



Inclusion (Disability) Action Plan

Annual Report
2020/2021



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Introduction

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, including this in the annual report.

The purpose of this report

This annual report details progress made during the 2020/21 financial year on the delivery of scheduled actions identified in A City for All: Inclusion (Disability) Action Plan 2017-2021.

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

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

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

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

Key achievements from 2017-2021

Over the last four years the City has continued to deliver priority actions, identified by our community, that advance the inclusion of people with disability.

A key focus has been to address physical barriers in our built environment to provide greater access to our parks, playgrounds, facilities, open spaces, and streets.

Opportunities for inclusive participation through events and programs and greater access to information in accessible formats has also been a priority.

The City will continue to build on the successes of this plan, strengthen our processes and identify opportunities to address emerging issues as outlined by our community in the recently endorsed Inclusion (Disability) Action Plan 2021-2025.

Included below are some key highlights the City has implemented over the last four years.

Direction 1 – Positive community attitudes and behaviours

Disability awareness training and specialist training

- The City continued to build disability awareness, competency, and confidence of employees over the four years. In 2021, 1892 employees - nearly 95% of workforce - completed the Inclusion (Disability) Awareness Training module.
- Approximately 800 employees completed specialist disability training from 2017-2021. This training covered a range of topics including mental health first aid, access in the built environment, creating documents in accessible formats and management training.

Programs that build more positive community attitudes towards people with disability

The City continued to deliver a range of programming aimed at fostering positive community attitudes toward people with disability and people with a lived experience of a mental health condition.

One of the standouts has been the City's Auslan and English Storytime program. The program began in 2017/18 to promote Deaf

culture and build Deaf and English literacy for pre-school age Deaf and hearing children and their friends and families. From 2017-2020 the City has recorded 973 attendances. In 2020/21 in response to Covid-19, the City published 40 Auslan and English Story time video's online in response to the Covid-19 Pandemic. Forty Auslan and English story time videos were delivered by Deaf presenters. The videos now reach a much larger audience and have so far been viewed 13,298 times by people across the City of Sydney, NSW, and Australia.

Direction 2 – Liveable communities

Building a more inclusive physical environment

- A network of tactile street signs was rolled out across every signalised pedestrian crossing in the City of Sydney local area, making it safer for people who are blind or have low vision to navigate our streets. More than 2,100 braille and raised letter signs were installed following extensive consultation and on-site testing with Guide Dogs NSW/ACT and Visions Australia.
- The City continued to implement the Pedestrian and Access Program from 2017-2021. This program focuses on access upgrades and renewal projects to improve. The program includes upgrades and renewal of assets on our streets to improve safety and accessibility for people with disability. This includes upgrade or renewal of non-compliant ramps, kerbs and gutters, footways and upgrading and improving material across footpaths to ensure more consistent footway surface.
- In 2019, the City's Inclusive and Accessible Public Domain Policy and Guidelines were adopted. 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 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.

- Two Changing Places facilities have been installed by the City of Sydney at the Abraham Mott Community Space in Millers Point and The Gunyama Park Aquatic and Recreation Centre in Green Square. These accredited toilets are specialised facilities that include a height adjustable adult change table and a hoist and tracking system within a significantly larger than usual bathroom space. These facilities enable residents, workers, and visitors with profound disabilities to participate in cultural, learning, and social activities in the City of Sydney by providing a suitable location to comfortably change.
- The Gunyama Park Aquatic and Recreation Centre was officially opened in February 2021. The facility is an inclusive physical activity hub that was designed to be enjoyed by everyone. The City's Inclusion (Disability) Advisory Panel provided advice on the design of the centre to ensure it was accessible and inclusive for people with disability. The centre includes the following accessibility features: ramped access to all pools, a hydrotherapy pool, two moveable pool hoists, a hearing loop, A charging point for electric mobility devices, a Changing Places facility equipped with a height adjustable adult-sized change table and a ceiling hoist track system from the facility to the pool deck.
- The complex is also the first in NSW to include an Access Key. The Access Key is an online guide that provides visitors with Autism, cognitive disability, intellectual disability, dementia, and Alzheimer's information to help them familiarise themselves with the facility and plan their journey ahead of time, online. information, particularly people on the Autism Spectrum, people with Alzheimer's to help visitors familiarise themselves with the facility and plan their journey ahead of time, online.

Inclusive participation in events and programs

- Since 2011, inclusion and access principles have been applied to the planning of the Sydney New Year's Eve event. The event has continued to improve accessibility features to ensure greater access for people with disability, their families, and friends. Some of the inclusion and access features include: a dedicated accessibility officer, an accessible golf cart service, accessible viewing platforms, live audio description of the event, Large-print, easy-read and audio event guides.
- In 2019 the City's Inclusive and Accessible Event Guidelines were adopted. These 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.
- Belgravia Leisure, who manage the City's Aquatic Facilities, continue to run a number of inclusive programs. These include: Swim Champs, a swimming and water safety program for children with disability; Swimming Well and Take Charge are both swimming and wellbeing programs to support adults with mental health conditions to remain independent and active.

Direction 3 – Meaningful employment of people with disability

- In 2021 the City achieved 'Disability Confident Recruiter' status. As a 'Disability Confident Recruiter', the City is committed to providing fair and equitable treatment of candidates with disability.
- The City's entry-level employment and development program provides young people with opportunities to gain experience in the workplace and skill development. In 2019 the City focused its graduate internship on young people with disability. Two young people were chosen to job-share for an 18-month paid internship. The internship enabled the graduates to learn important skills and gain experiences to enhance their future employment opportunities and career growth.

- In 2018 the City endorsed a revised Workplace Flexibility Policy. The policy aims to enhance employee wellbeing by helping employees manage the changing demands of work and personal life. The types of flexible work arrangements available to employees include variation in hours, job sharing or working part-time, working a 19-day month, or working remotely

Direction 4 – Equitable Access to Mainstream Services

Engaging people with disability in decision-making processes

- The City established the Inclusion (Disability) Advisory Panel in 2012. The Panel strategic advice, and diverse lived experiences of disability, have been instrumental in our journey to inclusion so far. Over the years the Panel has provided input and advice on a number of key projects and initiatives ranging from the Waste Strategy and action Plan, Draft Cycling Strategy, Cook and Phillip Park inclusive Playground concept design, City of Sydney local housing strategy and the development of the Inclusion (Disability) Action Plan 2021-2025 and our new long-term vision and Community Strategic Plan to 2050
- One of the four guiding principles of the City's Community Engagement Strategy is that our consultation is inclusive and accessible. The City fulfils this principle

through accessible online documents, enabling a variety of ways to give feedback including by phone, Easy English versions and accessible events including live captioning,

Enabling greater access to information

- In 2019 the City's Digital and Print Accessibility Policy and Procedures were updated to ensure that City staff, suppliers and contracts comply with current standards and provide access information both digitally and in print. The updated policy and procedures, developed in collaboration with Vision Australia, will ensure that the City meet current standards and provide accessible information both digitally and in print. The updated policy also provides a framework for selecting alternative formats for documents. This helps to determine the most appropriate format, depending on the audience and the type of document being produced.
- In 2020/21 the City upgraded the Online Access Map. This new map combines existing data: mobility parking spaces, accessible public toilets, key transport nodes, stairs, and steep inclines as well as the following new data sets: lifts, seats, bus shelters, information kiosks and navability for six selected locations. The map and data behind the map are available to the public on the City's Data Hub.

Inclusion (Disability) Advisory Panel

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.



1 - Judy Harwood



2 - Julie Millard



3 - Morwenna Collett



4 - Mark Tonga



5 - Max Burt



6 - Nidhi Shekaran



7 - Dr. Phillippa
Carnemolla



8 - Sabrina
Houssami (Chair)



9 - Tara Elliffe

Remembering Leonie Jackson



10 – Leonie Jackson

The City of Sydney and the Inclusion (Disability) Advisory Panel acknowledge Leonie Jackson our colleague and valued panel member who tragically died on 17 January 2021.

Leonie was a valued member of the City's Inclusion (Disability) Advisory Panel. Leonie joined our Panel in 2020, providing strategic advice to our organisation on how to advance the inclusion of people with disability in our community. Leonie's experience as both a proud Deaf person and as an experienced and highly skilled professional in the disability sector was a great asset to the City and our work on disability inclusion. Leonie advised the City on how to ensure our practices were not only inclusive to members of the Deaf community, but also celebrated Deaf culture.

Leonie was also the Executive Manager, Advocacy and Strategic Partnerships with the newly merged Deaf Services and the Deaf Society NSW.

Leonie's unique experiences as both a Deaf person and as a professional working in a number organisations with a focus on the Deaf community was an asset to the City of Sydney and our panel.

Leonie was a passionate advocate for the Deaf community and dedicated much of her life to preserving Deaf culture. Leonie worked extensively in the disability sector in advocacy, teaching, and service delivery roles.

Leonie will be remembered for her significant contributions to the Deaf community including her work to advance bilingual education for Deaf children in Australia.

Direction 1: Positive community attitudes and behaviours

During 2020/21, the City rolled out new Inclusion (Disability) Awareness Training for all employees. Employees continued to access a variety of specialist 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 some 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.

Online programs helped to prevent social isolation and assist our community to remain connected online during the pandemic. In some cases, the community told us 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.

Cast Study One— Inclusion (Disability) Awareness Training for all staff

In November 2020 the City launched its new online inclusion (disability) awareness training for all employees and contractors working at the City. The online training has now been completed by 1,892 staff as at June 2021.

The new training is a key achievement of this action plan and supports the City's commitment to building a more inclusive and diverse city and workforce. The content and e-learning module was developed by City of Sydney staff. The training provides employees with a foundational understanding of disability and the value of inclusion and aims to increase awareness of the responsibilities of local government under the *NSW Inclusion Act 2014* and the *Disability Discrimination Act 1992*.

To ensure that the training itself was inclusive and accurately depicted the experiences of people with disability and mental health conditions, the City consulted the Inclusion (Disability) Advisory Panel, Autism Spectrum Australia, and NSW Council for Intellectual Disability.

The training includes several accessibility features including:

- Closed captions/transcript to assist people who are hard of hearing, Deaf people or those who prefer to read rather than listen to the narration;
- Optional audio description for those who are blind or have low vision. Alt text for all images for those who are blind or have low vision and therefore require the use of assistive technology;

- Definition of focus order for all slide text/objects to ensure screen readers can identify the logical order of text/objects on each slide;
- The use of visual aids to accompany narration to enhance understanding of complex concepts;
- Interactive activities designed to be inclusive for all, with consideration given to people with limited mobility.

The training will continue to be offered to new employees and will be reviewed and refreshed as required.



11 - Screenshot of Inclusion (Disability) Awareness Training

Direction 1: Progress report

Harmony and social inclusion

Objectives	Actions	Timing	2020/21 status and progress update	Measures
City of Sydney employees 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.	1. Continue to implement a program of disability awareness and confidence training for City of Sydney employees.	Ongoing	<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 employees.</p> <p>Online Inclusion (Disability) Awareness training</p> <p>A new Inclusion (Disability) Awareness training module was developed and delivered to all employees in 2020/21. This training module replaced the previous Disability Awareness training.</p> <p>Aquatic Centre staff training</p> <p>Belgravia Leisure have developed and rolled out new induction training at the onboarding stage for all new employees. The training assists employees to understand the importance of diversity and inclusion across all centres. It also provides all employees with information of programs that are in operation across all five centres.</p> <p>Specialist disability training</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"> – International Day for People with Disability staff awareness event. – Training in creating Easy Read documents 	<p>The new Inclusion (Disability) Awareness Training module has been completed by 1,892 employees in 2020/21. (The previous module was completed by 56 employees in 2018/19).</p> <p>370 Belgravia Leisure staff, or 92 per cent have completed YouMeUs disability awareness training in 2020/21. (The previous training was completed by 356 employees in 2019/20).</p> <p>101 City employees accessed information and completed specialist disability and inclusion training, including mental health training in 2020/21. This compares to 126 in 2019/20.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Managers guide to workplace inclusion – Common accessibility issues arising during design and construction – Diversity and inclusion public sector conference – Engaging People with Disability Guidelines 	
			<p>Mental Health training</p> <p>The City continued 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"> – Workers with Mental Health Illness - A Practical Guide for Managers – Mental Health First Aid – Approaching an employee you are concerned about. – Managing mental health risks at work. – Wellness Coaching for Health & Fitness Professional Level 1 – Managing complex mental health conditions in the workplace – Mindfulness and Resilience to Stress at Work 	
			<p>Aquatic Centre Staff Mental Health training</p> <p>In February 2021 Belgravia Leisure launched a Mental Health eLearning Program (MHeLP) giving employees access to two-hour training on mental</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>health providing them with the skills and strategies to:</p> <ul style="list-style-type: none"> – Build resilience, self-esteem, and confidence – Help make centres more inclusive – Support mental health recovery – Tackle stigma and discrimination around mental health 	
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, understanding and respect.	2. Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.	2017-2021	<p>Images of people with disability</p> <p>The City continues to encourage the use of images of people with disability in City publications and online materials. An additional 37 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:</p> <ul style="list-style-type: none"> – City of Sydney Operational Plan 2020/21, – Digital Strategy, – Inclusion (Disability) Action Plan 2017-2021 – Annual Report, – Inclusion (Disability) Action Plan 2021-2025, – 2021 People Strategy and – within City of Sydney news stories. <p>Aquatic Centres</p> <p>Images of people with disability have been used by Belgravia Leisure to reflect the diversity of our community. Images have been used in mainstream publications and digital platforms including:</p> <ul style="list-style-type: none"> – Video shared on social media of a customer of the Ian Thorpe Aquatic Centre, Mark, who lives with a disability. 	<p>Out of a sample of eight City of Sydney public documents, five included images of people with disability.</p> <p>In 2020/21 1,300 events were submitted to What's On that listed one or more accessibility features. This is an increase on the previous year when there were 600 events.</p> <p>Five articles tagged 'people with disability' were published on City of Sydney News.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Social media campaign featuring images of people with disability to promote International Day for People with Disability – People with disability featured on the promotional material for the Wheelchair Aussie Rules run at Cook+Phillip Park Pool. – The new corporate website pages for the pools feature images of people with disability. <p>Belgravia Leisure celebrated International Day for People with Disability through a social media campaign promoted across the platforms of all five pools.</p> <p>In addition, Cook and Phillip Park partnered with Wheelchair Sports NSW/ACT to host a 'Come & Try Day' for Wheelchair Aussie Rules. Wheelchair Aussie Rules has now become a regular event at Cook and Phillip Park on Saturday afternoons. In doing so the centre became the first 'training hub' for the sport in Sydney.</p> <p>Paralympics Australia Sponsorship</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 extended its sponsorship agreement until October 2021. Events and marketing opportunities will be delivered between August and October 2021.</p> <p>Disability-inclusive events</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>A 'disability-inclusive' events tag is included on the City's What's On website to promote inclusive events.</p> <p>A disability inclusive program page was also created to provides a list of 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 on 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>1,300 events were submitted to What's On that listed one or more accessibility features.</p>	
Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.	3. Develop community programming aimed at fostering positive community attitudes towards people with disability and people with a lived	Ongoing	<p>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.</p> <p>Over the 2020/21 period, the City delivered and supported the following inclusive Library and community programs:</p> <ul style="list-style-type: none"> – Forty <u>Auslan and English story time videos</u> were delivered by Deaf presenters. The videos were 	Eighty-eight per cent of attendees of some adult programs where Auslan interpreting and captioning were provided, agreed that they had a “greater appreciation of why library programs should be accessible to everyone”.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
	experience of mental health issues.		<p>viewed 13,298 times by audience members remotely. Twenty-four events for adult audiences including lunchtime talks, short film festival, computer classes and art classes were Auslan interpreted.</p> <ul style="list-style-type: none"> – An online dance event, and a steps challenge were held for RUOK day to raise awareness and promote normalising conversations about mental health in social networks. – An online event was held for international men's day to encourage and foster men to engage in developing networks of support and proactive help seeking in regard to mental health – An online Women's Health week event, including sessions on supporting women's mental health. – A planned active inclusion sports day in partnership with Sport NSW has been postponed due to Covid-19. – 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. – 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. 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – 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. 	

Direction 2: Liveable communities

Over the 20120/21 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.

Case Study Two - Gunyama Park Aquatic and Recreation Centre

The City of Sydney opened Gunyama Park Aquatic and Recreation Centre in the inner-city precinct of Green Square. It is the biggest aquatic centre built in Sydney since the 2000 Olympic Games. The complex opened in February and is managed by Belgravia Leisure.

The name, '*Gunyama*', translates to 'wind from the south-west' in Sydney Aboriginal language and refers to the strong southerlies that blow through the area.

An open design competition was held in 2013 and in 2014 Council endorsed Andrew Burges Architects with Grimshaw and Taylor Cullity Lethlean as the winning concept. The centre's design is inspired by Sydney's famous ocean swimming spots.

The facility is an inclusive physical activity hub that was designed to be enjoyed by everyone.

The state-of-the-art \$106.5 million facility features a 50m outdoor pool set within recreational paddling areas, an indoor 25m pool with moveable floor, a kids' water playground, hydrotherapy pool, gym, creche, café, sports field, and outdoor training circuit.

"Our new aquatic centre is not only beautiful and fun, it's the first in Australia to achieve a five-star sustainability rating for its design. It also features a full array of accessibility features, so it's a place for everyone to enjoy," Lord Mayor Clover Moore said.

Accessibility features

Gunyama Park Aquatic and Recreation Centre has been carefully designed to ensure it can be enjoyed by everyone.

The centre has a Changing Places facility designed to meet the needs of people who require additional space and assistance, and for those where a standard toilet is not suitable. It is equipped with a height adjustable adult-sized change table, a constant charging ceiling hoist track system, a centrally located toilet, adequate circulation space, an automatic door, and a privacy screen.

The hoist can lift someone from the accessible space and carry them along a track on the ceiling through to the hydrotherapy pool. Anyone from the community is welcome to use the Changing Places facility to change and use the bathroom.

The complex is also the first in NSW to include an Access Key. The Access Key is an online guide that provides visitors with information to help visitors with Autism, cognitive disability,

intellectual disability, dementia, and Alzheimer's familiarise themselves with the facility and plan their journey ahead of time, online.

The 25m heated indoor pool with a moveable floor means we can change the pool's depth for programming for all abilities including water polo, underwater hockey, and children's swimming lessons. It is the largest moveable floor in the southern hemisphere.

All pools have ramp access with a shallow decline, so no matter a person's requirements, access to the pools is provided. There are two pool hoists that can be moved to different parts of the centre.

The hydrotherapy pool is available for physiotherapy needs.

A hearing augmentation system has been installed. It covers all pools and concourses, with receivers available from reception. A hearing loop system works in the foyer, café and creche. Visitors can switch their hearing aid cochlear implant processor into T switch position to tap into the system. An infrared hearing augmentation system covers rooms and workout areas.

A charging point for mobility scooters and other electric mobility devices is in the foyer area so people can recharge their devices and avoid running out of battery mid-journey.

The facility is a member of the [Welcome Here](#) initiative. Rainbow stickers and a charter are displayed in a prominent place to let everyone know that LGBTIQ diversity is welcomed and celebrated within the facility.



12 - Gunyama Park Aquatic and Recreation Centre

Direction 2: Progress report

Accessible places and spaces

Objectives	Actions	Timing	2020/21 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>Pedestrian Access</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"> – Upgrading non-compliant ramps – including ramps at intersections. – Provide ramps where missing – Footway renewal, continuation and upgrade – Kerb and gutter renewal and upgrade – including the removal of lips on ramps – Paver infill program – upgrading and improving material across footpaths, ensuring more consistent footway surface <p>In 2020/21 the following access and inclusion improvements were delivered across the City of Sydney area:</p> <ul style="list-style-type: none"> – 133 access ramps constructed to current standards – 19 continuous footpath treatments constructed across side streets (removing the need for 38 access ramps) – Five raised pedestrian crossings constructed (removing the need for eight access ramps) <p>Bus Stop upgrades</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>. No further updates for 2020/21</p> <p>Quiet spaces</p>	<p>Work to collect data on the percentage of footpaths throughout the Liveable Green Network with accessible kerb ramps is underway.</p> <p>Sixty-three per cent of the City's Liveable Green Network Priority Walking Routes have improved accessibility outcomes. This number remains stable for the 2020/21 reporting period.</p> <p>In 2020/21 the following were constructed:</p> <ul style="list-style-type: none"> – 133 access ramps – 19 continuous footpath treatments – Five raised pedestrian crossings

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<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 2020/21.</p> <p>As part of the development of the Inclusion (Disability) Action Plan 2021-2025 the City consulted adults and parent carers of people with Autism. One of the key actions included in this next plan is to better understand how to design spaces in the public domain that are more inclusive of people with Autism.</p> <p>Parks and Playgrounds</p> <p>Access and inclusion principles are routinely considered and implemented across all the City's capital works when constructing new parks and facilities and when renewing or upgrading parks and open spaces. Such considerations include:</p> <ul style="list-style-type: none"> – the removal, or modification of access barriers to facilitate wheelchair access through the provision of access ramps and/or handrails – the provision of accessible paths of travel linking parks to the surrounding streetscapes and public transport – provision of accessible travel paths linking features and amenities within parks – the installation of wheelchair accessible safety surfacing within playgrounds and outdoor fitness gyms – the provision of shade structures, or natural shade over playgrounds – the installation of wheelchair accessible picnic tables, seating and park furniture. <p>Since 2018, the City has installed wheelchair accessible unisex public toilets at: Alexandria Park; Erskineville Oval; Waterloo Oval; Sydney Park Cycling Centre and skate park; Garraway Park; Wulaba Park; Matron Ruby Park; Gunyama Park; McPherson Park; Fitzroy Gardens</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>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			(upgrade). Additional accessible automated public toilets are planned to be installed at 11 new parks and streetscapes in 2022.	
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	5. Explore the provision of charging points for personal devices such as phones, electric bikes and mobility scooters in the public domain and community facilities where appropriate.	2017-2020	<p>A charging point for mobility scooters and other electric mobility devices has been provided at the new Gunyama Park and Aquatic centre. The charging point is located in the foyer area so people can recharge their devices and avoid running out of battery mid-journey.</p> <p>Locations have been identified to install new charging points in community centres throughout the City of Sydney. In 20/21, this project has been placed on hold due to Covid-19 pandemic and the public health orders resulting in the temporary closure of libraries and community centres.</p>	1 new mobile charging spaces have been provided this year.
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 of Sydney considers and incorporates opportunities for inclusive play into the design of new or upgrades/renewals of our playgrounds and parks. As a result, there are a number of inclusive play elements and equipment within the City of Sydney including at the following locations:</p> <ul style="list-style-type: none"> – Pirrama Park playground, Pyrmont – inclusive spinner, sand and water play and musical elements. – Sydney Park playground, Alexandria – sensory maze, sand and water play and musical elements. <p>Redfern Park playground, Redfern – wheelchair accessible play equipment linked by synthetic softfall and water-play feature. In addition, many of our playgrounds include the following inclusive play elements:</p> <ul style="list-style-type: none"> – Synthetic rubber wheelchair accessible safety surfacing surrounding the play apparatus and linking the apparatus to each other and to surrounding park paths and amenities. Some 	10 inclusive play opportunities in the City of Sydney area. One additional inclusive play opportunity has been built in 2021.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>examples include Alexandria Park playground, Alexandria, Wulaba Park playground, Green Square, Harry Noble Reserve playground, Erskineville, Tote Park playground, Zetland, Ward Park toddler's playground, Surry Hills and Turruwul Park playground, Rosebery.</p> <ul style="list-style-type: none"> – Where topography permits, the City's parks and playgrounds are connected to the surrounding urban environment by accessible paths of travel. These accessible paths of travel typically extend through the playgrounds and connect playgrounds with other park amenities such as public toilets and car parks (where provided). – Some of our playgrounds include play apparatus' such as 'birds-nest' swings which have a saucer-shape to encourage inclusion. Although they cannot be directly accessed by children in a wheelchair unassisted, they do provide a more inclusive play opportunity for children. – Some of our slides have ramp access in addition to or in place of steps. Although these ramps are not traversable by wheelchair, they could assist to provide greater access for some children and carers depending on their mobility requirements. – Many of our playgrounds include shade sails to protect all children and families from the sun, in addition to children who may be light sensitive. – Some of our play apparatus incorporate transfer stations on to multi-level decks which can assist children with mobility requirements to access and/or engage with the equipment. – Many of our larger neighbourhood parks with playgrounds have accessible toilets nearby or within the park including: Federal Park; Pirrama Park; Redfern Park; Waterloo Oval skate park; Sydney Park playground, cycle track and skate park; Wulaba Park; Beare Park; Alexandria Park; Harry Noble Reserve; Fitzroy Gardens; Turruwul Park; Tote Park; <p>The City is currently in the process of delivering two new inclusive playspaces:</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – In June 2021, the new Federal Park play space at the Crescent, Annandale, was delivered as part of a larger project that delivered a recreational open space and a skate park in this area. This district level playground was designed to offer varied play activities and to provide choice and graduated challenges. A key principle in the design was to create ‘diversity of play value’. Inclusive play elements and equipment including a basket swing, an all-abilities seat and two sets of paired standard swings has catered for diverse user groups. The path system and connected softfall areas have ensured equitable access to play equipment, seating and drinking fountains for all. – The City Centre Playground concept for Cook and Phillip Park was endorsed by Council in June 2019. The project was originally scheduled for completion in 2022, however due to planning matters the new City Playground project will be delayed whilst a new Plan of Management is being prepared for Cook and Phillip Park. Construction is now anticipated in 2023. 	
Public domain infrastructure is accessible, its design, maintenance and management enables people with disability to travel through the City with dignity and independence.	7. Review the current provision of mobility parking spaces in the City of Sydney and develop strategies to maximise the access and inclusion outcomes associated with mobility parking.	2017-2019	<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. There is no further update for 2020/21.</p>	<p>Number of spaces within 200m of key social infrastructure:</p> <p>Community Centres (17 spaces across 10 centres)</p> <p>Community Venues for Hire (47 spaces across 23 venues)</p> <p>Libraries (21 spaces across 11 branches and library link sites)</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
				<p>Hospitals (11 spaces across six hospitals).</p> <p>In total, 72 per cent of the facilities listed above provide mobility parking.</p>
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.	The City will continue to provide information about mobility parking spaces. Information about mobility parking spaces is currently available on the City of Sydney website on the Mobility Parking page and the Online Accessibility Map	292 mobility parking spaces shown on the City of Sydney website.
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	<p>A letter was sent to all 20 commercial parking operators operating in the city of Sydney area in October 2020. Responses were received from four operators.</p> <p>The letter encouraged commercial parking operators to provide greater information on their own websites and communications channels about the number and features of accessible parking spaces and other infrastructure within their parking stations.</p> <p>Operators were also asked to voluntarily supply information on their off-street accessible parking spaces for the purpose of updating the City's Online Accessibility Map.</p> <p>The City will continue to investigate opportunities to advocate to commercial parking operators to provide better information on their parking assets for people with disability.</p>	Four commercial parking operators provided information to the City of Sydney.

Objectives	Actions	Timing	2020/21 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 <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"> – Alexandria Town Hall – Darling Square Library – Erskineville Town Hall – Glebe Town Hall – Green Square Library – Gunyama Park Aquatic and Recreation Centre – Harold Park Community Hall – Juanita Nielson Community Centre – Perry Park Recreation Centre – Redfern Town Hall – Surry Hills Function Hall – Surry Hills Library – Sydney Town Hall – Marconi Room, Town Hall House – Ultimo Community Centre <p>An Audit undertaken on 51 of Class 9(b) community facilities and venues has been completed, resulting in the following:</p> <ul style="list-style-type: none"> - 14 community facilities and venues for hire have in-built hearing augmentation systems. 	<p>Fifteen (299 per cent) of the City's community facilities, aquatic centres, venues and libraries have permanent hearing augmentation installed.</p> <p>All community facilities, including libraries, have access to the portable hearing augmentation systems.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> - Hearing augmentation systems are provided where appropriate and as required by the relevant standards. <p>Additional opportunities and actions have been identified to ensure on-going compliance and improved access for programs and facilities – these include:</p> <ul style="list-style-type: none"> - Promote the use of the City's portable hearing augmentation systems in all community facilities and venues for hire. - Continue to provide captioning (where possible) to support participation of people who are hard of hearing. - Ensure permanent hearing augmentation systems are well maintained and operational - Ensure all new buildings and upgrade works include hearing augmentation systems where appropriate and required. <p>Portable hearing augmentation devices have been purchased for use across all community facilities to support participation of people who are hard of hearing in programs and events in spaces where the use of hardwired amplification is not suitable.</p>	
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 access public spaces.	2017-2021	<p>The City upgraded the <u>Online Access and Inclusion Map</u>. This new map combines existing data: mobility parking spaces, accessible public toilets, key transport nodes, stairs, and steep inclines as well as the following new data sets: lifts, seats, bus shelters, information kiosks and navability for six selected locations. The map and data behind the map are available to the public on the City's Data Hub.</p> <p>The decrease in hits per month on the Online Access Map compared to previous years is likely due to the transition period between the old map and the new version, and the mobility restrictions due to Covid-19.</p> <p>The online access map recorded 2,365 unique views in 2020/21:</p> <ul style="list-style-type: none"> – 447 page hits (July-September) – 554 page hits (October-December) 	<p>An average of 197 hits per month, this is a 24.5 per cent decrease per month from 2019/21 -figures.</p> <p>There was no external feedback on the accuracy of the map over the 2020/21 period.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – 654 page hits (January-March) 680 page hits (April-June). 	
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>Wheeleasey Grant</p> <p>The City funded Wheeasey 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>Due to the Covid-19 pandemic and the public health orders related to social distancing, the grant was extended to December 2021. Over 200 people took part in the four events, many of which were people with a lived experience of disability.</p> <p>Business Support Grant – Live Music and Performance</p> <p>A business support grant was awarded in August 2020 to The Gaelic Club in Surry Hills to fund capital works upgrades to improve access to the venue for artists and audience members with disability.</p>	Two grants were awarded to support greater accessibility to businesses in the City of Sydney Local Government area.

Diverse housing tenures and types

Objectives	Actions	Timing	2020/21 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	13. Encourage delivery of housing in the local area that is universally accessible for people and meets	2019-2021	<p>The City prepared a submission to the Australian Building Codes Board in response to their Consultation Regulation Impact Statement.</p> <p>Within this submission the City recommended the Board:</p> <ul style="list-style-type: none"> – includes an accessibility standard to the Liveable Housing Design Guidelines to silver standard level within the National Construction 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
support people to age in place.	the Gold Standard of the Liveable Housing Australia Design Guidelines.		<p>Code that applies to all new Class 1a (houses) and 85 per cent of dwellings in each new Class 2 (apartment) building;</p> <ul style="list-style-type: none"> – investigates the application of an accessibility standard to the Liveable Housing Design Guidelines to gold standard level within the National Construction Code for 15 per cent of dwellings in each new Class 2 (apartment) building, and; – continues to engage with people with disability, those with mobility requirements and older people to ensure these changes deliver the intended benefits. <p>At the Building Ministers' Meeting in April 2021, it was agreed that the Silver level standard of Livable Housing design guidelines be incorporated into the 2022 National Construction Code and be applied to all Class 1 and residential buildings. Building ministers in their respective states will then determine whether the requirement of the National Construction Code will be mandated in each state.</p> <p>Currently Victoria, Queensland, Tasmania, the Australian Capital Territory and the Northern Territory have all agreed to adopt the Silver Guidelines standards as mandatory in their jurisdictions. The NSW Government has determined not to support the inclusion of minimum accessibility standards in the National Construction Code as currently proposed as the NSW Governments considers the mandate would create a burden on housing affordability in NSW.</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>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			The City is currently reviewing its Local Environmental Plan and Development Control Plan which may result in changes to planning controls to facilitate the above outcomes.	

Sense of belonging and connection to place

Objectives	Actions	Timing	2020/21 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>The Covid-19 pandemic continued to significantly impact the City's cultural and community face to face programming. In 2020/21, 3961 adults, young people and children participated in 218 inclusive cultural programs that were delivered in face-to-face, online and hybrid in-person and online formats across the City's Library network.</p> <p>The hybrid in-person and online event delivery model was developed in response to reduced venue capacities due to pandemic physical distancing health orders and to increase program accessibility and support social connection. Launched with the Lunchtime Conversations series, events delivered in this format aim to expand audiences and community engagement by providing options to attend in person or online. All events are Auslan interpreted and include interactive question and answer sessions.</p> <p>Cultural program highlights include:</p> <ul style="list-style-type: none"> – the re-opening of the Darling Square Library Makerspace offering workshops in Laser Cutting, 3D printing and jewellery; – fortnightly lunchtime conversation series; – production of 12 online Auslan and English Storytime videos featuring Deaf presenters as literacy role models; – 2020 Microflix Film Festival in collaboration with UTS and Little Fictions; – Re-introduction of face-to-face Rhymetime and Storytime; 	13.3 per cent of survey respondents conducted across Cultural and Library Programs identify as living with a disability.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Hybrid in-person and online delivery of the Wikipedia Editathon – Development of art and poetry packs for distribution to Meals on Wheels recipients. <p>Community program highlights include:</p> <ul style="list-style-type: none"> – Online and face to face exercise programs at the City's community centres included: gentle exercise, chair yoga, slow flow yoga, Zumba, meditation class and mums and bubs fitness – Stepping on, a falls prevention program was run in both Mandarin and Cantonese. – Senior digital inclusion program, these sessions aimed to enable connection and social inclusion by increasing knowledge of how to use zoom and other platforms to connect with friends, cook and share a meal over the distance including connecting with grandchildren through cooking a low cost easy meal. – Various social interest groups were held online and face to face to support social inclusion such as social knitting, magic club, ukulele, singing, and craft groups. – Men's online social chat group to support older men in the community to maintain social connection. – Language classes and English conversation groups were held online. – Assertiveness skills classes were held online – Walking groups were held online, with walkers encouraged to walk at the regularly monthly walking time and share photos of their walk to maintain connection, fitness, and health and wellbeing. – An online information session on Covid-19 vaccination was delivered in Mandarin to inform the Mandarin-speaking community of the Covid-19 vaccination program. 	
Aquatic Centres				

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>The City works closely with Belgravia Leisure, who manage the City's aquatic centres. Belgravia ran a number of inclusive programs throughout 2020/21 including:</p> <ul style="list-style-type: none"> – Swimming Well, a water program that promotes inclusion and social opportunities for people living with mental health conditions. – GOLD Strokes, a program for older people to promote inclusion and connection following the reopening of the Ian Thorpe Aquatic Centre. – Gold group online, an online program for older adults of the Ian Thorpe Aquatic Centre. This program provided members with an opportunity to maintain social connection during Covid-19 lockdowns. Pickleball, a social sport popular with seniors has been running at Cook+Phillip Park Aquatic and Fitness Centre. 	
<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"> – Stronger, fitter older adults exercise classes held across various community centres – Chair Yoga and gentle exercise programs were held online. These classes are designed to be inclusive of older adults or people with more limited mobility. – Online walking groups – Walking basketball in partnership with Perry Park recreation centre – An online event was held at KGV for International Day of people with a disability with Disability Services Australia. Disability Services Australia members were engaged in physical activity while building community capacity and engagement. <p>Aquatic Centres</p> <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</p>	<p>In 2020/21, 1,300 events were submitted to What's On that listed 1 or more accessibility features.</p> <p>Over the 2020/21 reporting period 848 children attended the Swim Champs program. This is a 70 per cent increase from 2019/20 (498 attendances in 2019/20).</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>social and emotional wellbeing of people and promote opportunity for participation for everyone.</p> <p>The promotion of disability inclusive programming across the aquatic centres was improved with the launch of the new corporate website and pages for each centre. All program information can now be easily accessed on the website pages for each centre. Programming continues to be promoted on the City of Sydney's <u>What's On</u> website as well utilising the disability-inclusive tag.</p> <p>Belgravia delivered the following programs in 2020/21:</p> <ul style="list-style-type: none"> – Swim Champs, 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, Cook and Phillip Park Pool, Andrew Boy Charlton Pool and Prince Alfred Park Pool. Wheelchair Sports, including Wheelchair Aussie Rule is hosted weekly at Cook and Phillip Park Pool. 	
<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</p>	Ongoing.	<p>Aquatic Centres</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>Swimming Well is a water safety and pathway to swimming independence program targeted towards those experiencing mental health issues. Twenty attendances were recorded for this program in 2020/21. Public health orders implemented in response to the Covid-19 pandemic have impacted attendance numbers. This program will be re-launched once the pools are re-opened.</p> <p>Take Charge is a health and wellbeing program supporting adults experiencing mental health issues. This program operates at Cook and Phillip Park Pool, Ian Thorpe Aquatic Centre and Victoria Park Pool. There were 848 attendances recorded for this program in 2020/21.</p>	<p>Belgravia Leisure run two mental health programs within the City's aquatic centres.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
	emotional wellbeing.		<p>This is a 30 per cent decrease on the previous year (1,216). This decrease is due to the program not running in the first half of the year. The program was restructured and relaunched in the second half of the year and attendances have continued to grow again.</p> <p>City community centres:</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"> – Two events were held to support R U OK Day. The Steptember Challenge program offered participants the opportunity to raise awareness about mental health and suicide prevention whilst also keeping active and healthy. The MOVEment for RUOK Day program encouraged people to join the virtual dance floor to songs from 70's disco to 80's, 90's and all the way through to 2020. – An online event was held in partnership with The Men's Table and supported both men and women from different cultures to learn about ways to look after their mental health. – Continuation of the mums and bubs class at Peter Forsyth Auditorium was run online in collaboration with the Early Childhood Centre, Glebe and Glebe TreeHouse. – City staff worked with Sydney Local Health District to improve access to integrated health services, including to podiatry services previously provided through the Ron Williams Community Centre. <p>City supported community programs through grants</p> <p>In 2020/21 the City provided support for the following programs:</p> <ul style="list-style-type: none"> – Buried in Treasures and Hearing Voices Support Groups, a program run by Lilly Pilly Counselling. A series of free support programs were held to support local residents with hoarding disorder and for people who want to learn to better manage their experience of hearing voices. – Connecting with care, a program run by Catholic Healthcare to provide confidence and skills to enable older, vulnerable clients of 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>Waterloo Wellness Centre to overcome isolation and stay connected.</p> <ul style="list-style-type: none"> – Renew, Revive and Thrive, a dance program run by Dance for Parkinson's Australia. Held at Erskineville Town Hall. These dance lessons for people with Parkinson's disease aim to keep bodies moving and strong. – Connecting Communities, a series of workshops run by the Surry Hills Neighborhood Centre for older adults. These workshops assisted older adults to access digital devices and gain confidence to use them and inner-city locations for free Wi-Fi. 	

Diverse Thriving Communities

Objectives	Actions	Timing	2020/21 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™ facility at the Gunyama Park Aquatic and Recreation Centre, and explore mechanisms and opportunities to facilitate the delivery of additional Lift & Change Facilities in the City of Sydney local government area.	2017-2020	<p>The City constructed it's second Changing Places accredited facility™ at the Gunyama Park and Aquatic Centre. This facility was designed to meet the needs of people who require additional space and assistance, and for those where a standard toilet is not suitable. It is equipped with a height adjustable adult-sized change table, a constant charging ceiling hoist track system, a centrally located toilet, adequate circulation space, an automatic door and a privacy screen.</p> <p>The hoist can lift someone from the accessible space and carry them along a track on the ceiling through to the hydrotherapy pool. Anyone from the community is welcome to use the Changing Places facility to change and use the bathroom.</p> <p>The number of adult change facilities in the City of Sydney Local Government Area has increased. There are now five facilities in the following locations:</p> <ul style="list-style-type: none"> – Abraham Mott community space, Millers Point – Gunyama Park Aquatic and Recreation Centre, Green Square 	Six Lift & Change facilities in the City of Sydney local area, an increase of two facilities since the 2019/20 financial year.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – International Convention Centre, Darling Harbour – NSW Parliament House, CBD – Westfield Sydney, CBD – Australian Museum, CBD 	
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.	18. Continue to demonstrate leadership in the delivery of inclusive City of Sydney events, and implement strategies to ensure continuous improvement in this area for all events in the City of Sydney.	Ongoing.	<p>Inclusive and accessible event guidelines</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>The guidelines continue to be presented to relevant business units and City of Sydney employees 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. Advice has been provided to employees on how to apply these guidelines for an online event.</p> <p>City of Sydney produced events</p> <p><i>Sydney New Year's Eve</i></p> <p>Due to the Covid-19 pandemic, temporary custodianship of the 2020 event was given to NSW Government who produced the Sydney New Year's Eve event.</p> <p><i>Sydney Lunar Festival</i></p> <p>Due to the Covid-19 pandemic, the Lunar Lanes event was unable to proceed in 2021. The City was able to continue with other</p>	Overall, the City delivered four and supported six major events that had inclusive and accessible features and programming.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>programmed events including the Lunar Lanterns and Gateways exhibition, community performances and the launch event.</p> <p>Accessible features offered:</p> <ul style="list-style-type: none"> – Audio descriptions of the Lunar Lanterns and Gateway exhibitions available at each lantern and Gateway and also through the Sydney Lunar Festival website. – Accessible seating at community performances. – Auslan interpreters provided at launch event. <p>Sydney Christmas</p> <p>Due to the Covid-19 pandemic, the Christmas in the City event was unable to take place. The City was able to continue with other programmed events for 2020 including the Martin Place Christmas tree, roving music in the CBD and pop up busking programs in our villages. These events were accessible for all to enjoy.</p> <p>Art and About</p> <p>Due to the Covid-19 pandemic, Australian Life and Little Sydney Lives were unable to proceed in Hyde Park in 2020. Both events were moved to an online platform.</p> <p>Other Art and About installations were programmed throughout the year including <i>Intersections</i> and <i>As One Door Closes, Another Opens</i>.</p> <p>Accessible features offered:</p> <ul style="list-style-type: none"> – Audio description of <i>Intersections</i> by Ian Strange available at location and also through the website. – Audio description of <i>As One Door Closes, Another Opens</i>, by Will Cooke available through the website. <p>NAIDOC in the City</p> <p>Due to the Covid-19 pandemic, the NAIDOC in the City event was moved online.</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p><i>Capital Works accessible features offered:</i></p> <ul style="list-style-type: none"> – Auslan interpretation at all 17 Capital Works events at accessible locations. <p>Major Events supported by the City of Sydney</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 Film Festival 2020 and Vivid from proceeding due to NSW public health orders. The Sydney Fringe and Sydney Film festivals did present some online content and were pleased to report greater reach to new audiences and greater accessibility to their programs.</p> <p>Sydney Festival, Mardi Gras and Sydney Writers Festivals went ahead in 2021.</p> <p><i>Sydney Festival</i></p> <p>To make performances more accessible to audiences, Sydney Festival works closely with its 9 member Access and Inclusion Panel and participates in the <u>Accessing Sydney Collectively</u> program from Accessible Arts, which was also supported by the City of Sydney.</p> <p>Sydney Festival in 2021 offered an extensive range of inclusive and accessible performances and experiences including:</p> <ul style="list-style-type: none"> – Accessible performances including two sensory adjusted and relaxed performances, audio-described and two tactile events – Interactive guest experiences for small groups or individuals who may not be able to participate fully within a specific event – Five Auslan interpreted events and performances – Seven live captioned events – Accessible viewing areas – 96 per cent of all venues were wheelchair accessible 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Support for the companion card program. <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"> – Ensuring websites are accessible – Festival guides and information available in alternative formats, such as Large Text and Braille. – Listings of performances grouped by access supports provided – Providing information about wheelchair accessible parking and venues and hearing loops available within venues. 96% of venues were accessible. <p>Sydney Festival is committed to increasing the representation of artists with disability in the annual program.</p> <p><i>Sydney Film Festival</i></p> <p>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 did not proceed in the cinemas and a limited program was presented online. With Screen NSW's support the festival premiered a series of three compelling short films by multi-disciplinary artist Emily Dash, former Youth Paralympian Adam Bowes, and award-winning theatre director Anthea Williams. All the short films in the Virtual Edition were made available with audio-description and captioning and were accessed by 272 viewers.</p> <p>Sydney Film Festival participates in the Access Sydney program and have a Disability Inclusion Action Plan and an accessibility program.</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			This festival is also funded by the City through the Festivals and Events Artform Festival.	

Vibrant Creative Life

Objectives	Actions	Timing	2020/21 status and progress update	Measures
People with disability have equitable opportunities to participate in cultural life and events in the city.	19. Continue to promote participation of people with disability as artists and audience members in arts programs through implementation of the Creative City Strategy.	2017-2021	<p>The City offered or supported the following programs that promote participation of people with disability as artists and audience members:</p> <p>ArtScreen – Accessible Arts</p> <p>ArtScreen provided an opportunity for an emerging artist with disability to work with their own creative mentor and student filmmakers with disability to create a video artwork that explored issues related to their identity and social connectivity as well as their experience of living, working or studying in the City of Sydney local area.</p> <p>This year the artist selected was a person of short stature whose artwork was all about the dehumanisation of people with dwarfism. The production crew included students with disability from inclusive film school Bus Stop Films. And the online premiere of the artwork included a range of accessible versions with captioning, Auslan interpreting and audio description.</p> <p>In September 2020, three artists with disability were selected to produce new video artworks for a world premiere season at Sydney's Museum of Contemporary Art in December 2021. Sue Jo Wright, Sarah Houbolt and Robert Sherwood Duffield will create the artworks as part of the ArtScreen 2021 initiative. The experimental artworks will explore experiences of disability related to include vision impairment, depression and being Deaf.</p> <p>ArtScreen 2021 follows ArtScreen 2020, a City of Sydney-funded pilot program which produced a new video artwork by Sydney artist Debra Keenahan called <i>Little Things Matter</i>, a provocative social critique of the dehumanisation of people with dwarfism. <i>Little Things Matter</i> had its</p>	<p>Six of the 9 programs support people with disability to develop as artists. This is an increase from three in 2020/21</p> <p>Five of the 9 supported programs supported people with disability as audience members. This is an increase from three programs in 2020/21.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>world premiere in December 2020 and will now be included in a larger video art project by Debra being commissioned by the Australia Council for the Arts.</p> <p>Liveworks 2020 Access Program</p> <p>The annual festival run by The Performance Space featured an array of diverse artistic works by local and international artists centering on theatre, dance, visual art, and sound.</p> <p>To ensure greater participation of audience members with disability the festival employed two access coordinators to extend the marketing reach and inclusion in all aspects of the programming. Unfortunately, live performances were limited due to the pandemic restrictions and so several elements were presented online.</p> <p>This year increased levels of participation was achieved through the following:</p> <ul style="list-style-type: none"> – Live streaming over 30 performances, talks and events they we were able to offer captioning for the first time and promoted the ability to watch/engage with the festival from home to a broad range of networks. – Due to the digital content went beyond Sydney or NSW for this promotion as audiences could tune in from home wherever they were. – The two access coordinators ability to draw on extensive networks for promotion of the festival. – The creative festival program included more than five artists with disability who worked closely with their production and access teams to ensure they were supported through the festival. <p>Crips and Creeps at 107 Projects</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>Crips & Creeps is disability-led and provides a professional development opportunity for Madeleine Stewart, a young performer and emerging cultural producer who co-founded Crips & Creeps.</p> <p>AUSLAN interpreters provided by Event Partner Sweeney Interpreting ensure access for Deaf and Hard of Hearing groups to attend. These community members are a target audience for these shows. Sweeney Interpreting provides a combination of paid and volunteer interpreters because they recognise the learning benefits and the exciting situations for interpreters to sign with comedians.</p> <p>Crips & Creeps features comedians who identify living with a disability, along with queer and culturally and linguistically diverse voices having prominence in the line ups as well.</p> <p>Live Music Venue Accessibility Pilot – Music NSW</p> <p>The City funded a pilot program to support music venues to improve accessibility and inclusion so that more people with disability can engage in live music, as audience members, participants and artists. This project is being delivered by Music NSW in partnership with Accessible Arts, NSW's leading arts accessibility organisation. This partnership will ensure thorough engagement and consultation with people with disability as we will utilise Accessible Arts' advisory group in identifying venues for focus and participating in the appraisal of venues themselves. Further progress on this project will be reported in 2021/22.</p> <p>Milk Crate Theatre - Tiny Universe</p> <p>Tiny Universe was a collaborative project produced in partnership with The Shop Front Theatre and performed at PACT theatre in Erskineville.</p> <p>The Tiny Universe cast incorporated several Milkcrate members who were living with disability, throughout the development and into the performance season. Each cast member was engaged throughout the development to create their own characters and dialogue which was incorporated into the final script.</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>The season of Tiny Universe was performed to near full audiences at PACT in May. The show was very well received by critics and audiences. Milkcrate are now sharing the digital version of Tiny Universe online here and look forward to growing their audience reach through this video.</p> <p>The collaboration with Shopfront meant that they had strong engagement from younger people throughout the development and performance season. The ages of the cast ranged from 23 through to 63 and it was great to see the bonds and intergenerational sharing on the project.</p> <p>This production was supported by the City through the Matching Grants Program and Milkcrate is a City tenant through the Accommodation Grants Program.</p> <p>Public program - Eye see pink black and white</p> <p>This event was produced by Jen Waterhouse, an artist and a woman living and working with a mental illness, schizo-affective disorder. People and artists living with disability were actively invited to attend and share their experiences through these public program events.</p> <p>The body of work created by Jen explored, characterized and, interrogated the ideas within the practices of scrutiny, beauty, and stigmatisation. The exhibition offered the opportunity to exhibit the works at the Rogue Pop-Up Gallery, Redfern in June 2021. This exhibition included a public program of three events during the exhibition including an artist talk, a panel of three artists living with mental illness and a panel of curators who advocate for artists living with mental illness into the mainstream.</p> <p>2021 Microflix Festival</p> <p>The Microflix Film Festival, a series of free events run by Spineless Wonders from Green Square Library, included film screenings, an awards night, symposium and workshops with filmmakers.</p>	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>An array of short, films presenting contemporary stories in a range of genres were screened throughout the festival. The events provided opportunities for audiences to engage directly with authors, actors, filmmakers and sound producers and learn more about the art of adaptation.</p> <p>The films were captioned, Auslan interpreters provided and the filmmaking workshops devised in collaboration with Accessible Arts and Screenability to ensure greater accessibility and participation of people with disability.</p> <p>City of Sydney - Site Works Program</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, Midnight Zoo, 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>City of Sydney – Cultural Programs Pine Street Creative Arts Centre</p> <p>In addition to the four Art and Maker online workshops that were developed to engage audiences who may be experiencing remote, physical, social or economic isolation, 150 Art & Poetry activity packs were delivered to Meals on Wheels recipients in September 2020. The packs were developed by City staff to support community resilience and wellbeing through creative participation, targeting community members at risk of social isolation with limited or no access to online activities.</p>	

Direction 3: Meaningful employment

Over the 2020/21 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, including people with disability.

Case Study Three – The City of Sydney becomes a ‘Disability Confident Recruiter’

In 2021 the City of Sydney achieved ‘disability confident recruiter’ status with the Australian Network on Disability. This process involved an assessment of our current recruitment systems and processes and plans to remove unintended barriers for candidates with disability.

The Disability Confident Recruiter Program helps organisations identify and remove unintended barriers to inclusive recruitment. It builds an organisation’s confidence and capability to attract and support skilled candidates living with disability.

“We’re very proud to be recognised as a disability confident recruiter,” says Sileana Cochrane, Recruitment Services Team Leader. “It’s an important part of our Inclusion (Disability) Action Plan and central to our journey to improving access and inclusion for people with disability more widely”.

The program will assist the City to:

- Recruit talented people with disability
- Make appropriate adjustments to the recruitment process for candidates who have disability.
- Provide an excellent candidate experience to all applicants.

To achieve accreditation as a ‘Disability Confident Recruiter’ the City met 18 criteria set by The Australian Network on Disability. The process included the assessment of our recruitment systems and processes to identify and remove unintended barriers to employment for people with disability. Following the assessment the following changes have been implemented:

Guidance provided to hiring managers on how to facilitate adjustments throughout the recruitment process, including providing candidates with alternative formats where required and accommodating communication preferences

- Recruitment policy updated
- Website updated to ensure compliance with the Web Content Accessibility Guidelines (WCAG).
- Updates to job advertisements and position descriptions to be more inclusive

The City of Sydney's involvement in the program is ongoing and therefore further work is required to maintain disability confident recruiter status. Some future actions include:

- Ongoing training and education for hiring managers
- Hosting employment tours and recruitment events with an employment partner to attract job seekers with disability.

Case Study Four – IncludeAbility Employer Network

In 2021 the City signed up to the Australian Human Rights Commission's IncludeAbility Employer Network. The network is comprised of some of Australia's largest public and private sector employers. Members are listed on the [Australian Human Rights Commission website](#). Membership is by invitation of the Disability Discrimination Commissioner.

By joining the Employer Network the leaders of these employers have committed to:

- creating accessible and inclusive workplaces
- promoting meaningful and sustainable employment opportunities for people with disability
- attending regular meetings to confidentially discuss ways to improve the long-term employment of people with disability in their organisation and Australia more generally
- collecting and reviewing data within their organisation on the employment of people with disability, to assess progress
- advocating publicly and privately for other organisations to improve employment opportunities and conditions for people with disability.

As part of this program the City of Sydney has access to opportunities to collaborate and learn from experts, including those with lived experience and raise our profile as an inclusive employer. Some of these opportunities include:

- An annual CEO level forum with other participating CEOs committed to providing disability employment. These forums will provide an opportunity to share, listen and learn from other CEOs and experts.
- Quarterly senior executive forums with other senior executives from participating organisations. These quarterly forums will allow senior executives to learn from practical insights, challenges and best practice employment examples.
- Guidance from an ambassador advisory group made up of individuals who bring diverse professional and personal experiences.
- Opportunities to participate in innovated programs with partners leading change in disability employment.
- Access to a curated set of tools and resources to improve disability awareness and confidence among leaders and employees.

Direction 3: Progress report

Inclusive Growth Opportunities

Objectives	Actions	Timing	2020/21 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>Disability Confident Recruiter Status</p> <p>In 2021 the City achieved its status as a 'Disability Confident Recruiter'. As a 'Disability Confident Recruiter', the City is committed to providing fair and equitable treatment of candidates with disability.</p> <p>The City of Sydney recruitment team understands that economic participation for all is vital for identity, security, and social inclusion.</p> <p>More than Just a Job for Councils</p> <p>In 2020/21 in partnership with the Council for Intellectual Disability, the City participated in a program aimed at reducing barriers to employment for people with intellectual disability.</p> <p>This program included training and mentoring for employees and managers to build more inclusive workplaces and increase their capacity and confidence to better support employees and colleagues with intellectual disability.</p> <p>Managers and relevant employees were provided with information to access government incentives and supports to increase employment of people with intellectual disability. As part of the project the City also translated some key policy documents into Easy Read to support employees with intellectual disability.</p>	In 2020/21, 1.6 per cent of employees identified as a person with disability – this compares to the the 1.4 per cent the previous year.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
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	In 2020/21, two part time roles for Diversity and Inclusion officer were advertised. These positions were targeted for people with disability and have resulted in the appointment of two candidates with a lived experience of 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	<p>The City's <i>People Strategy 2019-21</i> includes 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 objectives:</p> <ul style="list-style-type: none"> – Communicate and raise awareness of the City's EEO, Diversity and Inclusion initiatives – Implement policies and reporting on EEO, Diversity and Inclusion across the organisation, and – Improve EEO, diversity and inclusion in the workplace. <p>The City maintained its network of 32 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. The network has organised various welfare check-ins during the pandemic to keep people connected and assist them in coping with the lockdown.</p>	
A Diverse and Inclusive Workplace.	23. Continue to develop the capability of the City's managers/supervisors	Ongoing	The City's Workplace Flexibility Policy and supporting guidelines and tools were reviewed to support our diverse employees. This was particularly relevant during the	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
	to support staff with disability and caring responsibilities, including through developing a culture of workplace flexibility.		<p>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.</p> <p>City employees also continued to undertake specialist disability training to build their awareness and confidence. Topics included mental health awareness, mental health first aid and deaf awareness.</p>	
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 continued 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 continued 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 supports and trains a network of '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	25. Finalise the Sustainable Procurement Guidelines and further explore and develop implementation strategies in	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"> – Inclusion and diversity expectation statement 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
employment outcomes for people with disability.	accordance with the procurement requirements under the Local Government Act 1993.		<ul style="list-style-type: none"> – Code of conduct for suppliers – Guidelines for sustainable procurement – Evaluation guidelines being developed. <p>Staff are currently reviewing procurement templates to make them accessible.</p>	

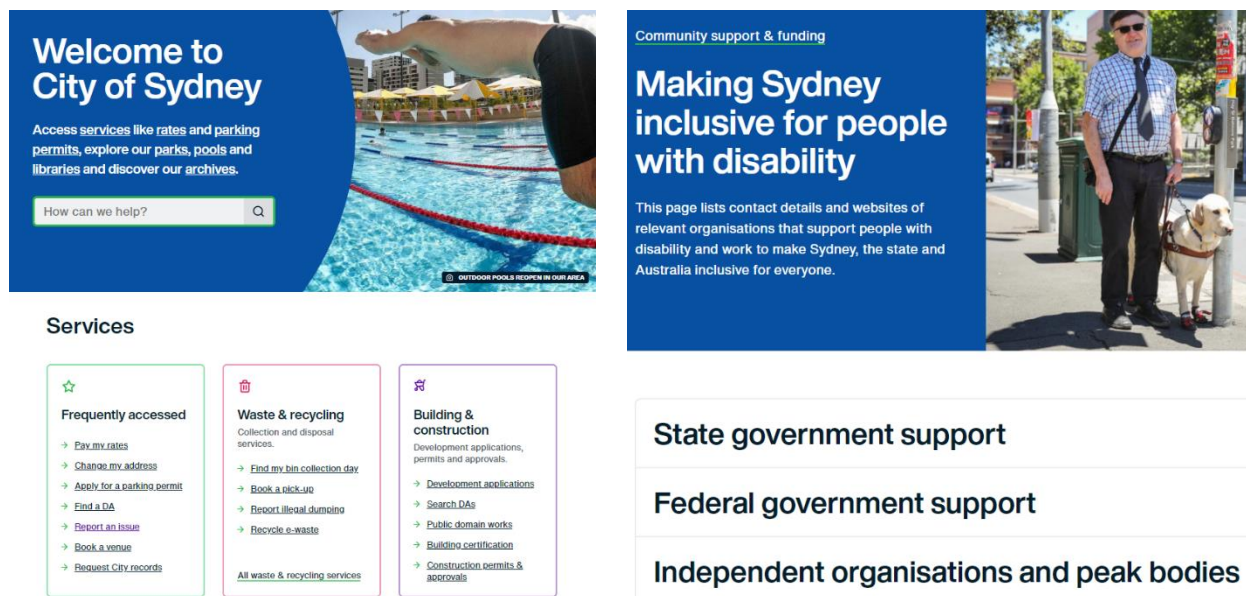
Direction 4: Equitable access to mainstream services

Case Study Five – Launch of new City of Sydney Website

In September 2020 the City of Sydney launched its redesigned public website. This project took a team of more than 30 employees 11 months to complete. Employees involved in the project had expertise across network and IT infrastructure, front and back-end software development, user experience, graphic design, copywriting and editing.

The objective of the redesign was to build a website that was easier for the public to use and navigate. The content was reorganised and better integrated across the site to put our users at the heart of what we do.

Accessibility was a key consideration of the website redevelopment and was considered at all stages of the project from procurement through to design and build. Conformance with Web Content Accessibility Guidelines (WCAG) 2.1 (Level AA) was a primary focus and the site is built for accessibility. Screen-reader-only elements give additional context for vision-impaired users. Users can navigate the whole site using a keyboard, with careful tab-ordering and focus states implemented throughout. The project team edited content to target a reading level of Grade 3 or 4, and followed the plain language and style principles in the GOV.AU content guide



Images 13 and 14 – City of Sydney Website

Direction 4: Progress report

Balanced and inclusive local decision making

Objectives	Actions	Timing	2020/21 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>In 2020/21, the City's Inclusion (Disability) Advisory Panel:</p> <ul style="list-style-type: none"> – was heavily involved in the development of the City's Inclusion (Disability) Action Plan 2021-2025 from consultation to drafting actions and measurement and evaluation. – Provided input into the City of Sydney Street Furniture concept design process. The panel provided feedback on the concept design for the bus shelters, automatic public toilets, communications pylons and kiosks. Panel members were invited to undertake prototype testing for the communications pylons and bus shelters. – Provided advice and feedback on the impacts of the Covid-19 pandemic for people with disability, people living with mental health conditions and carers. – were presented with the findings from the Public Spaces and Public Life Study 2020 by Jan Gehl. The panel provided input on the accessibility of the city's public domain. – Provided feedback on the recruitment process for new panel members for 2022. This included considering the selection panel containing a majority of people with lived experience, the use of social media to recruit and the importance of inclusive language. 	<p>The panel were consulted on four new City policies, strategies and initiatives. This is a decrease from the previous year (10 in 2019/20).</p> <p>Although this is a decrease on the previous year the panel has been heavily involved in the development of the Inclusion (Disability) Action Plan 2021-2025, providing advice and feedback at five out of six meetings.</p> <p>In addition, the panel provided input on the City of Sydney's Street Furniture project at three of the six meetings for the year.</p>

Objectives	Actions	Timing	2020/21 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 has commenced and this project has been carried over to the next Inclusion (Disability) Action Plan 2021-2025. Further progress will be reported in 2022.</p> <p>The City continues to live stream 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	Timing	2020/21 status and progress update	Measures
City information is accessible to all.	28. Provide City documents and marketing materials in a range of accessible formats, including Easy English, community languages and in formats accessible to people with vision impairment.	2018-2021	<p>The City's Digital and Print Accessibility Policy and Procedures were updated in 2018 to ensure that City staff, suppliers and contracts comply with current standards and provide accessible information both digitally and in print.</p> <p>When City Communications receives documents for publishing on the corporate website the unit reviews them for accessibility. These include:</p> <ul style="list-style-type: none"> – reports – strategies – actions plan – policies – planning proposals – case studies. <p>Several employees in the unit are trained to remediate documents for accessibility. If those resources are not available for time sensitive</p>	<p>In 2020/21 Strategies, policies and plans are published online in accessible formats.</p> <p>One strategy was published in three alternative formats including Easy Read.</p>

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<p>documents, it is either returned to the designer/typesetter to remediate or outsourced to an organisation that specialises in remediating documents.</p> <p>Some inaccessible documents may be published online to meet a deadline. In these instances, an accessible version is procured as soon as possible to replace the inaccessible version.</p> <p>All videos that required captioning were transcribed.</p> <p>All projects, strategies, policies 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, using the National Relay Service and using the Translating and Interpreting Service.</p> <p>In the reporting period the following alternative formats were produced:</p> <ul style="list-style-type: none"> – Inclusion (Disability) Action Plan 2021-2025 Easy Read version – Inclusion (Disability) Action Plan 2021-2025 Large Print version 	
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 2020/21 the City completed the upgrade of its events platform and online archives catalogue and redesigned the public website and employee 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. The overall score was above average but changes were made to fix some Android and iPhone bugs, map elements, colour contrast ratios in text and other smaller functional changes to improve accessibility. More complex changes were the inclusion of Turn-by-turn directions, and we also added support for text-to-speech for Points of Interest (POI) information.</p> <p>The City's ongoing program of web and print communications is focused on providing accessible versions of documents, ensuring</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

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			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	

Public Participation in Community Life

Objectives	Actions	Timing	2020/21 status and progress update	Measures
New ICT Systems procured by the City are accessible.	30. Review the City's Grants Application processes and systems to identify and remove as appropriate any barriers to people with disability applying for grants.	2017-2019	<p>The City's Grant and Sponsorship contract templates were formatted for accessibility to ensure that they can be read by a screen reader.</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, this includes providing a dedicated support officer to make it easier for applicants with disability to apply and access information about the City's grants programs. The Grants Team now accepts verbal applications from applicants that require an alternative to the online format.</p>	<p>The Grants platform SmartyGrants is WCAG compliant.</p> <p>The Grants policy and guidelines are accessible.</p> <p>The review of the grants system has commenced.</p>
New ICT Systems procured by the City are accessible.	31. Once established as an Australian Standard, adopt the Accessibility requirements suitable for public procurement of ICT products and services - to	Ongoing.	<p>The revised Digital and Print Accessibility Policy adopted at the end of 2018/19 requires any new information or communications technology the City procures to comply with the <i>Accessibility requirements suitable for public procurement of ICT products and services</i>.</p> <p>Five ICT products were procured in 2020/21 that are required to comply with the City's accessibility requirements.</p>	20 per cent of the 5 ICT products required to meet accessibility standards were compliant in the 2020/21 financial year.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
	guide the City's Information and communications technology procurement practice.		<p>20 per cent of the 5 ICT products required to meet accessibility standards were compliant in 2020/21.</p> <p>It can be challenging for the City to ensure 100 per cent conformance with the WCAG 2.1 AA standards across all digital content and platforms as very few suppliers meet those standards. The City will continue to investigate opportunities to increase compliance with the standards.</p>	
New ICT Systems procured by the City are accessible.	32. Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.	2018	<p>The City's public access computers were updated to Windows 10, which includes a number of accessibility features designed to assist people with disability. Some of these features include:</p> <ul style="list-style-type: none"> – narrator – magnifier – high contrast – closed captions. 	<p>Four types of software programs available.</p> <p>Zero inclusive hardware available.</p>
People with disability have access to quality information about the access features of City of Sydney outdoor spaces, including recreation and open spaces, and can plan their trip with confidence.	33. Provide information about access features and barriers in the City's 30 most popular parks, including access to outdoor sports and recreation facilities within those parks and details of where inclusive play opportunities exist.	2018/19	<p>The City's new website was launched in September 2020. Access features are more prominently highlighted where available across a range of areas including parks, hireable indoor spaces and community centres.</p> <p>These accessibility features are designed to make it easier to perform a comparison between spaces before determining the best solution. Features include:</p> <ul style="list-style-type: none"> – On-site mobility parking – Mobility parking within 300m – Level access entrance – Entry door type – Floors – Lifts 	Access information is available on the City's website for 31 community centres and hireable indoor spaces, 11 libraries and four customer service centres.

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Accessible toilets – Ambulant toilets – Accessible change facilities – Hearing support system <p>In 2021 access information was collected on all City of Sydney libraries and customer service centres. This information will be uploaded to the corporate website.</p> <p>The Google streetview tool has been adapted (by Google) to enable a virtual walk-through tour of over 90 of the City's major parks and open spaces. This tool enables people to assess the topography, recreation facilities available at the park to determine if the site suits their individual needs. For example the tool could be used to identify the location of accessible entrances and paths of travel and the location of any potential access barriers.</p>	
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 Disability Standards for Accessible Public Transport 2002.	2017-2019	<p>In 2020 Access Sydney Community Transport went through a detailed Nation Disability Insurance Service (NDIS) audit, that ensures that the service complies with Disability Service standards. All staff at access Sydney completed a NDIS Worker Orientation Module ensuring staff have a better understanding of customer needs and how to best respond to those needs.</p> <p>Access Sydney Staff have also completed the following training:</p> <ul style="list-style-type: none"> – Covid-19 - Aged Care Module 1 – Personal Safety & Infection Control – Manual Handling – Smarter Skills Cultural Awareness – Elder Abuse 	

Objectives	Actions	Timing	2020/21 status and progress update	Measures
			<ul style="list-style-type: none"> – Customer Service and Managing Challenging Behaviours. <p>In 19/20 Access Sydney commenced an audit of their website to ensure information about Access Sydney's services are accessible.</p> <p>Their objectives are to</p> <ul style="list-style-type: none"> – meet the Disability Standards for Accessible Public Transport 2002 – to better engage with clientele, and – improve navigation panels and accessible tools for end users. <p>All the services media interaction is done in line with web content accessibility guidelines (WCAG).</p> <p>Due to the Covid-19 pandemic, Access Sydney Community Transport has placed this project on hold.</p>	

