



Sydney2030/Green/Global/Connected

CITY OF SYDNEY  

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

Easy Read version



*city of villages*

## How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the City of Sydney. When you see the word 'we', it means the City of Sydney.



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – Australia.



This Easy Read document is a summary of another document.



You can ask for help to read this document. A friend, family member or support person may be able to help you.



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## A message from the Lord Mayor



The City of Sydney is committed to making Sydney:

- inclusive
- welcoming.

An inclusive city benefits everyone. It:



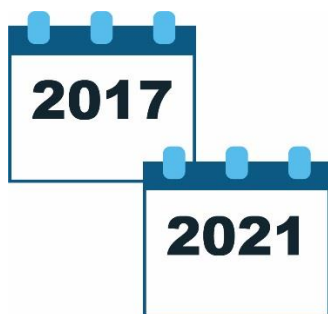
- is easy to get around



- gives people with disability opportunities to:
  - take part in the city's social and cultural life
  - find good jobs doing work they enjoy.



This is our 4<sup>th</sup> Inclusion (Disability) Action Plan.



It is for the years 2017 to 2021.



It explains what we will do to make our city more inclusive.



I am proud of the diverse communities who live in the City of Sydney.



Clover Moore

Lord Mayor

## About this Plan

This plan explains what we will do to:



- remove barriers faced by people with disability



- build on the success we have had before



- make the most of new opportunities.



We developed this plan by talking to:

- people with disability
- carers and family members
- service providers
- organisations that represent people with disability
- our Inclusion (Disability) Advisory Panel.



We looked at the progress we made with our 3<sup>rd</sup> Inclusion (Disability) Action Plan.

It showed us:



- our achievements and success to date



- progress we made on our current actions



- new opportunities for this plan.



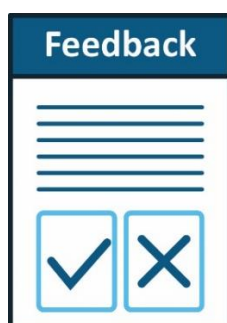
We will start using the plan from 1 July 2017.

## The Inclusion (Disability) Advisory Panel



The Inclusion (Disability) Advisory Panel is a group of 10 to 12 people.

The Panel helps us by:



- giving us feedback on our policies and plans



- making our city more inclusive and accessible, including our:
  - facilities
  - events
  - services
  - programs





- giving us advice about the laws that might affect the work we do



- explaining how the way we make our decisions might affect people with disability

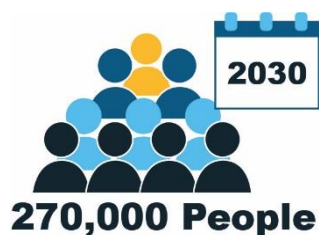


- taking part in developing this plan and checking how well it is working.

## About our community



More than 205,000 people live in the City of Sydney.



We expect there will be 270,000 people living in our City by 2030.



Over 437,000 people work in our City.



10.5 million visitors stay overnight in our City every year.



There are more than 4,000 people with disability living in our City.



We know there are many more people with disability who work here or visit our City.

**2½ times ↑**

We know that Aboriginal and Torres Strait Islander Australians are nearly 2 ½ times more likely to experience disability.

**28%**

Almost 28% of all people in NSW with disability are from other countries and cultures that may not speak English.

**20%**

20% of people in Australia aged 16–85 are affected by mental health issues.



Most of these people don't see themselves as having a disability.



Carers play a very important role in the wider community.

**4.2%****8,610 carers**

In our City, there are 8,610 carers.

This is 4.2% of the people who live in our City.

## Why is inclusion important?



The City of Sydney is made up of diverse community groups.



Our surveys tell us that 88% of people believe diversity is one of the best things about the City of Sydney.



Inclusion only happens when a community includes everyone.

This means people with:



- disability
  - physical
  - intellectual
  - cognitive
  - sensory



- mental health issues.





Inclusion has benefits for everyone:

- individuals
- families
- the wider community.

Inclusion benefits the community in different ways, such as:



- Making businesses accessible for people with disability also makes them accessible for:
  - older people
  - parents with prams.

Business owners also benefit because more people can access their business.



- Involving people with disability in the local economy helps it grow.

The local economy is the total amount of goods, services and money we make and use.



- Making plans for accessibility at early stages means changes don't have to be made later on. This also saves money.

## Which laws and agreements apply?



There are different laws and agreements that help make sure people with disability:

- have access
- are included.



The *United Nations Convention on the Rights of Persons with Disabilities* (UN Convention) is an international agreement.

It applies all around the world.



The UN Convention sets out the rights of people with disability.



It explains how people with disability should be treated fairly so they can have:

- greater independence
- dignity.



The Australian Government has agreed to follow the UN Convention.



The Australian Government used the UN Convention to develop the National Disability Strategy 2010–2020 (NDS).



The NDS is a 10 year plan to make life better for:

- people with disability
- families
- carers.



It applies all around Australia.



The Australian Government also follows the rules in the:

- *Disability Discrimination Act 1992*



- *Disability (Access to Premises Standards – Buildings) Standards 2010.*



The *Disability Discrimination Act 1992* says it is against the law in Australia to treat people with disability unfairly.



The *Disability (Access to Premises Standards – Buildings) Standards 2010* make sure new buildings or old buildings that have changes to them are accessible.



## In New South Wales

There are also laws just for the state of New South Wales:



- *Disability Inclusion Act 2014*
- *Carers (Recognition) Act 2010*
- *NSW Anti-Discrimination Act 1977*
- *Mental Health Act 2007.*

The *Disability Inclusion Act 2014* tells us we have to:



- make our services accessible and inclusive
- write this *Disability Inclusion Action Plan*.

## What do we want to achieve?

Our plan focuses on 4 important areas:



- developing positive ways of thinking about and acting towards people with disability



- making communities more liveable for people with disability



- helping people with disability find good jobs doing work they enjoy



- making it easier for people with disability to find and use the services they need.

We explain more about what we will do in each of these 4 areas below.

## Developing positive ways of thinking about and acting towards people with disability



Some people in our City have negative ways of thinking about and acting towards people with disability.

This can be because:



- they're afraid of people with disability
- they don't know much about life for people with disability



- they don't meet or talk to any people with disability.



They might think that people with disability can't fully take part in society.



We can take these barriers away if our community is given:

- the right information
- opportunities to meet and talk to people with disability.



## What we have done so far



We have developed a training program for our staff that helps them understand what life is like for people with disability.

## What we will do next

We will:



- Keep teaching our staff what life is like for people with disability.



- Use different media channels to tell the community about the ways we are inclusive.



- Offer programs to the community that will help people build positive ways of thinking about and acting towards people with disability.



## Making communities more liveable for people with disability



A liveable community is a place where people can:

- live
- learn
- work
- play
- feel safe
- belong
- raise a family
- grow old.



Making a community liveable is about more than just physical access.

It includes:



- giving people a chance to make social connections



- improving the way people interact with each other.

## Housing



More and more people who live in our city live in apartments.



Many older buildings don't need to meet the *Disability (Access to Premises Standards – Buildings) Standards 2010*.



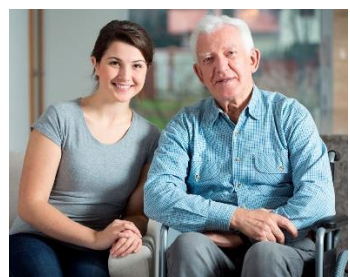
We need more accessible housing that helps people with disability live:

- independently
- with dignity.



We need housing that:

- is more accessible and inclusive
- can be adapted easily to meet the needs of the people who live there without costing very much.



This is important for people who develop disability as they get older.

## Tourism

7%



Nearly 7% of people who visit Sydney are people with disability.



They have told us there aren't many accessible options for tourists when it comes to places they might:

- stay
- visit.

## Shopping and services



Shops bring many visitors to the City of Sydney. We have more than 7,800 shops.

People with disability have told us:



- they can't access many businesses and services in our City
- they have been treated unfairly or disrespected while using businesses and services in our City.



Shops in our City can be made more accessible with:



- small changes to their fit out and layout



- training for staff that helps them understand what life is like for people with disability.



Small businesses need our support to do this.

## Technology



Digital technology is helpful for everyone in our community.

It has particular benefits for people with disability, including:



- making information easier to find





- helping people become more independent

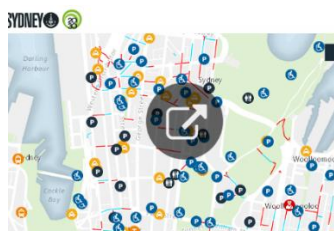


- supporting them to find their way around.

### What we have done so far



We have put more than 2,100 tactile and Braille street signs at crossings with signals.



We have developed an online accessibility map that helps people plan their journey through the City of Sydney.



Our Gig Buddies program connects people with a learning disability with a volunteer.

They can:

- be friends
- go to events together.



We have an online directory of sports and recreation programs and activities that are inclusive.

## What we will do next

We will:



- Keep working to make our:
  - public spaces more accessible
  - online accessibility map available.
- Look for ways we can provide charging points for devices people need to use, such as:
  - phones
  - electric bikes
  - mobility scooters.
- Build an inclusive playground in the city centre.
- Find ways to make mobility parking easier to find and use.
- Develop a plan to help people with hearing impairment use our community facilities.



- Provide local business with grants and guidelines that will help them make their businesses:
  - accessible
  - inclusive.



- Offer activities and programs at our community centres and sport and recreation facilities that are:
  - accessible
  - inclusive.



- Work with local health services to offer programs that support the health and wellbeing of our community.



- Deliver our first fully accessible Changing Places toilet at the Gunyama Park Aquatic Centre.



- Show leadership in the way our events are:
  - accessible
  - inclusive.



- Encourage people with disability to take part in our arts programs as:
  - artists
  - audience members.

## Helping people with disability find good jobs doing work they enjoy



People with disability and carers play an important part in the:

- community
- workforce – everyone who works or is looking for a job.



We know that 1.4% of the City of Sydney workforce are people with disability.

We know that 3.5% of the City of Sydney workforce are carers.



In our workplaces, we value:

- diversity
- inclusion.



Across Australia, the number of people with disability that have jobs is much lower than for people without disability.



We also know that many carers can't work full-time because of their caring work.



## What we have done so far



The Australian Network on Disability started helping us work out if the way we find people who work for us is accessible.



We talked to our staff with disability and those who are carers about what they need.



We provided a training program for our managers that helps them understand what life is like for people with disability.



We took action to make sure our workforce knows more about the mental health issues people face.



We gave training and support to our staff who have mental health issues.



## What we will do next

We will:



- Make sure the ways we use to find people to work for us are:
  - accessible
  - inclusive.



- Create opportunities for people with disability to find their first job.



- Develop better ways to support our staff with disability and who are carers.



- Keep working to make sure our managers can support our staff with disability and who are carers.



- Support our staff who have mental health issues.

## Making it easier for people with disability to find and use the services they need

Many people with disability have trouble:



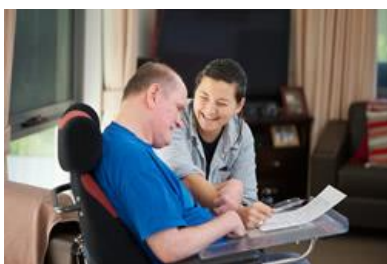
- finding and using local government services such as:
  - customer service for paying bills
  - giving feedback and making complaints
  - finding information about facilities and programs



- taking part in local government decision-making.



People with disability can take part in community life if we break down the barriers they face.



We know it is our job to change the way we do things so our information and services are:

- accessible
- inclusive.



Since 2014 we have followed the Web Content Accessibility Guidelines 2.0 (WCAG 2.0).



We used these to create our own digital accessibility:

- policy
- guidelines.



Our *Community Engagement Strategy* aims to give people a voice in decisions that affects their lives.

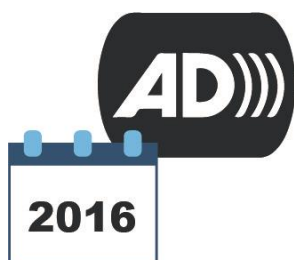


People with disability play an important part by giving us advice about community matters.

## What we have done so far



In 2014, we worked with Vision Australia to develop a Digital Accessibility Policy.



In 2016, we worked with Vision Australia to better understand audio description.

To make our information and services more accessible and inclusive we:



- developed guidelines for sharing information in alternative formats such as:

- Easy English
- Braille



- updated our guidelines for how we communicate with people with disability



- trained our customer service staff about using the National Relay Service



- shared information that can help people with disability find out more about accessibility at community facilities.



We have made sure the way we engage the community to find out what they think about our plans and policies is:

- accessible
- inclusive.





We have done this by using:

- alternative formats such as
  - Easy English
  - Braille
- Auslan interpreters
- inclusive and accessible sessions
- our Inclusion (Disability) Advisory Panel
- organisations that know and understand disability.



We have developed the Accessing Sydney Collectively program.



The program aims to:

- remove barriers people with disability face online
- give people with disability information about accessibility at arts events.



It helps people with disability take part in Sydney's arts and cultural life.



## What we will do next

We will:



- Keep giving people with disability a voice in decision-making that affects their lives.



- Publish and share guidelines for how people can take part in council decision-making.



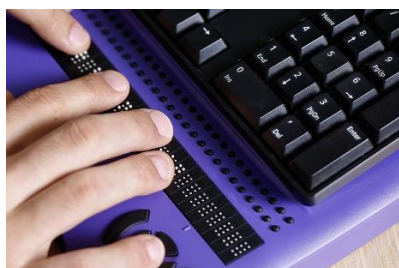
- Share information in alternative formats, including;
  - Easy English
  - Braille
  - community languages.



- Make sure our online information still meets the WCAG 2.0 guidelines.



- Take away any barriers that stop people with disability from applying for grants we offer.



- Make sure the computers we provide for the community to use have accessibility features.



- Share information about:
  - accessibility at our most popular parks
  - inclusive sport and play activities.



- Keep working to make sure our transport services meet the *Disability Standards for Accessible Public Transport 2002*.

## Making sure our Plan is working



Over the next 4 years we will look at how things in this plan are progressing and let everyone know about our:

- achievements
- success.



It may be that some things in this plan are not needed or new opportunities may arise.

By making sure our plan is working we can:



- see how well things are going
- make changes if they are needed.

In 2021 we will look at:



- the progress we have made



- changes that show how much better things are, such as how many people with disability have jobs.

## Telling us what you think



We want to know how we are going with the Inclusion (Disability) Action Plan 2017-2021.

You can contact us to tell us what we are doing that is good, and what things we need to do better.

You can tell us what you think in different ways:



### By email

[inclusiondisability@cityofsydney.nsw.gov.au](mailto:inclusiondisability@cityofsydney.nsw.gov.au)



### Contact us through the National Relay Service

[relay.service.gov.au/support/training/nrs-call-numbers](https://relay.service.gov.au/support/training/nrs-call-numbers)

Please give them our number (02) 9265 9333.

### By post

Anna Rigg

Manager, Social Policy

City of Sydney

GPO Box 1591

Sydney NSW 2001





### **Talk to us in person**

Phone our Customer Service Centre on  
(02) 9265 9333.

Ask them to connect you to our Social Policy  
Team.



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