



Sydney2030/Green/Global/Connected

CITY OF SYDNEY  

# A City for All

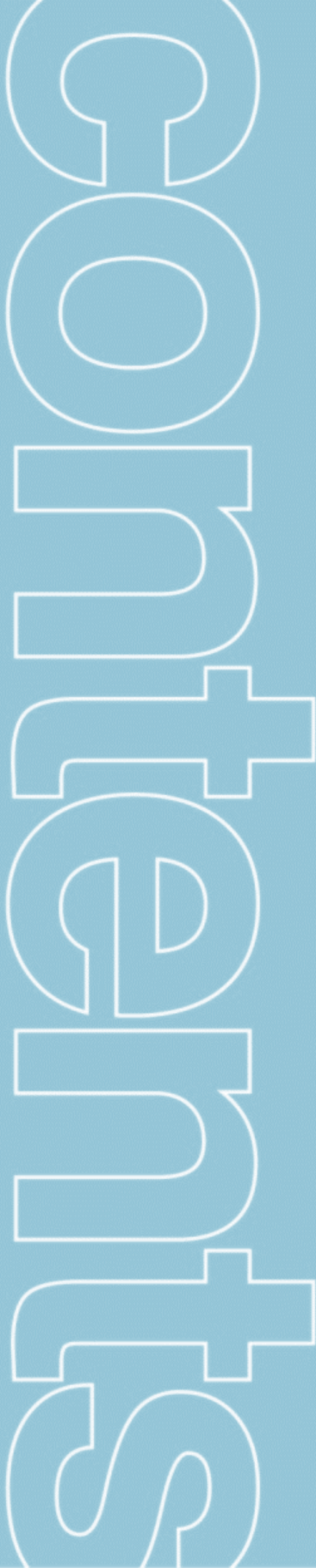
## Inclusion (Disability)

## Action Plan 2017-2021

## 2017-2018 Update

*city of villages*





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# Inclusion (Disability) Advisory Panel



1 – City of Sydney Inclusion Disability Advisory Panel, 2018

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.

# 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 2017-2018 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.

# Direction 1: Positive community attitudes and behaviours



2- Parallel Parks event at Customs House Library

This section includes a progress report that details action taken by the City to demonstrate positive community attitudes and behaviours towards people with disability. Over the 2017-2018 financial year, the City continued to implement a program of

disability awareness and confidence training for staff, 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 – Parallel Parks

For two days in June, City of Sydney libraries were transformed into virtual reality national parks through Parallel Parks, a virtual reality (VR) experience developed by NDIS provider New Horizons. In a unique and immersive experience using virtual reality goggles, library users explored the Great Barrier Reef at Customs House, jumped around Kangaroo Island at Glebe Library, and sailed above the Murray River at Kings Cross Library.

Showcasing the best of Australia's national parks, Parallel Parks was developed by New Horizons so that people with disability would be able to access places that might not have otherwise been possible to visit.

As well as providing national parks experiences for people with disability, this program raised awareness of the challenges faced by people with disability and was a wonderful entry point for those new to VR. The program also highlighted the importance of making programs inclusive and accessible to everyone.

A total of 57% of people that completed the program survey, agreed that this program gave them a greater understanding of why library programs should be accessible to everyone. Across all three library branches a total of 781 people experienced a virtual national park.



## Direction 1: Progress report

### Harmony and Social Cohesion

Objectives	Actions:	Timing	2017-2018 status and progress update	Measures
City of Sydney Staff are disability aware and confident, and have access to specialists training and development opportunities to deliver inclusive built environments and ensure our communications and services are accessible and inclusive of people with disability. Staff will have the skills to meet requirements under the <i>Commonwealth Disability Discrimination Act 1992</i> and the <i>NSW Disability Inclusion Act 2014</i> and deliver services that consider inclusion, not just compliance.	1. Continue to implement a program of disability awareness and confidence training for City of Sydney staff.	Ongoing.	<p>The City continues to implement a program of Disability Awareness and Confidence training to all staff.</p> <p><b>1. 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><b>2. Specialist disability training</b></p> <p>A comprehensive list of specialist disability access and inclusion training opportunities for staff are published on the City's internal intranet. 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> <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>3. Mental Health training</b></p> <p>The City has established a suite of mental health related training within the Learning Management System to provide staff with the skills to build resilience and manage their work demands in a way that supports</p>	<p>39 staff completed the Online Disability Awareness training.</p> <p>This was a 50% decrease from the previous year (78 staff for 2016-17).</p> <p>318 staff completed relevant disability and inclusion specialist training.</p>

Objectives	Actions:	Timing	2017-2018 status and progress update	Measures
			<p>their mental health. The City also provides Mental Health Toolbox Talks which cover three topics that team leaders and managers can deliver to their staff in five-minute toolbox talk sessions (one for each topic). The topics are:</p> <ul style="list-style-type: none"> <li>– About anxiety and depression.</li> <li>– The relationship between the workplace and mental health.</li> <li>– Taking action to support someone at work.</li> </ul> <p>The training uses videos, case studies and individual and group activities to guide learning.</p> <p>This suite of training for City staff and managers improves customer service responsiveness to people with disability, meets the community's expectations for improved inclusion and access and supports the City's commitment to supporting and delivering an inclusive and accessible city for everyone.</p> <p>Belgravia Leisure who manage the City's aquatic centres, have introduced the <i>YouMeUs</i>, disability-inclusion training. This training is compulsory disability awareness training for all employees. In addition, one Centre Manager and a number of Duty Managers attended mental health training provided by One Door Mental Health in October 2017.</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,	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 has a new suite 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. Availability of the images has been promoted to staff.</p> <p>In December 2017, more than <b>100 people</b> attended a number of events at Customs House to celebrate <b>International Day of People with Disability</b>, including:</p>	Over the next year, the City will monitor the use of images used in City plans, policies and marketing material that feature people with disability.

Objectives	Actions:	Timing	2017-2018 status and progress update	Measures
understanding and respect.			<ul style="list-style-type: none"> <li>– Auslan Storytime – Library staff and deaf presenters teamed up to deliver Storytime sessions in English and Auslan, for pre-school age deaf and hearing children and their friends and families.</li> <li>– Feelix Storytime – Staff from Vision Australia's Feelix Library brought stories to life for pre-school children through braille, tactile books, objects and craft.</li> <li>– All Ages All Abilities music workshop –this event combined tactile performance with interactive opportunities.</li> </ul>	
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><b>Library programs:</b></p> <p>Over the 2017-2018 period, the City delivered the following inclusive Library programs:</p> <ul style="list-style-type: none"> <li>– City <b>Late Night Library</b> talks in Auslan and English.</li> <li>– “<b>Teaching Kids Good Money Habits</b>” talk series for parents in Auslan and English.</li> <li>– <b>Weekly Auslan Storytime and English at Surry Hills library</b> (222 people attended) and Glebe Library (88 people attended).</li> <li>– <b>Parallel Parks</b> – Over a two-day period, three of the City's libraries were transformed into virtual reality (VR) national parks. This experience allows participants to use VR headsets to explore areas such as the Great Barrier Reef, Kangaroo Island and the Murray River – places that might not have otherwise been possible to visit.</li> </ul>	83% (n =29) of attendees of Parallel Parks, Auslan Storytime and some adult programs where Auslan interpreting was provided, agreed that they had a “ <i>greater appreciation of why library programs should be accessible to everyone</i> ”.



# Direction 2: Liveable communities

This section includes a progress report that details action taken by the City to create more liveable communities.

Over the 2017-2018 financial year, the City continued to create more liveable communities

through upgrades to the public domain that deliver improved access outcomes and providing inclusive opportunities at events such as Sydney New Year's Eve.

## Case Study – Wayfinding Signage at Town Hall House

New wayfinding signage has been installed in the customer service area of Town Hall House in the Sydney CBD. The signage includes tactile and braille text, and tactile maps that indicate the continuous accessible paths of travel and 'hazard' areas, and symbology. The signage assists everyone, including people who are blind or have low vision to understand the layout of the building and navigate independently to their destination.



3 New Wayfinding signage at Town Hall House

### Case Study – Sydney New Year's Eve

Since 2011, inclusion and access principles have been applied to the planning of the Sydney New Year's Eve event.

Inclusion and access features and services provided at the 2017 Sydney New Year's Eve event included:

- Dedicated Accessibility Officer to provide access to information.
- Live Audio Description on ABC Radio Extra and streamed via 2RPH.
- Event Guide provided in seven languages – English, Japanese, German, Chinese, Korean, Spanish (also available online).
- Event Guide available in downloadable larger text, audio format and Easy Read.
- Welcome to Sydney projected onto the Sydney Harbour Bridge Pylons in 20 languages (3 of these include Auslan (Australian sign language), British sign language and American sign language).
- Visual signage and audio announcements providing information and directions throughout the city on 31 December.
- Designated accessible viewing area at Pirrama Park.
- Dedicated webpages that enable people with disability to access information, tickets to designated accessible viewing areas and plan ahead.
- Over 200 volunteer and spectator service staff briefed in disability awareness.
- Lord Mayor's Picnic event for 1,000 children with disability and their families.
- Temporary accessible toilets with directional signage throughout the city.
- Signage for toilets, first aid and information communicated in symbols rather than text.
- Targeted communication campaign to disability peak bodies.

Information provided included:

- Six access maps showing the level of effort required to negotiate routes for a person using a wheelchair to popular vantage points.
- An access filter on a [Vantage Point Map](#) and details of accessible features at vantage points.

- Booking details for six designated accessible viewing areas.

#### Outcomes:

The provision of designated accessible viewing areas has provided access for people with disability to the event who previously felt they could not attend.

The Live Audio Description provides access to the fireworks to people who are blind or have low vision. The disability awareness training and pylon projections contribute to the ongoing cultural change that is required to achieve true inclusion.

Simplifying signage with the use of symbols allows for better communication to the diverse audience attending the event.



4 – Sydney NYE Auslan Welcome projection on Sydney Harbour Bridge Pylon



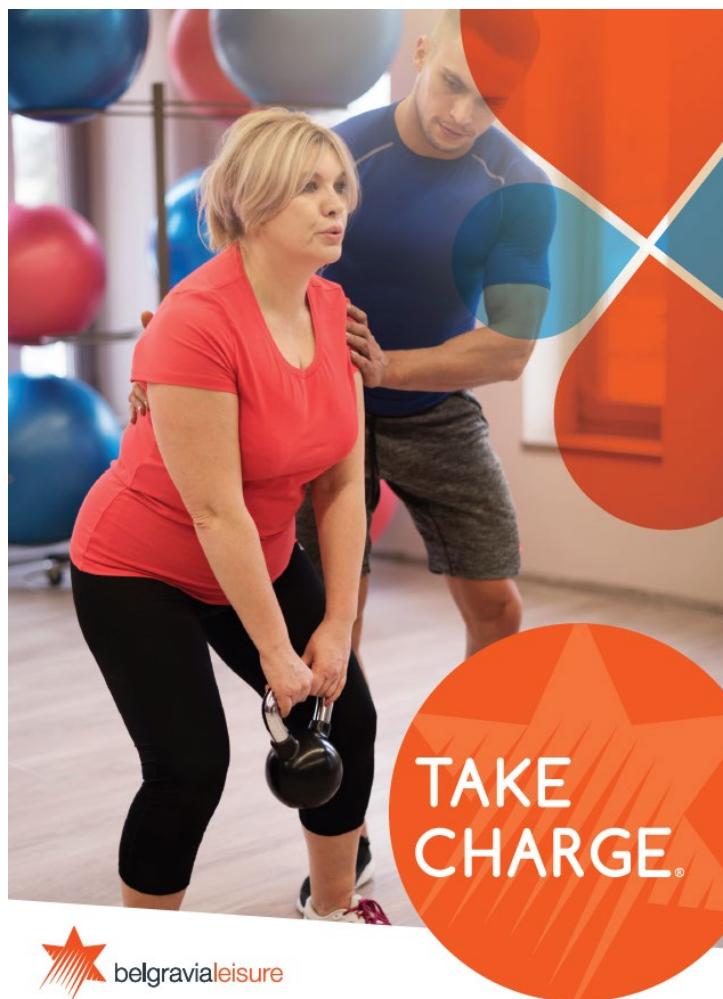
### Case Study – Take Charge! Mental Health Swimming Program

Take Charge® is an evidence-based program that provides support to adults with mental illness living in the City of Sydney. The program offers a complimentary 60-day membership at three City of Sydney aquatic centres: Cook and Phillip Park Aquatic Centre, Ian Thorpe Aquatic Centre and Victoria Park Pool. It also offers one on one support from an exercise coach to help develop a structured, goal-oriented program that focuses on the development of an individual's overall wellbeing through participation in physical activity.

Take Charge® allows participants to strengthen social ties, have regular contact with others and reduce isolation. It also assists in raising a person's self-esteem, self-worth and overall social functioning which can significantly aid in an individual's recovery, and contribute to feelings of social, emotional and physical well-being. Take Charge® aims to reduce barriers to supports, using physical activity as a form of therapy.

#### Feedback from Take Charge participants:

- "The Take Charge program gave me the opportunity to get fit and meet new friends".
- "Before Take Charge I hadn't exercised regularly for 6 years, laziness was the biggest barrier. During the program I came 5 -6 days a week! I experienced lower stress levels, decreased feelings of sadness and loneliness and improved my technique in the gym".
- "I felt very supported throughout the program, the staff are friendly and I felt as though I belonged".
- One month in to the program and I have noticed improved sleep, I have improved self-confidence, decreased isolation and an increased sense of purpose.'
- 'I enjoy the social aspect of training with some of the other participants and the community feeling of the gym.'
- 'I am extremely grateful for the program and the opportunity, it has laid a great foundation for other aspects of my life.'



5 – Take Charge! Mental Health Swimming Program Brochure

- "The program has very friendly and helpful staff, making it a very comfortable environment to train in".



### Case Study – Tactile and Braille Street Signs

A network of tactile street signs has been rolled out across every signalised pedestrian crossing throughout the City of Sydney local area, making it safer and easier for people of all abilities to navigate our streets.

More than 2,100 braille and raised letter signs have been installed following extensive community consultation and on-site testing with Guide Dogs NSW/ACT and Vision Australia. This tactile sign network is now the most comprehensive in Australia.

The braille and tactile signs are part of the City's legible Sydney wayfinding system that also includes pedestrian-friendly maps, information pylons, new signs and digital technology.

The tactile aluminium panels feature street names and building numbers in both braille and large, raised lettering to allow touch-reading by people who are blind and close range reading for those with low vision. They have been placed next to push buttons at every signalised pedestrian crossing across the local area, replacing worn out rubber panels.

While the tactile signs are designed mainly for people who are blind and vision impaired, they also make street location information easier to access for everyone. Vision Australia and Guide Dogs NSW have welcomed the rollout, saying many people will benefit from clear, consistent and accessible wayfinding information.

One Guide Dog user explains how the Tactile and Braille street signs help her be more independent.

"Would you please convey my gratitude for all the effort that has gone in to the signage. I am a Guide Dog user who walks extensively around the city, Surry Hills and inner east. It is so good to be able to read a street sign and identify where I am at any given time. It is so freeing not to have to ask members of the public 'can you please tell me what street this is'. It also means that I don't have to hold to memory, exactly how many streets I have crossed; e.g. knowing that the street I need is the tenth, and having to count each one to keep track of where I am in relation to my destination."

### Case Study – Inclusive Sports Day, Alexandria Park

In April 2018, the City hosted an Inclusive Sports Day event in Alexandria Park targeted at all young people aged 12-25 years old. The event included tennis, basketball, soccer, badminton and wheelchair sports. The event also included chill out spaces and the opportunity for people to use simulator masks produced by Vision Australia which simulate how a person will see if their vision has been affected by cataracts or diabetic retinopathy.

### Case Study – Disability Inclusive Sports and Recreation Directory

The Disability Inclusive Sports and Recreation Directory has recently been expanded to include all disability-inclusive events, programs and activities. This expansion will provide a more comprehensive list of inclusive events, programs and activities across the City of Sydney area.

The directory page also includes a link to guidelines that outline key access and inclusion considerations for event organisations to refer to when planning and delivering events within the City of Sydney area.

The updated directory will be further promoted to organisations that run events in the City to attract a higher number of listings.



6: Nicole Holmes from Guide Dogs NSW ACT tests tactile and Braille Street Signs

## Direction 2: Progress report

### Accessible places and spaces

Objectives	Actions: What we will do	Timing	2017-2018 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 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>Tactile and braille street signs – see case study above.</b></p> <p><b>Quiet spaces</b></p> <p>Work to identify opportunities to provide designated quiet spaces for people with sensory processing disorders has not yet commenced.</p>	<p>Work to collect data on the percentage of footpaths throughout the Liveable Green Network with accessible kerb ramps has not yet commenced.</p> <p>164 projects (45%) of the City's Pedestrian and Access Program improved accessibility outcomes within the public domain through upgrading non-compliant ramps, footway and kerb and gutter renewal and upgrades and paver infills.</p> <p>100% (n=2100) signalised pedestrian crossings include tactile and braille signage.</p>
Public domain infrastructure is accessible, its design, maintenance and	5. Explore the provision of charging points for personal devices such as phones,	2017-2020	Not yet commenced.	

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
management enables people with disability to travel through the City with dignity and independence.	electric bikes and mobility scooters in the public domain and community facilities where appropriate.			
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	6. Deliver a new City centre all-inclusive play space.	2021	<p>The City is currently in the pre-design phase of new all-inclusive play spaces at Cook and Phillip Park and The Crescent in Annandale.</p> <p>The City has inclusive play equipment and elements at the following locations:</p> <ul style="list-style-type: none"> <li>– Pirrama Park playground, Pyrmont – inclusive spinner, sand and water play and musical elements.</li> <li>– Sydney Park playground, Alexandria – sensory maze, sand and water play and musical elements.</li> <li>– Redfern Park playground, Redfern – wheelchair accessible play equipment linked by synthetic softfall and water-play feature.</li> <li>– Alexandria Park playground, Alexandria; Wulaba Park playground, Green Square; Harry Noble Reserve playground, Erskineville; Tote Park playground, Zetland; Ward Park toddlers playground, Surry Hills; Turruwul Park playground, Rosebery – all include wheelchair accessible play equipment linked by synthetic softfall.</li> </ul>	Ten inclusive play opportunities in the City of Sydney area.
Public domain infrastructure is accessible, its design, maintenance and management enables people with	7. Review the current provision of mobility parking spaces in the City of Sydney, and develop strategies to maximise the	2017-2019	<p>The City is in the process of examining the current provision of mobility parking spaces across the City of Sydney area.</p> <p>The City has reviewed and updated the <u>Neighbourhood Parking Policy</u>. The policy allows parking permits for support workers or service provider's while the support worker or service provider is providing in-home support.</p>	<p>Number of spaces within 200m of key social infrastructure:</p> <ul style="list-style-type: none"> <li>– 100% Community Centres (13)</li> </ul>



Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
disability to travel through the City with dignity and independence.	access and inclusion outcomes associated with mobility parking.			<ul style="list-style-type: none"> <li>– 52% Community Venues for Hire (12 of 23)</li> <li>– 73% Libraries (8 of 11)</li> <li>– 60% Hospitals (3 of 5).</li> </ul>
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	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 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>282 mobility parking spaces shown on the City of Sydney website.</p> <p>This is approximately 88% of all on-street mobility parking spaces listed on the City of Sydney website.</p>
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	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	2019-2021	Not yet commenced.	

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
	in parking stations.			
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	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>– Juanita Nielson Community Centre</li> <li>– Alexandria Town Hall</li> <li>– Erskineville Town Hall</li> <li>– Glebe Town Hall</li> <li>– Harold Park Function Hall</li> <li>– Redfern Town Hall</li> <li>– Surry Hills Function Hall</li> <li>– Harold Park Community Hall</li> <li>– Surry Hills Library.</li> </ul>	19% of City of Sydney community facilities, venues and libraries have hearing augmentation installed.
Emerging technologies empower greater independence for all people, including people with disability, to navigate and access public spaces.	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	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>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 following number of hits over the 2017-2018 year:</p> <ul style="list-style-type: none"> <li>– 797 page hits (July-September)</li> </ul>	<p>An average of 277 hits per month.</p> <p>There was no external feedback on the accuracy of the map over the 2017-2018 period.</p>

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
	access public spaces.		<ul style="list-style-type: none"> <li>– 880 page hits (October-December)</li> <li>– 736 page hits (January-March)</li> <li>– 913 page hits (April-June).</li> </ul>	
Local businesses are more accessible and inclusive to people with disability, parents with prams and older people, as well as their friends and families.	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>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>The award recognises businesses that address the needs of a diverse community including seniors, people from culturally and linguistically diverse backgrounds, and people with disability.</p> <p>There have been no grants awarded or resources distributed to encourage local businesses in the City of Sydney local area to develop their businesses to be more inclusive and accessible to people with disability.</p>	

#### Diverse housing tenures and types

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
More housing in the City of Sydney is universally designed. It will meet the needs of	13. Encourage delivery of housing in the local area that is universally	2019-2021	Not yet commenced.	



Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
people with disability and support people to age in place.	accessible for people and meets the Gold Standard of the Liveable Housing Australia Design Guidelines.			

### Sense of belonging and connection to place

Objectives	Actions: What we will do	Timing	2017-2018 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 2017-2018, <b>1,073</b> (87%) of programs offered in the City's community centres were accessible to people with disability.</p> <p>Some highlights included:</p> <ul style="list-style-type: none"> <li>– Accessible ceramic classes at Pine Street Creative Arts, Chippendale.</li> <li>– Information Technology Troubleshooting at Ultimo Community Centre.</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>	Data not yet available on the percentage of people identifying as person with disability participating in City-delivered programs/initiatives that report increased connection to community has not yet commenced.
Opportunities for inclusive participation are available at City of Sydney facilities,	15. Continue to deliver inclusive sport and recreation activities through	Ongoing.	<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>– Chair Yoga and meditation at two community centres.</li> <li>– Gentle exercise groups at nine community centres.</li> </ul>	21 inclusive sports and recreation programs featured on <u>What's On</u> as at July 2018.

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
and people with disability can easily identify opportunities that meet their preferences and needs.	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>– Walking basketball at one community centre.</li> <li>– Wheelchair basketball at one community centre.</li> <li>– Wheelchair tennis coaching and socials at Alexandria Park and Prince Alfred Park tennis centres.</li> </ul>	
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.	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.	Ongoing.	<p>The City works closely with Belgravia Leisure, who manage the City's aquatic and recreation centres. Belgravia Leisure continue to implement the Belgravia Leisure's Disability and Diversity Strategy, which includes the development and implementation of programming to enhance people's social and emotional wellbeing and promote opportunity for participation for everyone.</p> <p>The following programs and initiatives have been implemented 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> <ul style="list-style-type: none"> <li>– <b>Swimming Well</b> – a water safety and pathway to swimming independence program targeted towards those experiencing mental health issues. Six regular attendees and 15 casual attendees.</li> <li>– <b>Take Charge</b> – a health and wellbeing program supporting adults experiencing mental health issues. This program operates at Cook and Phillip Park Aquatic Centre, Ian Thorpe Aquatic Centre and Victoria Park Pool.</li> </ul> <p>An increase in referrals to these programs has been observed as a result of the programs being featured on the City's Disability Inclusive Sports and Recreation Directory.</p> <p><b>City community centres:</b></p>	<p>The City collaborates with Belgravia Leisure on three mental health initiatives within the City's aquatic centres.</p> <p>The City delivered two mental health events within the City's aquatic centres.</p>

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
			The City's Harry Jensen Community Centre and King George V (KGV) Recreation Centre hosted R U OK? Day events. The R U OK? Campaign aims to lessen the prevalence of suicide by creating a world where people feel connected.	

### Diverse Thriving Communities

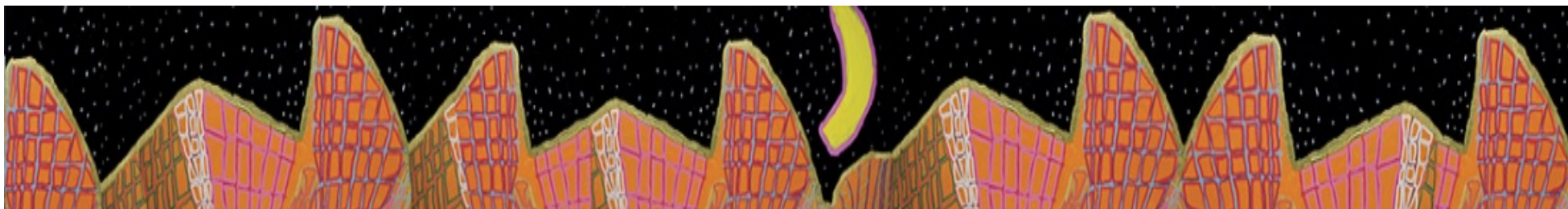
Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences and needs.	17. Deliver the City's first fully accessible Changing Places Toilet™ at the Gunyama Park Aquatic 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 Gunyama Park and Green Square Aquatic Centre is currently under construction. It includes the first Changing Places™ toilet delivered by the City of Sydney.</p> <p>A review of the National Public Toilet Map and other major developments identified two adult change facilities toilets were located in the City of Sydney local area.</p> <ul style="list-style-type: none"> <li>– One adult change facilities toilet located within Westfield Sydney on Level 2.</li> <li>– One adult change facilities toilet located within the International Convention Centre, Darling Harbour.</li> </ul>	Two Lift & Change facilities in the City of Sydney local area.
Opportunities for inclusive participation are available at City of Sydney facilities, and people with	18. Continue to demonstrate leadership in the delivery of inclusive City of Sydney events,	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><u>City of Sydney produced events</u></b></p>	<p>Overall, the City delivered four and supported six major events.</p> <p>All of these included accessible venues/viewing areas and featured</p>



Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
disability can easily identify opportunities that meet their preferences and needs.	and implement strategies to ensure continuous improvement in this area for all events in the City of Sydney.		<p>Sydney New Year's Eve – the City works closely with a number of NSW government agencies to plan and produce the Sydney New Year's Eve event. See case study above.</p> <p>Chinese New Year (CNY) events 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>Sydney Christmas events provided:</p> <ul style="list-style-type: none"> <li>– hearing loops</li> <li>– Auslan interpreters</li> <li>– accessible toilets</li> <li>– easy access to all sites.</li> </ul> <p>Art and About provided:</p> <ul style="list-style-type: none"> <li>– Auslan interpreter at launch events</li> <li>– supervisors briefed on all accessible access points, lifts and accessible toilets.</li> <li>– Intangible Goods event - raised awareness about mental health issues.</li> </ul> <p><b><u>Major Events supported by the City of Sydney</u></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>	inclusive program for 2017-2018.

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
			<p>All of these festivals also participate in the <a href="#">Accessing Sydney Collectively</a> program from Accessible Arts, which was also supported by the City of Sydney.</p> <p>The types of inclusive and accessible features provided across these Festivals included:</p> <ul style="list-style-type: none"> <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>– Sensory adjusted and relaxed performances.</li> <li>– Interactive guest experiences for small groups or individual who may not be able to participate fully within a specific event.</li> </ul> <p><b><u>Disability-inclusive event guidelines:</u></b></p> <p>New guidelines were produced for City of Sydney staff to assist them to provide inclusive and accessible events.</p> <p>The guidelines for disability-inclusive events outline key access and inclusion considerations to be referred to when planning and delivering events within City venues and outdoor spaces. These guidelines were presented to relevant business units across the City of Sydney.</p> <p>A summary of the guidelines is also provided to external event organisers who hire our venues to consider when planning events in our facilities.</p>	

## Vibrant Creative Life



7 – Sydney Opera House at Night, by Emily Crockford

Objectives		Actions: What we will do	Timing	2017-2018 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> <ul style="list-style-type: none"> <li>– Four people who are blind or have low vision and three carers attended accessible ceramic class at Pine Street, Chippendale.</li> <li>– Ceramic sculpture and painting classes at Ultimo Community Centre.</li> <li>– The City provided a grant to Assisted Community Living to deliver the <b><u>Gig Buddies program</u></b> that aims to increase the participation of people with learning disability as audience members at live music events.</li> <li>– The <b><u>City of Sydney's Site Works program</u></b> aims to provide artists with the opportunity to display their work on a large scale construction hoardings across the City area. <i>Sydney Opera House at Night</i>, by Emily Crockford, Sydney is one such artwork. Emily is an emerging artist who has an intellectual disability. Emily's artwork has been used on numerous hoardings across the city.</li> </ul>	<p><b>One</b> program that enables people with disability to participate as audience members.</p> <p><b>Three</b> programs to support people with disability to develop as artists.</p>



# Direction 3: Meaningful employment

This section includes a progress report that details action taken by the City to provide meaningful employment opportunities for people with disability and carers and support staff in the workplace.

Over the 2017-2018 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 raise awareness of mental health, reduce stigma around mental health issues and provide training and support to employees with lived experience of mental health issues and their managers.

## Case Study – Mentally Healthy Workplace Plan 2017-2021 and Peer Support Program

The City's Mentally Healthy Workplace Plan 2017-2020 includes has three strategic focus areas:

- Increasing awareness of mental health conditions and reducing stigma.
- Supporting employees with mental health conditions to return to or stay at work.
- Reducing risks to mental health in the workplace.

### Peer Support Program

A Peer Support Program was established to enable staff to readily access support and information around mental health issues.

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.

This shared or lived experience may include:

- Personal experience in managing mental health issues.
- Familiarity with the work area and work role.
- Specific lived experience in areas such as LGBTQI, Aboriginal & Torres Strait Islander, Disability, Carers.

The City's Peer Supporters underwent a comprehensive two day training program to provide them with the skills to be able to offer advice and support to City staff around mental health issues and assist them to access appropriate information and supports.

The program was established and launched over July-August 2018 with 38 Peer Supporters joining the program and a dedicated City intranet web page to guide staff on how to access a Peer Supporter as well as links to mental health resources. It is anticipated that the program will be further expanded in 2019.

## Direction 3: Progress report

### Inclusive Growth Opportunities

Objectives	Actions: What we will do	Timing	2017-2018 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 of Sydney 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 2017-2018, 1.5% of staff identified as a person with disability – this figure remained static from 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	For 2017-2018, there were two successful placements of people with disability through the Australian Network on Disability Stepping Into Program and University of Sydney – Uni2Beyond employment program for people with intellectual disability.	
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	Not yet commenced.	

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
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	The City's leadership skills for team leaders and supervisors program highlighted the importance of inclusion and diversity in the workplace, as well the City's commitment to an inclusive and accessible city for all as outlined within the A City for All: Inclusion (Disability) Action Plan 2017-2021.	48 supervisors and team leaders took part in 2017-2018, ensuring all frontline supervisors have undertaken the course over the past 18 months.
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's Mentally Healthy Workplace Plan 2017-2020 was developed in line with guidance provided in Beyond Blue's <i>HeadsUp</i> framework for employers.</p> <p>The Mentally Healthy Workplace Plan includes guidance and resources for supporting employees with mental health conditions to remain or return to work by:</p> <ul style="list-style-type: none"> <li>– Encouraging employees to seek support and treatment early.</li> <li>– Increasing the confidence of employees to have a conversation with colleagues around mental health.</li> <li>– Assisting managers and staff to consider what changes could be made to the workplace to remain / return to work.</li> </ul> <p>The City's Workplace Adjustment Policy outlines the specific assistance which can be provided to enable an employee to return or remain at work including the specific responsibilities of supervisors and the City's Return to Work Coordinator.</p> <p>The Mentally Healthy Workplace Plan and Workplace Adjustment Policy were both reviewed in 2017.</p>	
The City of Sydney's	25. Finalise the Sustainable Procurement Guidelines and	2017-2021	Not yet commenced.	



Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
procurement policies contribute to the creation of more meaningful employment outcomes for people with disability.	further explore and develop implementation strategies in accordance with the procurement requirements under the <i>Local Government Act 1993</i> .			

# Direction 4: Equitable access to mainstream services



8 – City of Sydney Inclusion Disability Advisory Panel, 2018

## Case study – City of Sydney Inclusion Disability Advisory Panel

The City of Sydney's Inclusion (Disability) Advisory Panel provides strategic, expert and impartial advice to the City on the development, implementation and review of City policies, strategies and plans to advance inclusion of people with disability. Panel members are a key source of advice and expertise on the City's access and inclusion issues and opportunities.

The panel of 10-12 community members bring a diverse range of expertise. The panel was established in 2011. Panel members are appointed for a two-year term. Five new members were appointed in 2017. Over 40 people applied for the five available positions on the panel, with the selection process ensuring the panel included a diverse range experience, expertise and interest in disability and inclusion.

The panel was instrumental in the design and development of *A City for All: Inclusion (Disability) Action Plan 2017-2021* and continues to play a critical role in monitoring and providing advice for the plan's implementation. For more information on the panel and panel members visit the [City's Inclusion Advisory Panel](#) webpage.

For more information on the panel and members visit the [City's Inclusion Advisory Panel](#) webpage.

**Direction 4: Progress report****Balanced and inclusive local decision making**

Objectives	Actions: What we will do	Timing	2017-2018 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. At the end of 2017, seven remaining original panel members stepped down, and five new panel members were appointed, joining five panel members that were appointed in 2016.</p> <p>New membership brings fresh perspectives and a greater diversity of people with disability.</p> <p>For 2017-2018, the City's Inclusion (Disability) Advisory Panel provided advice on the following plans, strategies and policies:</p> <ol style="list-style-type: none"> <li>1. Waste Strategy and Action Plan 2017-2030.</li> <li>2. The City's submission to Transport for NSW on the draft Disability Inclusion Action Plan.</li> <li>3. Guidelines for disability-inclusive events.</li> <li>4. A review of the Neighbourhood Parking Policy.</li> <li>5. Draft Cycling Strategy.</li> <li>6. Late-night trading in Sydney.</li> <li>7. Draft Social Sustainability Policy and Action Plan.</li> </ol>	<p>The panel were consulted on seven new City policies, strategies and initiatives.</p> <p>In 2017-2018 there were no specific outreach activities conducted with people with disability and disability sector stakeholders during public consultations. The City reaches out to disability peak bodies to provide feedback on key City policies/strategies/initiatives.</p>
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	Not yet commenced.	



## Transparent Accountable Governance

Objectives	Actions: What we will do	Timing	2017-2018 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 Accessibility Policy was reviewed and updated in 2017 to include further detail on accessibility standards for websites, apps, non web-based software and digital documents.</p> <p>The policy includes increased focus on ensuring software is compatible with assistive technologies and devices for all web applications, websites and digital content including audio, video and slideshows.</p> <p>Any document that is uploaded to the Sydney Your Say website for public exhibition and feedback is required to be available in an accessible format, either tagged PDF and/or accessible Word format. Other major strategies and key documents have been made available in a number of accessible formats such as Easy Read and Large Text.</p> <p>The Sydney Your Say website also 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 2017-2018, seven major policies and plans were published online in accessible formats.
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>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> <p>In 2017-2018, the City's Web team conducted an accessibility audit of the What's On events directory. Barriers to access were identified and resolved.</p> <p>Ahead of a rebuild of the Sydney New Year's Eve website, accessibility and usability testing was conducted. A diverse range of people with different access requirements, including English as a second</p>	In 2017-2018, the City conducted two accessibility audits on City web properties to ensure WCAG AA Compliance.

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
			<p>language were among the 10 users who took part in the one-on-one 60 minute sessions. The outcomes of user testing informed the redesigned <u>Vantage Point Map</u> but also the labelling and content, benefiting all users.</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>	

### 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 with disability applying for grants.	2017-2019	The City conducted a preliminary review of the accessibility of the City's Grant Application processes and systems and is in the process of identifying strategies to make the grants systems and processes more inclusive and accessible.	<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 public procurement of ICT products and services</i> - to guide the City's Information and communications technology procurement practice.	Ongoing.	<p>The City's Council and Committee Report System was reviewed for accessibility. Council and Committee reports now meet digital accessibility requirements.</p> <p>New or upgraded library Radio Frequency Identification (RFID) kiosk systems include adjustable heights for access.</p> <p>The City's Information Services is focused on reviewing and considering the implementation of the Standards over the coming years.</p>	<p>Standards adopted by the City.</p> <p>2 new ICT infrastructure meets Standards.</p>

Objectives	Actions: What we will do	Timing	2017-2018 status and progress update	Measures
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	Not yet commenced.	
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.	2018-2019	Not yet commenced.	
Community Transport funded by the City of Sydney is accessible to people with disability.	34 Continue to work with Village to Village community transport services funded by the City of Sydney to achieve compliance with the <i>Disability Standards for Accessible Public Transport 2002</i> .	2017-2019	The City is working with our funded Village to Village transport service provider to review current access provisions and identify strategies to meet requirements with the relevant parts of the <i>Disability Standards for Accessible Public Transport 2002</i> .	Data not yet available.