</i> compliant and the City is on track to achieve 100 per cent compliance by 31 December 2022.</p> <p>100 per cent (n=2100) signalised pedestrian crossings include tactile and braille signage.</p>
<p>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</p>	<p>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.</p>	<p>2017-2020</p>	<p>Locations have been identified to install new charging points in community centres throughout the City of Sydney.</p>	<p>No new mobile charging spaces have been provided this year.</p>
<p>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel</p>	<p>6. Deliver a new City centre all-inclusive play space.</p>	<p>2021</p>	<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 was endorsed</b> by Council in June 2019. The project was originally scheduled for completion in early 2022, however due to planning and administrative matters the new City Playground project will be delayed by a minimum 12-18 months whilst a new Plan of Management is being prepared for Cook and Phillip Park.</li> </ul>	<p>Nine inclusive play opportunities in the City of Sydney area. No further inclusive play opportunities have been built in 2019/20.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
<p>through the City with dignity and independence.</p>			<p>– <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 has been delayed and is now expected to be completed in 2021.</p> <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	2019/20 status and progress update	Measures
<p>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</p>	<p>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.</p>	<p>2017-2019</p>	<p>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> <p>Work is underway to consider strategic placement of mobility parking spaces to allow greater access to key sites in the City of Sydney area for people with disability.</p> <p>The City has commenced use of timed mobility parking spaces in some locations. This helps to increase access share to spaces for multiple users.</p>	<p>Number of spaces within 200m of key social infrastructure:</p> <ul style="list-style-type: none"> <li>Community Centres (17 spaces across 10 centres)</li> <li>Community Venues for Hire (47 spaces across 23 venues)</li> <li>Libraries (21 spaces across 11 branches and library link sites)</li> <li>Hospitals (11 spaces across 6 hospitals).</li> </ul> <p>In total, 72 per cent of the facilities listed above provide mobility parking.</p>
<p>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</p>	<p>8. Continue to provide information about the locations of mobility parking spaces in the city, and include additional information about their features.</p>	<p>Ongoing.</p>	<p>Information about mobility parking spaces 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>.</p> <p>A net of three mobility parking spaces were removed to accommodate the temporary pop-up cycleway on Pitt Street. Changes have been made to the location and time limits to mobility parking spaces in this location to increase turnover and access to these spaces.</p> <p>The temporary pop-up cycleways were established by the City and the NSW Government to create capacity for people walking and riding to allow for safer travel between workplaces, schools, health care and the city centre. These important new bike links</p>	<p>292 mobility parking spaces shown on the City of Sydney website.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<p>enable people to ride and free up space on public transport and roads, helping the community to return to work and local businesses safely, supporting NSW's economic recovery.</p> <p>The temporary cycleways were implemented in a short timeframe to respond to an urgent need to provide safe transport during the Covid-19 pandemic, meaning that the community was not consulted in the way it normally would be. The City will consult the community on the future of the streets before any cycleways become permanent.</p>	
<p>Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.</p>	<p>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.</p>	<p>2019-2021</p>	<p>Work has begun to advocate to commercial parking operators to improve their information on the accessibility of their parking stations and booking systems.</p>	

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
<p>Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.</p>	<p>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.</p>	<p>2020</p>	<p>Since the introduction of the <i>Disability (Access to Premises – Buildings) Standards in 2010</i>, 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> <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> <p>Work has begun to audit all community facilities to better understand their hearing augmentation requirements. Further progress on this will be reported on in 2020/21. Portable hearing augmentation devices are being purchased for use in some of the City's smaller community centres.</p>	<p>Thirteen (26 per cent) of the City's community facilities, venues and libraries have hearing augmentation installed. There has been no change to this in 2019/20.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
<p>Emerging technologies empower greater independence for all people, including people with disability, to navigate and access public spaces.</p>	<p>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.</p>	<p>2017-2021</p>	<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 2019/20 the City upgraded the Online Access Map to a new system to enable regular updates to the data sets. This new map includes the following new data sets: stairs, lifts, seats, bus shelters, information kiosks and navability for six selected locations. 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 3,140 unique views in 2019/20:</p> <ul style="list-style-type: none"> <li>– 867 page hits (July-September)</li> <li>– 1,197 page hits (October-December)</li> <li>– 676 page hits (January-March)</li> <li>– 400 page hits (April-June).</li> </ul>	<p>An average of 261 hits per month, this is a decrease of 18 per cent per month from 2018/19-figures.</p> <p>There was no external feedback on the accuracy of the map over the 2019/20 period.</p>
<p>Local businesses are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.</p>	<p>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</p>	<p>2018-2021</p>	<p><b>Centre for Disability Studies and the Marlborough Hotel</b></p> <p>In February 2020 an <a href="#">article was published by Broadsheet</a> promoting a City funded initiative between the Centre for Disability Studies and the Marlborough Hotel.</p> <p>A City of Sydney grant in 2019 enabled the Centre for Disability Studies and the Marlborough Hotel to work together and develop <a href="#">Creating Inclusive Spaces</a>, a resource that outlines how hospitality venues can better serve people with disability.</p> <p>The Creating Inclusive Spaces guide offers advice for managers, bartenders and waitstaff on how to promote inclusivity and address social inequity in the hospitality industry. In 2020 the Centre for</p>	<p>Two grants were awarded to support greater accessibility to businesses in the City of Sydney Local Government area.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
	<p>disability and explore recognising inclusive businesses through awards.</p>		<p>Disability Studies was awarded another grant by the City to enable them to continue working with other venues in the Local Government Area and promote the resource.</p> <p>The Marlborough Hotel worked along with its Social Networking Group, an initiative run by the Centre for Disability Studies (CDS) that provides opportunities for people with and without disabilities to come together to socialise. to create more inclusive venues and spaces for people with disability in the City of Sydney.</p> <p><b>Business 2 Business Newsletter</b></p> <p>An article was distributed in the City's Business to Business newsletter encouraging local businesses to be more inclusive of people with disability.</p> <p><b>Wheeleasey Grant</b></p> <p>The City funded Wheeleasey through a Community Services Grant to run a series of community mapping events to add information to their website on accessible places, activities and businesses in the following locations: The Rocks, Ultimo, Erskineville and Woolloomooloo</p> <p>Four out of the six planned events took place. The Covid-19 pandemic and public health orders related to social distancing prevented the delivery of the last two events. Over 200 people took part in the four events, many of which were people with a lived experience of disability.</p>	

**Diverse housing tenures and types**

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
More housing in the City of Sydney is universally designed. It will meet the needs of people with disability and support people to age in place.	13. Encourage delivery of housing in the local area that is universally accessible for people and meets the Gold Standard of the Liveable Housing Australia Design Guidelines.	2019-2021	<p>The City submitted a response to the NSW Housing Strategy Discussion Paper. This response advocated for the NSW Government to review requirements for adaptable dwellings to ensure that they meet the needs of people with disability.</p> <p>In 2020 the City adopted City Plan 2036: City of Sydney Local Strategic Planning Statement and Housing for All: Draft City of Sydney Local Housing Strategy. The Planning Statement and Housing Strategy include actions to investigate opportunities within the planning controls to increase the amount and improve the standard of housing that is universally designed. This includes encouraging the delivery of larger apartments on the ground floor to ensure people of all ages, people with disability, and families with children can find suitable housing with usable external space in the city.</p>	

**Sense of belonging and connection to place**

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
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.	14. Continue to provide a range of inclusive learning and participation opportunities at the City's community and creative facilities.	Ongoing.	<p>In 2019/20, a suite of programs were offered across the City's community centres that were inclusive of people with disability. The Covid-19 pandemic prevented the City from delivering services in our usual format in the last quarter of 2019/20. However, staff adapted programs for an online audience which resulted in increased participation by people with disability, who were not previously able to attend face to face programming. Some highlights included:</p> <ul style="list-style-type: none"> <li>– Online programs: magic club, singing groups, assertiveness training, ukulele club, mums and bubs fitness</li> <li>– Stronger fitter seniors exercise</li> <li>– Gentle exercise and chair yoga</li> </ul>	Two per cent of participants that attended programs at Pine Street Creative Arts Centre identified as a person with disability.



Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- Internet life skills and computer, tablet and mobile phone technical support</li> <li>- Walking groups</li> </ul>	
<p>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.</p>	<p>15. Continue to deliver inclusive sport and recreation activities through the City's recreation facilities and open spaces, and promote on the Disability Inclusive Sports and Recreation Directory.</p>	<p>Ongoing.</p>	<p>Inclusive sport, recreation and active living programs offered across of the City's community centres included:</p> <ul style="list-style-type: none"> <li>- Sports Skills for Life inclusive program delivered at Peter Forsyth Auditorium, Glebe.</li> <li>- Stronger, fitter older adults exercise classes held across various community centres</li> <li>- Fitness classes for older adults across community centres</li> <li>- Chair Yoga at various community centres</li> <li>- King George V Recreation Centre delivered 'Queens of the Court', a series of three on three basketball competitions to encourage women's participation in sport.</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>498 attendances were recorded for this program in 2019/20. Public health orders implemented in response to the Covid-19 pandemic required the closure of aquatic centres during the last quarter of 2019/20.</p>	<p>In 2019/20 over 600 events were submitted to What's On featuring accessibility features.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
<p>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.</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. 49 attendances were recorded for this program in 2019/20. Public health orders implemented in response to the Covid-19 pandemic required the closure of aquatic centres during the last quarter of 2019/20.</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. There were 1,216 attendances recorded for this program in 2019/20. Public health orders implemented in response to the Covid-19 pandemic required the closure of aquatic centres during the last quarter of 2019/20.</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>– Introduction of a new mums and bubs class at Peter Forsyth Auditorium, run in collaboration with the Early Childhood Centre, Glebe and Glebe TreeHouse.</li> <li>– Cliff Noble Community Centre hosted a health promotion day for older adults to provide information and referral pathways for a range of local health and social services. This included understanding relational violence</li> <li>– Harry Jensen Community Centre hosted a series of health talks including pain management and managing medication.</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	2019/20 status and progress update	Measures
<p>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.</p>	<p>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 &amp; Change Facilities in the City of Sydney local government area.</p>	<p>2017-2020</p>	<p>The City constructed its first Changing Places facility™ at the Abraham Mott community space, Millers Point in 2018/19. This facility was open and utilised by patrons during the Sydney New Years Eve celebrations on 31 December 2019.</p> <p>The number of adult change facilities in the City of Sydney Local Government Area remains stable. There are four facilities in the following locations:</p> <ul style="list-style-type: none"> <li>– Abraham Mott community space, Millers Point</li> <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>	<p>Four Lift &amp; Change facilities in the City of Sydney local area.</p>
<p>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.</p>	<p>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.</p>	<p>Ongoing.</p>	<p><b>Inclusive and accessible event guidelines</b></p> <p>In October 2019 the City adopted the Inclusive and Accessible Event guidelines. These guidelines apply to City run events, events sponsored by the City and event organisers using City facilities, venues and outdoor spaces.</p> <p>The guidelines outline key access and inclusion considerations to be referred to when planning and delivering events within City venues and outdoor spaces.</p> <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>Overall, the City delivered four and supported six major events that had inclusive and accessible features and programming.</p>

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<p>The guidelines were presented to relevant business units and City of Sydney staff to assist them to provide inclusive and accessible events. The City delivers and supports a number of major events. A number of these events provide accessible features and inclusive programming.</p> <p>At the Arts Activated Conference held by Accessible Arts in August 2019, a City staff member participated in a panel discussion amongst disability experts about inclusive events. The panel discussed useful strategies and practical tips for delivering better access and increased participation for artists, audiences and arts workers with disability. The City provided an overview of the City’s Inclusive and Accessible Event Guidelines, a tool which can be used by any event organiser to plan inclusive events.</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. In 2019/20, this event will be produced by the NSW Government. 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 eight accessible viewing areas available on the night. In 2020 there were two new accessible viewing areas.</li> <li>– Access to the Changing Places™ facility at Millers Point which was available from 9am New Year’s Eve to 1am on New Year’s Day. .</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>– Auslan interpreters provided.</li> </ul>	

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- An accessible website with all video content including closed captions.</li> <li>- Ramps installed at lantern locations.</li> <li>- Sydney Christmas accessible features offered:</li> <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> <li>- Accessible viewing platform at Demo at Customs House and an accessible pathway through the Untitled (Maraong Manaouwi) exhibition was provided.</li> <li>- Accessible transport was provided on request.</li> </ul> <p><b>Major Events supported by the City of Sydney</b></p> <p>Sydney Festival, Mardi Gras, Sydney Fringe Festival, Sydney Writers Festival, Vivid and Sydney film festival are all supported by the City of Sydney.</p> <p>The Covid-19 pandemic prevented Sydney Fringe Festival, Sydney Writers Festival and Vivid from proceeding due to physical distancing required by NSW public health orders. Sydney Festival and Mardi Gras Festivals went ahead this year.</p> <p><b>Sydney Festival</b></p> <p>Sydney Festival is leading in the delivery of inclusive and accessible events. They are also committed to the inclusion of people with disability as artists.</p>	

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<p>To make performances more accessible to audiences, Sydney Festival participates in the <u>Accessing Sydney Collectively</u> program from Accessible Arts, which was also supported by the City of Sydney.</p> <p><u>Sydney Festival in 2020</u> offered an extensive range of inclusive and accessible performances and experiences including:</p> <ul style="list-style-type: none"> <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>– Auslan interpreted events and performances.</li> <li>– Live captioning and open captioning.</li> <li>– Accessible viewing areas.</li> <li>– Support for the companion card program.</li> </ul> <p>Sydney Festival is also committed to providing easy-to-find information that empowers people with disability to know what’s on offer, and how they can participate. This includes:</p> <ul style="list-style-type: none"> <li>– Ensuring websites are accessible</li> <li>– Festival guides and information available in alternative formats, such as Large Text and Braille.</li> <li>– Listings of performances grouped by access supports provided</li> <li>– Providing information about wheelchair accessible parking and venues and hearing loops available within venues.</li> </ul> <p>Sydney Festival is committed to increasing the representation of artists with disability in the annual program.</p> <p>They believe stronger communities are built when a diverse range of artists tell their stories to a diverse range of audiences. In December 2018, Sydney Festival launched a collaboration with Accessible Arts to invite artists with disability or who are Deaf to pitch projects for</p>	

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<p>inclusion in the #SYDFEST program. Over 40 fantastic submissions for the 2020 Festival were received and reviewed by the Sydney Festival Access and Inclusion Advisory Panel who gave their time and expertise to ensure the criteria was met by all submissions.</p> <p><b>Sydney Film Festival</b> Sydney Film Festival supports the annual Screenability program, produced in partnership with Screen NSW. Screenability is a platform for screen practitioners with disability leading the narrative. This international program showcases drama and documentary, offering unique world views on life and foregrounding the stories of filmmakers with disability.</p> <p>This year, the Festival presented three compelling short films by multi-disciplinary artist Emily Dash, former Youth Paralympian Adam Bowes, and award-winning theatre director Anthea Williams.</p> <p>All films in the Screenability and Dendy Awards for Australian Short Films programs are available to view with closed captions and audio descriptions.</p> <p>Sydney Film Festival participates in the Access Sydney program and have a Disability Inclusion Action Plan and an accessibility program. This festival is also funded by the City through the Festivals and Events Artform Festival.</p>	

**Vibrant Creative Life**

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
<p>People with disability have equitable opportunities to participate in cultural life and events in the city.</p>	<p>19. Continue to promote participation of people with disability as artists and audience members in arts programs through implementation of the Creative City Strategy.</p>	<p>2017-2021</p>	<p>The City offered or supported the following programs that promote participation of people with disability as artists and audience members:</p> <p><b>Freefall by Emily Dash</b></p> <p>‘Freefall’ was a theatre production conceived and written by Emily Dash, an artist who identifies as having a disability and supported by PACT, an organisation that develops and supports emerging artists through an integrated program of residencies, training and presentations. This production was supported through a City of Sydney Matching Grant.</p> <p>This theatre production involving young artists living with disability challenges audiences to think critically about grief, identity, sexuality and disability. Three artists with disability were case in the production.</p> <p>The strategies used to reach new audiences included: a strong focus on social media to deepen relationships between audience and artists, a public Q&amp;A and forum, and a targeted promotional strategy. Auslan interpreters, relaxed performances and affordable ticket prices ensured greater access for audiences.</p> <p><b>Site Works Program</b></p> <p>The City of Sydney’s Site Works program provides artists with the opportunity to display their work on a large scale construction hoardings across the City of Sydney area. One of these licensed artworks, <i>Midnight Zoo</i>, was a collaborative work created by Studio A artists Emily Crockford, Lauren Kerjan, Thom Roberts and Phillip Sidney. Studio A 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>Three programs to support people with disability to develop as artists. This number has remained stable from 2019/20.</p> <p>Three programs that support people with disability as audience members. This is an increase from one program in 2019/20.</p>



Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			<p><b>“In Harmony” by Mostly Mad Music</b></p> <p>"In Harmony" produced by Mostly Mad Music and supported through a City of Sydney grant aimed to raise awareness about mental health through the power and passion of classical music.</p> <p>A series of pop-up performances across the Sydney local area were held, bringing classical music from the concert halls to the streets. A recital was held at Customs House for partners, friends and funders on international mental health day.</p> <p>“In Harmony” provided access and inclusion pathways for people with lived experience of mental illness and homelessness to participate in events shared with the general public, to enjoy beautiful music and to connect with a diverse range of people in safe and de-stigmatising settings. Mad Music uses the momentum of Mental Health Month and strong relationships with the Mental Health Commission, NSW Health and the Non-government sector to ensure maximum participation in the project by mental health communities and their carers.</p> <p><b>Pine Street Creative Arts Centre</b></p> <p>The Covid-19 pandemic prevented the City from providing our usual programs due to the physical distancing required by public health orders. In response, staff adapted programs for an online audience and developed four <a href="#">Art and Maker online workshops</a> for the community to access online for free. These workshops aim to be as inclusive as possible reaching audiences who may be experiencing remote, physical, social or economic isolation. The online programs provide the option for participants to access Auslan, captioning, audio description and a downloadable Easy English guide with class instructions.</p>	

# Direction 3: Meaningful employment

Over the 2019/20 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.

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## Case Study – Disability Graduate Internships

The City's entry-level employment and development programs provide young people with opportunities to gain experience in the workplace and skill development. This includes school or tertiary education based work experience and work placements, internships, traineeships and apprenticeships.

The City is proud to have signed the National Fair Internship Pledge to demonstrate its commitment to the fair treatment of young people undertaking internships.

In May 2019 the City focused its graduate internship on young people with disability from culturally and linguistically diverse backgrounds. Two young people were chosen to job-share for an 18-month paid internship. The role centred on opportunities for the graduates to gain skills and contribute to efforts to support the City's diversity and inclusion initiatives in the workforce. The internship enables the graduates to learn important skills and gain experiences to enhance their future employment opportunities and career growth. It also adds to the richness of the diverse and inclusive workplace at the City.

One of the graduate interns explains "As a person with a disability it's important for me to remain transparent and let recruiters know of my hearing disability. It can be a little hard to mention a disability to recruiters over fear of judgment or loss of opportunity. However, when I saw there was a targeted role for people with a disability, I felt an overwhelming sense of joy to apply. I was welcomed by managers and teams and I've recognised that having a disability has not stopped me from working on projects with others. The City has given me the confidence to take on future roles that don't define me as someone with a disability."

## Direction 3: Progress report

### Inclusive Growth Opportunities

Objectives	Actions: What we will do	Timing	2019/20 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. Work continues to become an accredited disability confident recruiter.</p> <p>In January 2020 the City accepted an opportunity to work with the Council for Intellectual Disability on a pilot program titled "More than just a job for Councils". The aim of the program is to work with councils in NSW to support the employment and retention of people with intellectual disability. Through training and mentoring the Council for Intellectual Disability will help build the skills and capacity of managers and staff to employ and sustain people with intellectual disability in the workplace. Further progress on this project will be reported in 2020/21.</p>	In 2019/20/, 1.6 per cent of staff identified as a person with disability – this figure increased from the 1.4 per cent the previous financial year.
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 2019/20, two people continued working in the role of Diversity and Inclusion Officers. These positions were targeted for people with disability. See case study above.</p> <p>The City is working with The Australian Network on Disability to finalise our Disability Confident Recruiter certification.</p>	

2019/20 Annual Report on the Implementation of the Inclusion (Disability) Action Plan

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
A Diverse and Inclusive Workplace.	22. Implement strategies to continue to improve the support and understanding of the experience of staff with disability and caring responsibilities at the City.	2019-2021	<p>The City prepared the EEO, Diversity &amp; Inclusion Action Plan and engaged two Diversity and Inclusion Officers to oversee its implementation.</p> <p>The City's <i>People Strategy 2019-21</i> included an <i>EEO, Diversity and Inclusion Action Plan</i> outlining key deliverables that address the City's commitment to EEO principles and provide a roadmap for a diverse and inclusive workplace with three key outcomes:</p> <ul style="list-style-type: none"> <li>– Communicate and raise awareness of the City's EEO, Diversity and Inclusion initiatives</li> <li>– Implement policies and reporting on EEO, Diversity and Inclusion across the organisation, and</li> <li>– Improve EEO, diversity and inclusion in the workplace.</li> </ul> <p>The City held its first internal staff event for International Day of People with Disability in December 2019.</p> <p>The City maintained its network of 30 trained peer support employees to provide initial support, assistance and information to employees who may be experiencing an issue which is impacting on their mental health and wellbeing. This peer support network includes employees with lived experience in disability.</p>	
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's Workplace Flexibility Policy and supporting guidelines and tools continued to provide support to employees to meet the demands of the workplace and their personal lives. This was particularly relevant during the pandemic lockdown when flexible and remote working was embraced by many employees.</p> <p>Flexible working webinar sessions were held for our managers and information was provided to staff to educate and clarify concerns around our flexibility policy and how to avail flexible work options.</p> <p>During the year, City employees also continued to undertake specialist disability training to build their awareness and confidence.</p>	

2019/20 Annual Report on the Implementation of the Inclusion (Disability) Action Plan

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
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>Topics included mental health awareness, mental health first aid and deaf awareness.</p> <p>The City continues to implement the Mentally Healthy Workplace Plan 2019-2021.</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>	
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	<p>A suite of returnable schedules for social and sustainability procurement outcomes have been developed.</p> <p>The following have also been developed to ensure greater inclusion and diversity outcomes through procurement processes:</p> <ul style="list-style-type: none"> <li>• Inclusion and diversity expectation statement</li> <li>• Code of conduct for suppliers</li> <li>• Guidelines for sustainable procurement</li> <li>• Evaluation guidelines being developed.</li> </ul> <p>Staff are currently reviewing procurement templates to make them accessible.</p>	

# Direction 4: Equitable access to mainstream services

## Case Study – Creative opportunities and challenges for ageing and disability services in the Covid-19 Pandemic

On 17 June 2020, Inner Sydney Voice, The Junction Neighbourhood Centre, Randwick City Council, Waverley Council, and City of Sydney Council held a forum with aged and disability services in eastern Sydney on the creative opportunities and challenges in the recovery and reopening after the Covid-19 pandemic.

The purpose of the forum was to:

- Explore the opportunities and challenges in recovery and reopening for aged and disability services in eastern Sydney
- Explore how services can creatively reframe how they engage and work alongside older people, people with disability and their allies, and
- Explore what support staff and/or volunteers need during the recovery and reopening process.

55 people attended the online 90-minute forum.

Challenges and opportunities were identified and a number of organisations are working together to address priority issues and to plan for service coordination and delivery. Key priority issues include:

- High levels of digital exclusion faced by people with disability, often as a result of low incomes, leading to barriers to accessing both specialist disability services and other mainstream services
- Concerns about increases of elder abuse during lockdown, and
- Need for more support for people with complex mental and physical health issues.

## Direction 4: Progress report

### Balanced and inclusive local decision making

Objectives	Actions: What we will do	Timing	2019/20 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 2019/20, the City's Inclusion (Disability) Advisory Panel provided advice on the following plans, strategies, projects and policies:</p> <ul style="list-style-type: none"> <li>– upgrade of Redfern Train Station and the George Street Light Rail project.</li> <li>– the City Plan 2036: Local strategic planning statement</li> <li>– Housing for All: City of Sydney local housing strategy</li> <li>– Information displayed on the City's website about community centres and venues for hire</li> <li>– Accessible and inclusive features for New Year's Eve 2019/20.</li> <li>– Strategies to encourage commercial parking operators to provide greater information about off-street accessible parking spaces.</li> <li>– refresh of the Inclusion (Disability) Awareness Training for staff</li> <li>– provided input into the City's submission on the review of the Disability Inclusion Act NSW</li> <li>– provided advice and feedback on the impacts of the Covid-19 pandemic for people with disability, people living with mental health conditions and carers.</li> </ul>	The panel were consulted on 10 new City policies, strategies and initiatives. This is an increase from the previous year (six in 2018/19).

2019/20 Annual Report on the Implementation of the Inclusion (Disability) Action Plan

Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
Civic Knowledge and Skills.	27. Develop and disseminate accessible guidelines on how people can be involved in mainstream council decision making, including presenting at council.	2018-2020	<p>Work on guidelines not yet commenced.</p> <p>In December 2019, the City commenced live streaming and webcast recordings of Council and Committee meetings. Placing meetings online assists people with disability that may face barriers attending Council meetings in person.</p>	

**Transparent Accountable Governance**

Objectives	Actions: What we will do	Timing	2019/20 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 policy template was updated to meet design and accessibility standards.</p> <p>The City's Digital and Print Accessibility Policy and Procedures were updated in 2018/19 to ensure that City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.</p> <p>In 2018/19 11 major documents were published online in accessible formats.</p> <p>The City's web team remediated documents internally on 60 occasions.</p> <p>All videos that required captioning were transcribed.</p> <p>All projects, strategies, polices and developments published on the City's website seeking community feedback outline further options for giving feedback, including contacting the City to discuss face to face,</p>	In 2019/20 11 major policies and plans were published online in accessible formats.



Objectives	Actions: What we will do	Timing	2019/20 status and progress update	Measures
			using the National Relay Service and using the Translating and Interpreting Service.	
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 2019/20 the City completed the upgrade of its events platform and archives catalogue. Work was ongoing for the redesign of the corporate website and intranet. Accessibility was a requirement in the specifications for each website, with testing conducted during the development process against the Web Content Accessibility guidelines to verify compliance.</p> <p>The Sydney Culture Walks app was audited for accessibility with remediation work to be completed in 2020/21.</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. 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.</p>	New and existing web properties (websites and web apps) aim to comply with Level AA of the WCAG2.1 standards. Audits are conducted periodically, and new code is tested for accessibility

**Public Participation in Community Life**

Objectives	Actions: What we will do	Timing	2017-2018 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	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>

2019/20 Annual Report on the Implementation of the Inclusion (Disability) Action Plan

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
	with disability applying for grants.		A dedicated support officer within the grants team has been established to make it easier for applicants with disability to apply and access information about the City's grants programs.	
New ICT Systems procured by the City are accessible.	31. Once established as an Australian Standard, adopt the <i>Accessibility requirements suitable for public procurement of ICT products and services</i> - to guide the City's Information and communications technology procurement practice.	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 requirements suitable for public procurement of ICT products and services</i> .  Twelve ICT products were procured in the 2019/20 financial year that are required to comply with the City's accessibility requirements.	100 per cent of the 12 ICT products required to meet accessibility standards were compliant in the 2019/20 financial year.
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	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: <ul style="list-style-type: none"><li>- narrator</li><li>- magnifier</li><li>- high contrast</li><li>- closed captions.</li></ul> No further progress on this in 2019/20.	Four types of software programs available  Zero inclusive hardware available
People with disability have access to quality information about	33. Provide information about access features and barriers in the	2018/19	Work has been completed to collect access features for 34 City parks. This information is due to be uploaded to the City's new corporate website. The City's new corporate website was launched in September 2020. Access features are more prominently highlighted where	

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
<p>the access features of City of Sydney outdoor spaces, including recreation and open spaces, and can plan their trip with confidence.</p>	<p>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.</p>		<p>available across a range of areas including parks, hireable indoor spaces and community centres.</p> <p>These accessibility features are designed to help users understand content more easily, making it easier to perform a comparison between spaces before determining the best solution for their needs. Features include:</p> <ul style="list-style-type: none"> <li>- On-site mobility parking</li> <li>- Mobility parking within 300m</li> <li>- Level access entrance</li> <li>- Entry door type</li> <li>- Floors</li> <li>- Lifts</li> <li>- Accessible toilets</li> <li>- Ambulant toilets</li> <li>- Accessible change facilities</li> <li>- Hearing support system</li> </ul>	
<p>Community Transport funded by the City of Sydney is accessible to people with disability.</p>	<p>34. Continue to work with Village to Village community transport services funded by the City of Sydney to achieve compliance with the Disability Standards for Accessible Public Transport 2002.</p>	<p>2017-2019</p>	<p>In 2018/19 the City worked with the Village to Village transport service provider Access Sydney Community Transport to review current access provisions against the relevant parts of the Disability Standards for Accessible Public Transport 2002.</p> <p>In 2019/20 Access Sydney Community Transport has implemented a number of initiatives to improve access across its transport's services. These include:</p> <ul style="list-style-type: none"> <li>- An audit of accessible bus stops. Information collected as part of this audit is due to be uploaded to the Access Sydney website.</li> <li>- Alternative communication tools such as text messaging to communicate with people with disability about transport delays or cancellations.</li> </ul>	

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
			<ul style="list-style-type: none"> <li>- Disability awareness training for all bus drivers to ensure they can support customers with disability.</li> </ul> <p>In addition, Access Sydney Community Transport is in the process of engaging a consultant to ensure they comply with Disability Public Transport Standards 2002.</p>	

