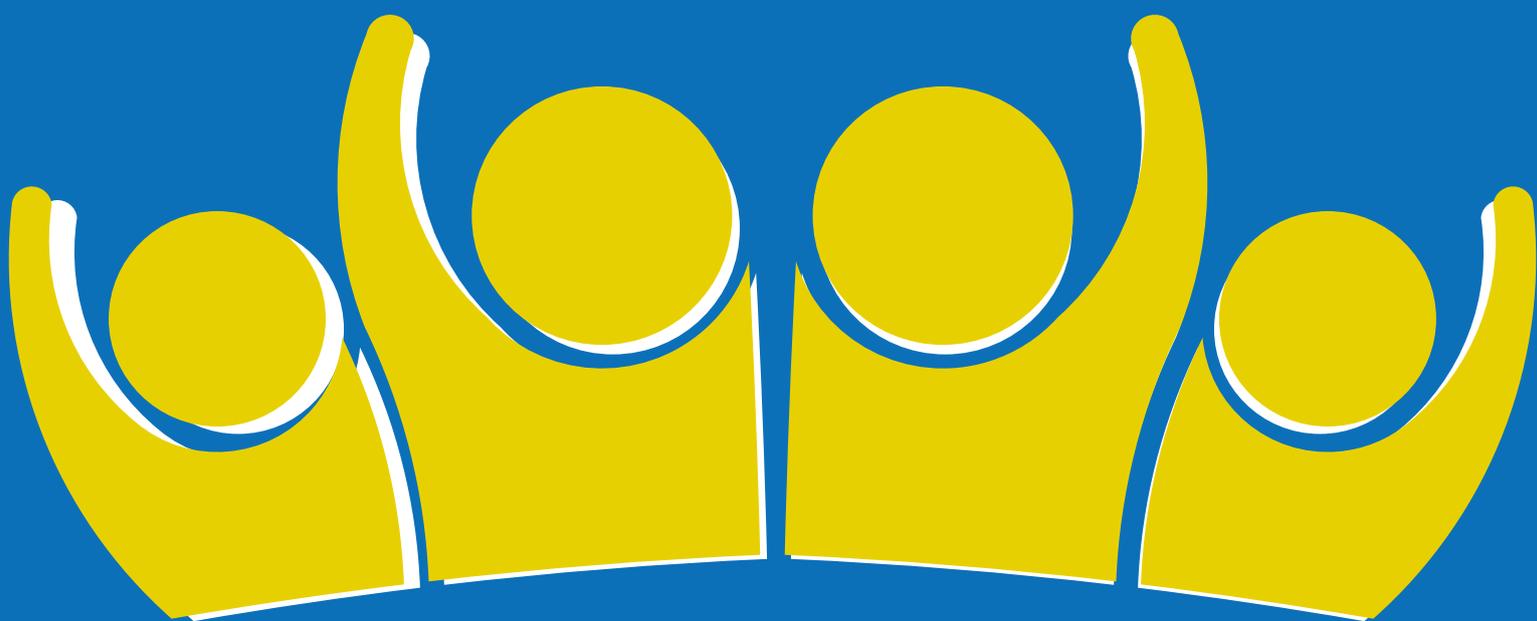


Randwick Disability Inclusion Action Plan 2017-21



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Plan adopted November 2017

DRAFT MESSAGE FROM THE MAYOR

Welcome to Randwick City Council's Disability Inclusion Action Plan 2017-2021.

The Plan is a four year framework outlining key strategies and actions to be delivered by Council in its commitment to disability access and inclusion.

Council has had a long standing commitment to an inclusive and accessible community through best practice design, the ongoing dialogue with our Access Advisory Committee, and the creation and maintenance of innovative facilities, such as the Chifley all-abilities playground.

The Plan details actions over the next four years that work towards Council's vision for an inclusive community and working together to service our diverse community.

I would like to thank all the people with disabilities and their carers, members of the community and disability service organisations for providing us with valuable information and have helped shape how Council can help people with a disability to be included in the community. Your feedback has been invaluable to creating a Plan that is fair, inclusive and of benefit to all.



Councillor Lindsay Shurey

Mayor of Randwick

SECTION ONE:

RANDWICK & WAVERLEY REGIONAL FRAMEWORK

Executive Summary

Randwick City Council and Waverley Council have developed a joint regional framework to support a consistent approach to disability planning across the Eastern Suburbs. This is particularly relevant as residents move around the region to access and use a wide range of facilities and services.

The NSW Disability Inclusion Act 2014 requires all state and local public authorities to develop a Disability Inclusion Action Plan. This Act was passed to help remove barriers and enable people with a disability to participate equally in their communities. Although Randwick Council is already implementing programs and internal processes for addressing the needs of people with a disability there are always opportunities for further innovation and improvements.

A comprehensive joint community consultation process was undertaken to inform the regional level framework. During the consultation period, council staff spoke to a wide range of people with a disability, their service providers, carers, family members and council staff involved in delivering services to communities. A survey was also conducted which could be accessed on-line, and in paper to give residents unable to attend our workshops with the opportunity to have their say.

The outcomes of all the consultation activities and submissions received were collated and reported in detail in a separate document entitled *DIAP Consultation Report* (Funktion, 2017). The consultation outcomes were then used to construct a regional framework and informed our detailed disability inclusion planning activities. Based on these outcomes, and building upon existing strengths, operating and resourcing environment, the councils went on to develop their Action Plans.

Structure and Content of the Draft Plan

The Council's Draft Disability Inclusion Action Plan (DIAP) is divided into two key sections:

1. Draft Regional Disability Framework containing a suite of shared strategic directions to guide the development of Randwick and Waverley Councils' respective disability inclusion action plans.
2. Draft Randwick Disability Inclusion Action Plan containing detailed actions for implementation by Randwick Council staff.

1. Introduction

Randwick and Waverley Councils have committed to the development of a joint regional framework to support a consistent approach to disability planning across Sydney's Eastern Suburbs. This framework will promote joint projects and guide both the councils' work in strengthening the connectivity of town centres, services and key destination points. Over the next four years, the Councils will implement practical and achievable actions to strengthen access to services and promote information provision, participation, and positive community attitudes.

2. Purpose of the Plan

Local councils, including Randwick and Waverley, have a long standing history of implementing disability planning initiatives. Key achievements include upgrading and building new accessible recreational and cultural facilities; delivering community services and capacity building programs to meet the identified needs of people with a disability.

This new plan builds on the strengths of the Councils' existing work commitments, and sets out over the next four years the actions and priorities for maintaining and improving access and inclusion for people with a disability.

The Randwick & Waverley Regional Disability Inclusion Framework:

- Expresses shared strategies for delivering information, services, infrastructure and facilities to enable people with a disability to participate equally in their communities
- Acknowledges the need for a regional framework to guide disability action planning across adjoining councils to more accurately reflect the fact that residents access services and facilities beyond their LGA boundaries
- Establishes strategies for continuous improvement in relation to access and inclusion
- Meets our legislative obligations under the NSW Disability Inclusion Act 2014, Commonwealth Disability Discrimination Act 1992 and the Commonwealth Carers (Recognition) Act 2010.

3. Definition of persons with a disability

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

United Nations Convention on the Rights of Persons with Disabilities 1

Disability does not discriminate. People with a disability are represented in every age group, cultural and socio-economic background. Council recognises that people with a disability often

face many barriers preventing them from participating fully in community life. These can be:

- physical barriers – such as uneven footpaths, inaccessible buildings, streetscapes or facilities due to steps or absence of parking
- operational barriers – such as where a person is unable to submit or access information
- social attitudes – such as negative perceptions and attitudes towards people with a disability.

4. Statement of commitment

Randwick City Council and Waverley Council have developed a joint framework to deliver its Disability Inclusion Action Plan (DIAP).

By working collaboratively with community partners, business, government and non-government agencies, we can help improve people's experiences so that everyone has the opportunity to participate in community activities across the eastern suburbs.

We are committed to meeting our legal obligations under the Disability Inclusion Act, Disability Discrimination Act and Carers Recognition Act. The DIAP is also about adopting a holistic, inclusive approach that goes beyond compliance to enable people with a disability to enjoy meaningful participation in community life.

We hope to achieve our commitment to inclusion by:

- Consulting and engaging people with a disability in the design and development of key Council initiatives and services
- Advocating for inclusion of universal design principles within the built environment and open spaces to support dignified and independent access
- Integrating access and inclusion actions in Council's policies, strategies and projects.

5. Legislation underpinning the DIAP

The diagram below shows the Commonwealth and State legislation that informs the development of local government and how this DIAP fits in with Councils' integrated planning structure.

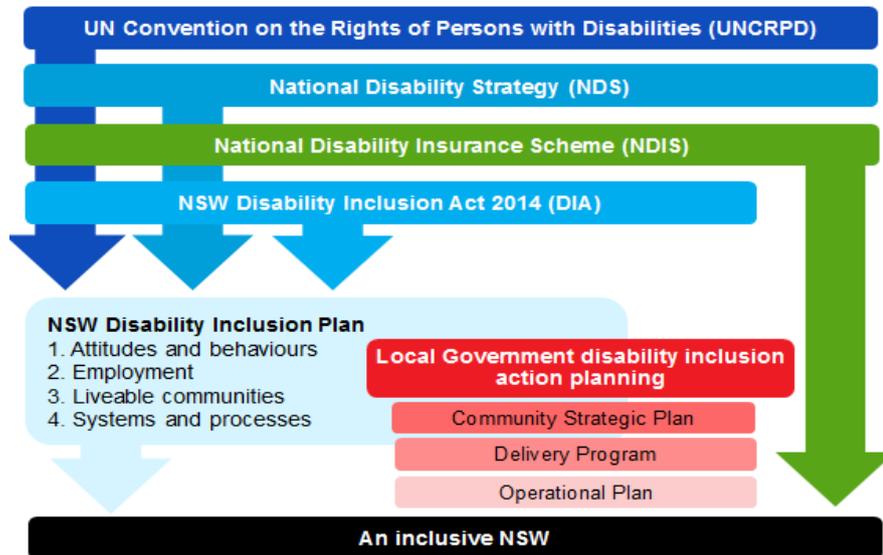


Image Source: Local Government NSW and NSW Family and Community Service - Disability Inclusion Action Plan guidelines Local Government.

Other relevant legislation and standards that inform Councils' work include:

- Commonwealth Disability Discrimination Act 1992
- Australian Standard (AS 1428) - Design for Access and Mobility
- Disability Access to Premises Buildings Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Web Accessibility National Transition Strategy 2010.

6. Integration with Randwick Council's day to day and reporting functions

All NSW local councils operate within the Integrated Planning and Reporting Framework, comprising of a long term Community Strategic Plan (describing the goals and aspirations of our community), a Delivery Program (containing a 4 year work program) and an annual Operational Plan. The Operational Plan sets out the tasks, projects or actions that are to be delivered in a given year to achieve its Community Strategic Plan objectives. Annual and quarterly reports are prepared to inform the community about the progress and achievements of each Council's articulated community goals and aspirations.

6.1 Implementation and Funding

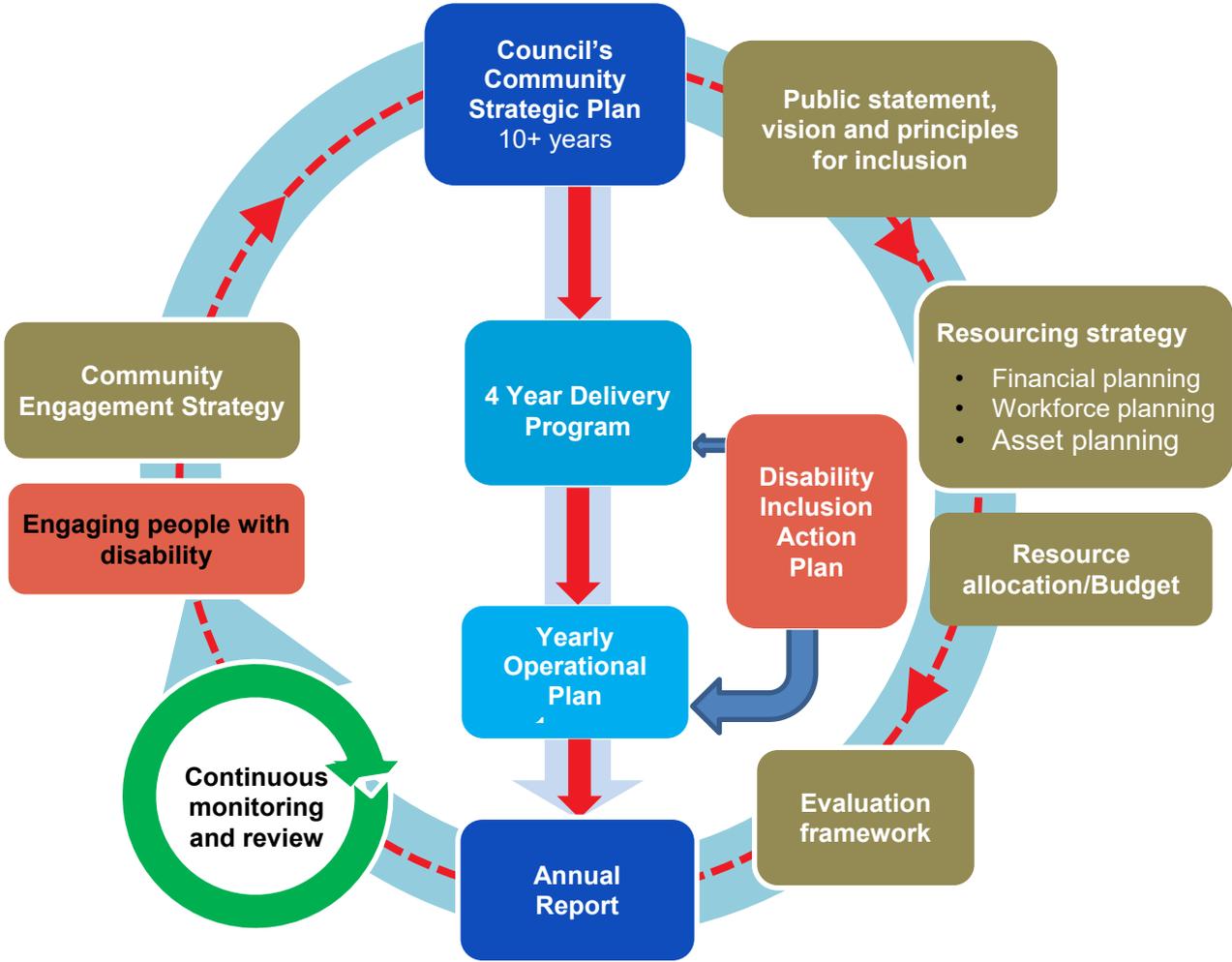
The actions of Council's Disability Inclusion Action Plan will progressively be carried out through its annual Operational Plan. Council departments with responsibility for the different work areas will schedule in new tasks or actions each year for completion over the course of this four year plan.

Council is expecting to absorb the DIAP implementation costs through its annual resource allocation process. Many actions are already being implemented as part of Council's day to day functions, and does not require additional funding. There are however a number of actions which may require improvement works, such as identification of new funding, such as purchasing specialist equipment or making structural alterations to older buildings to improve accessibility. Under these circumstances, Council will deliver a planned schedule of works funded through its annual budget cycle over a number of years. There may also be opportunities for Council to seek funding from other external sources to help with the cost of identified improvement works.

6.2 Monitoring, Reporting and Evaluation

Progress of actions will be reported on a quarterly basis as part of the Council's monitoring and reporting cycle. Council staff will formally review its Action Plan every five years. In addition, it will also evaluate the effectiveness of the actions as they are being delivered. Therefore some of the identified actions may need to be modified in response to changed external circumstances beyond Council's control. An example of this is the implementation of ageing and disability funding and sector-wide policy reforms being rolled out by the State and Federal Governments which commenced in July 2017.

Figure 1 below depicts in detail the relationship between the DIAP and Council’s Integrated Planning and Reporting Framework.

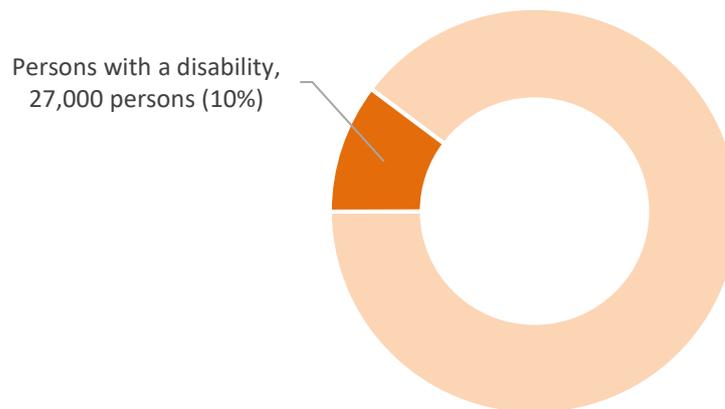


7. Disability in the Eastern Suburbs Region
(Randwick, Waverley and Woollahra LGAs)

The Eastern Suburbs Region covers an area of 57.9 square kilometres and has a population of 261,703¹. Of these, it is estimated that 27,000² have a disability. The actual number of people with disabilities in the Region is not available. However an estimate has been calculated by extrapolating data from the ABS 2015 Survey of Disability, Ageing and Carers – NSW, and the ABS 2016 Census.

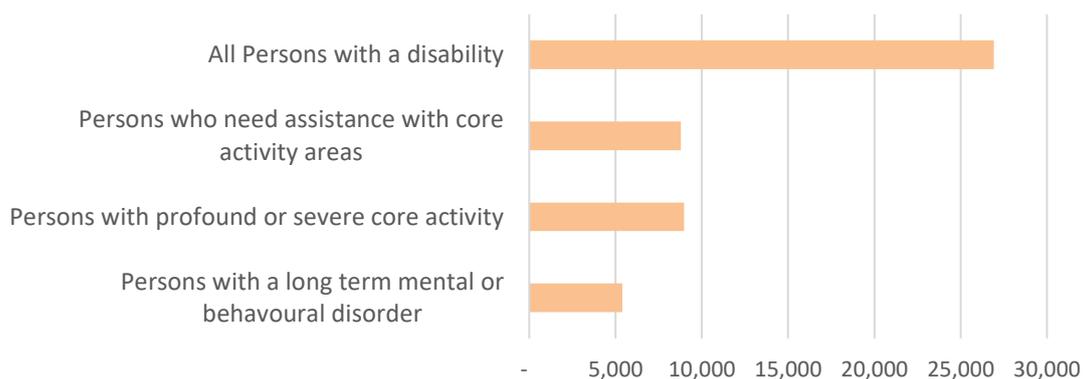
Below is a snapshot of some key characteristics of people with disabilities in the Eastern Suburbs Region:

Persons with a disability



This chart shows that 10%, or 27,000 persons living in the Region are estimated to have a disability¹. The graph below shows the range of disability.

Persons with a disability - Eastern Suburbs Region



- 1 in 3 people with a disability, aged between 15 and 64 years and living in the community, said they did not go out as often as they would have liked.²
- Greater than 1 in 4 people with a disability use a communication aid.² This equates to 6,700 persons.
- 1 in 5 persons between 15 and 44 years have said they have experienced discrimination due to their disability in the last 12 months (2015). This equates to 915 persons. This is 10 times greater than for persons with a disability aged 60 years or over.¹
- 12 % of people with a disability have made modifications to their home because of health conditions.¹ This equates to 3,240 persons.
- A person with a disability is almost 5 times more likely to be living in a state housing authority dwelling.²

¹ ABS 2016 Census of Population and Housing – Usual Residence

² ABS 2015 Survey of Disability, Ageing and Carers - New South Wales

- People with a disability are less likely to be either working or seeking work. Only 51% people with disabilities aged between 15 and 64 years are either working or seeking work, compared to 83% of people with no disabilities.¹
- 16,663 persons living in the Region provided unpaid assistance to a person with a disability.²

8. Achievements

Over the years Randwick City Council and Waverley Council have completed many projects to improve access to its facilities and services. Council staff have also successfully held joint capacity building events to assist its frail and elderly residents and people with a disability. Both our councils build new buildings that meet access standards and where possible, upgrade older buildings to be more accessible. The Councils also provide park, leisure and recreational facilities that are inclusive. Some of these services and facilities are shown below:

Randwick Home Maintenance & Modification Scheme



All abilities Coogee Senior Citizen Centre



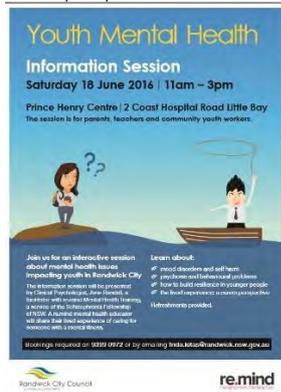
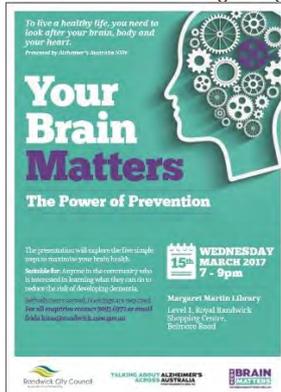
Waverley Community Living Program



Tactile Tours – Sculpture by the Sea



Health and Well-being Programs for people with a disability



Beach wheelchair



Chifley all abilities playground



All abilities Kensington Park Community Centre



Frenchman's Reserve Outdoor Gym



Senior Community Centre Bondi Junction



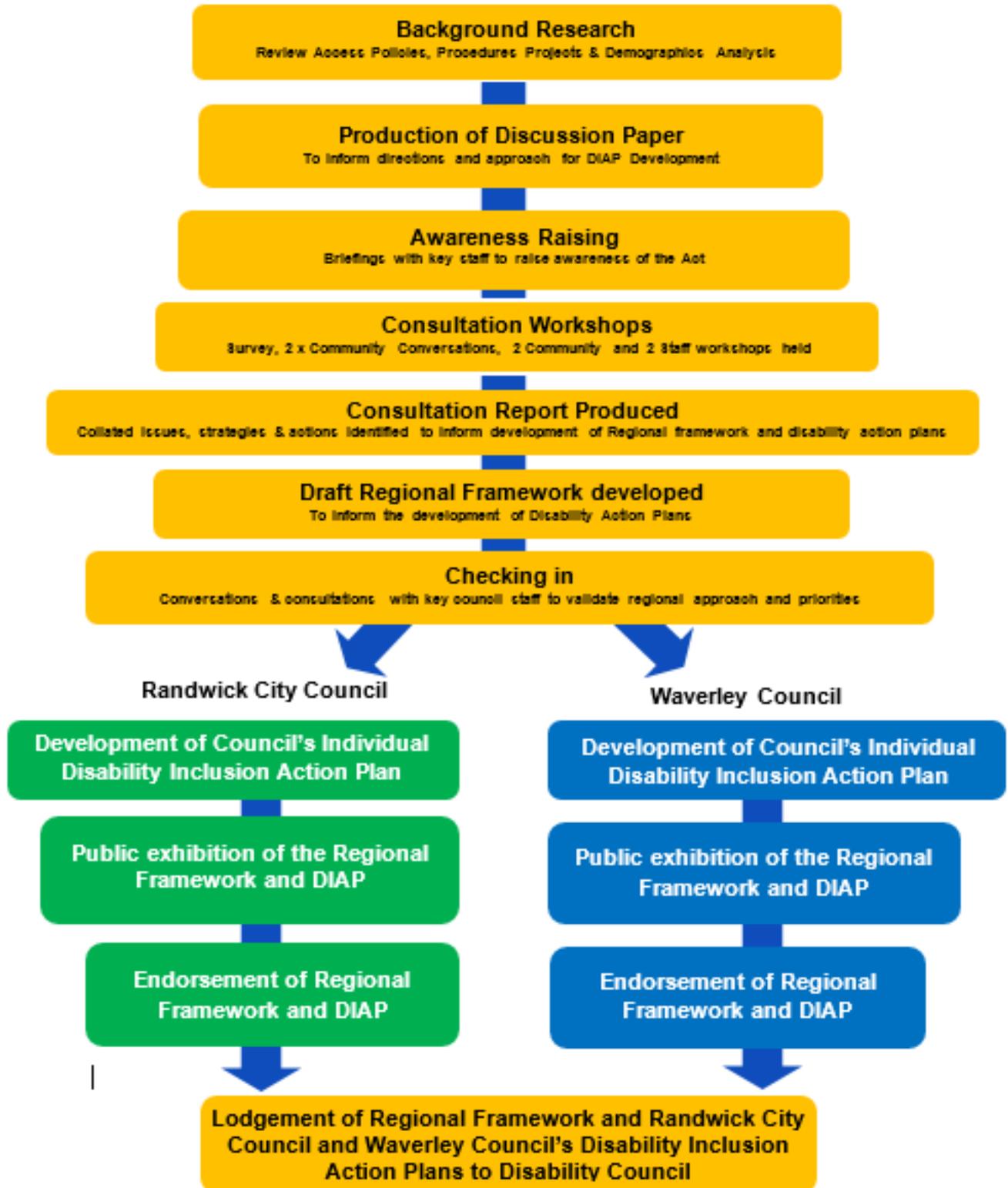
Pool hoist at Des Renford Leisure Centre



Mobile change room Hoist at Des Renford Leisure Centre



9. Developing the Regional Framework and Disability Inclusion Action Plan



10. Community Consultation Activities

This section contains a summary of the key outcomes and community conversations held in April 2017 as part of our joint community consultation activities. A detailed report on the outcomes entitled, Consultation Report: Randwick & Waverley Councils DIAP Planning (May 2017) prepared by Funktion, can be made available upon request.

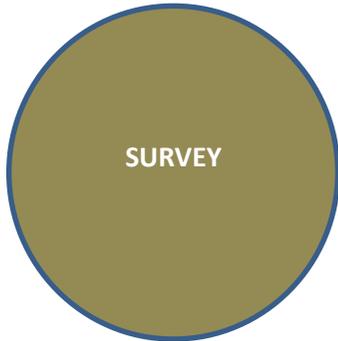
Consultation activities were designed to engage the community and council staff across the Randwick and Waverley local government areas to achieve the following objectives:

- Inform the Eastern Suburbs community of the DIAP planning process and how they could participate and have a say
- Capture feedback about existing services and facilities and the importance of these
- Gather feedback on any major gaps or issues not currently being addressed
- Provide an opportunity for participants to discuss and identify opportunities to make the community more inclusive
- Understand what Council is doing well and where Council should focus on making improvements.

Promoted to people with a disability, families and carers, disability service providers, community organisations and individuals, the consultation process involves:

- A survey that could be completed on-line, on paper or by telephone, targeting all members of the community (62 respondents)
- Community conversations were held with two focus groups participated by representatives from Eastern Sydney Multicultural Project and Eastern Suburbs Mental Health Support Group (10 participants)
- Two community workshops held and attended by people with a range of disability, families and carers, disability providers and community organisation advocates (80 participants)
- Three internal Council staff workshops comprising of senior executives, frontline customer service staff and relevant officers from various departments across the whole of council (59 participants).

Consultation methodology



What is it?

- Survey that could be completed online, on paper or by telephone
- Written submissions were also invited

Target Group

All members of the community

Number of respondents

62 survey respondents
2 written submissions

Dates

Between 20th March – 14th April



What is it?

2 focus groups

Target Groups

- Eastern Sydney Multicultural Project
- Eastern Suburbs Mental Health Support Group

Number of participants

10 overall (5 in each group)

Dates and Locations

24th April Espresso Bar Spring Street (ES Multicultural Project) & Church in the Marketplace (ES Mental Health Support Group)



What is it?

- Workshops held with community members and Inter-agencies

Target Group

People with a disability, families & carers, community organisations

Number of participants

80 participants

Dates and Locations

- 4th April Workshop 1
- Waverley Community & Seniors Hall, Bondi Junction
- 5th April Workshop 2 – Lionel Bowen Library, Maroubra
- 19th April Workshop 3 – Interagency meeting



What is it?

- Pre-workshop survey
- Workshops held with internal staff

Target Group

Executive Team and council staff from cross section of council departments

Number of participants

59 participants (excluding Executive Management Team)

Dates and Locations

April-May (Executive team)
3rd May Margaret Whitlam Recreation Centre (Community Engagement & Frontline staff)
4th May Lionel Bowen Library, Maroubra (Built Environment & Open Space staff)

11. Consultation Outcomes and Strategies

Regional strategies were informed by the outcomes of the community consultation sessions and survey results. These outcomes are grouped into the 4 classified areas identified in the NSW Disability Plan, namely:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

1. Focus area: Attitudes and Behaviours

This focus area aims to build community awareness of the rights and abilities of people with a disability, and to support the development of positive attitudes and behaviours towards people with a disability.

Key Findings

- Negative attitudes and behaviours have been described as the single greatest barrier to social inclusion for people with a disability
- Negative attitudes are often determined by fear, or a lack of awareness or social interaction with people with a disability, and more likely to occur where the disability is 'invisible'. For example, people experiencing intellectual and mental health difficulties are often misunderstood and made to feel unwelcome in many aspects of community life
- Lack of available information about inclusive and accessible places and activities reduces opportunities for people with all abilities to connect and participate in mainstream activities

Regional strategies to support the development of positive attitudes and behaviour

- 1.1. Provide community awareness raising activities to support inclusive attitudes and behaviours
- 1.2. Increase staff understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities
- 1.3. Engage with the local business communities to promote the benefit of providing accessible services, environments and inclusive communications

2. Focus area: Liveable Communities

This focus area aims to increase participation of people with a disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

Key Findings

- Difficulty moving around the community was by far the biggest barrier to full community participation in cultural, social and leisure activities. The community wants better support and access to beaches and swimming facilities, places to exercise, socialise and play
- There is often insufficient information available about accessible and inclusive events programs, services and amenities offered in the community
- Inaccessible footpaths and continuous travel paths, limited access to parking, and community transport pick up and drop off zones restrict access to essential services, represent major challenges
- There is insufficient and appropriately located drop off and pick up points for people with limited mobility (e.g. walking frame users, frail elderly) at front entrance of key destinations and shopping centres. The optimal drop off and pick up points are usually monopolised by bus zones that prohibits quick drop off and pick up of people with limited mobility
- Community transport is a highly valued and essential service but the charge fees are not considered affordable for people on fixed pensions or receive disability incomes. In addition clients of community transport experience difficulty booking trips at short notice, and have expressed the need for out of business hours transport options
- The community reported a need for better access to consistent information about in-home independent living support services. Concerns were raised about long waits for home care, and the quality of some home care providers
- People with a disability affected by the uncertainty of the National Disability Insurance Scheme (NDIS) would like better access and information about the changes to the service and funding environment
- People with a mobility disability reported that there is not enough accessible housing stock and are faced with limited accommodation options. People experiencing mental health issues in particular identified challenges in affording rent and maintaining stable tenancies

Regional strategies for increasing participation of people with a disability in all aspects of community life

- 2.1 Work with partner agencies to increase access to services and information that support people to live independently
- 2.2 Recreational and cultural activities and events are inclusive and actively promoted
- 2.3 Advocate for increased diversity of housing stock that is affordable and accessible
- 2.4 Increase access to Council facilities, venues, parks and beaches
- 2.5 Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning

3. Focus area: Employment

This focus area aims to support and improve opportunities for people with a disability to gain meaningful employment, which will enable them to exercise choice and control over their own lives as a result of financial security.

Key findings:

- Lack of employment opportunities; inadequate or ineffective employment agency services to support individuals with a disability e.g. job training, work experience opportunities leading to meaningful and permanent employment
- Lack of awareness of employment support services that are available to people with a disability. This may be due to either information not appropriately communicated to relevant sections of the community or that there is simply insufficient information being made available
- Employers are not aware of financial incentives and assistance available to support employment of people with a disability. This makes the job application and interview process difficult for them
- People experience difficulty finding information about what job vacancies might be accessible and inclusive and which employers are willing to consider employing a person with a disability
- Community participants indicated limited awareness of employment opportunities within Council and Council policy regarding diversity and inclusion

Regional strategies for improving employment opportunities for people with a disability

- 1.1 Support and increase local employment opportunities
- 1.2 Ensure that the Council's workforce and recruitment policies and procedures support disability and inclusion principles

4. Focus area: Systems and Processes

This focus area aims to ensure that people with a disability are able to make informed choices about available services provided by government agencies. Some of the challenges stem from frontline staff's lack of awareness of the needs of people with a disability; systems and processes that do not support accessibility and inclusion; and the lack of accessible options for people to choose from when communicating, accessing information, or providing input or feedback.

Key findings

- The community has difficulty getting the information they need to enable them to move around the community, access venues and facilities, participate in social and recreational activities and events, access education and obtain employment. This makes it hard for them to plan and engage in community activities and access required services
- The information and communications format used by Council and other services don't fully meet the needs of people with literacy or cognitive difficulties. The need for Easy Read format is indicated, and in different key languages
- The community wants to be actively involved in the planning and design of public spaces and facilities to better inform council of the needs and challenges confronting people with a disability when moving around in the public domain

Regional strategies for ensuring our communications systems and processes are inclusive

- 4.1. Increase access and awareness of Council information, feedback systems and services for people with a disability
- 4.3 Ensure Council's community consultation and engagement processes are inclusive, and support participation of a diverse range of users

Identification of Top 10 Priority Areas

Workshop participants and survey respondents told us that they would like the Council to, in the first instance, work on the following top 10 priorities shown below:

1. **Moving around the community:** Improve accessibility of parking, drop-off/pickup points, community and public transport and accessible footpaths
2. **Information about accessible facilities and services:** Provide a range of information related to accessible and inclusive activities, venues and services
3. **Opportunities for people with invisible disabilities:** Increase opportunities for people living with a disability, including those experiencing communication, mental health, sensory and cognitive difficulties, to participate in Council-managed mainstream events and activities
4. **Attitudes and behaviours** from the general community and local businesses
5. **Lack of employment** and limited work experience opportunities
6. **Housing options** to meet the demand for affordable, accessible and supported housing
7. **Home modifications** need for ongoing supports for home modification and maintenance
8. **Inadequate accessible cultural and recreational opportunities** to facilitate or encourage participation
9. **Public events** are not fully accessible or inclusive
10. **Transition to NDIS:** uncertainty and lack of information about procedures, funding and services.

The Consultation Report containing suggestions and ideas collated from surveys, submissions and workshops will be used as a key reference document to help shape the development of our action plans beyond the next four years.

We acknowledge that some of the suggestions and issues identified by community members are beyond the Council's sphere of influence and responsibility. Under such circumstances, relevant council officers will advocate for and work with the different state agency representatives to secure satisfactory or 'best possible' solutions.

Other external forces that limits a council's ability to implement accessibility principles in the public domain are:

- Policy changes relating to aged and disability funding levels and service delivery (e.g. sector reforms and the NDIS)
- Decisions made by key State and Federal Government authorities (e.g. housing, public transport, roads and traffic authorities)
- Historic land use patterns, topography and ageing infrastructure
- Car usage, traffic and parking congestion.

Action Plans

Presented in the next section (Section Two) is Randwick City Council's Disability Inclusion Action Plan, describing specific actions and tasks that council staff will be delivering over the next four years.

SECTION TWO:

RANDWICK CITY DISABILITY INCLUSION ACTION PLAN

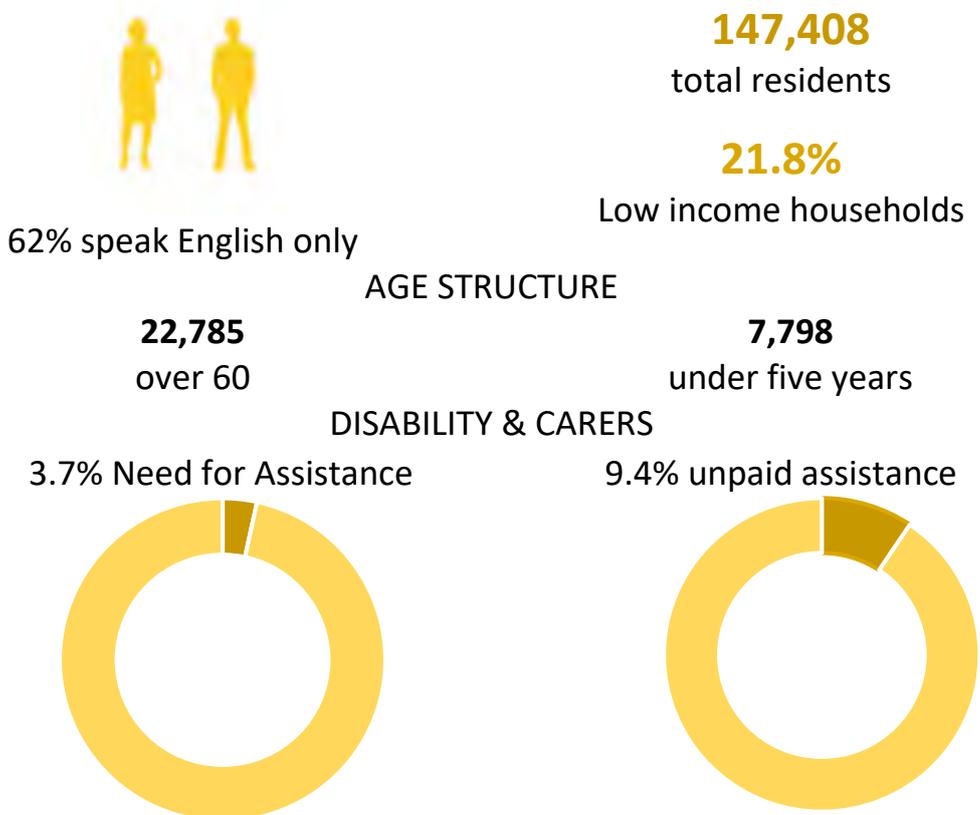
Randwick City Council Disability Inclusion Action Plan

Randwick City Council’s Action Inclusion Plan tabled in this section of the document focuses on the following key priorities:

- Incorporating accessibility and inclusive practices when undertaking public domain improvements and events planning
- Increase access to services and improved information provision
- Awareness raising and capacity building initiatives
- Increased use of positive images and stories to influence public perception
- Supporting employment initiatives that are within its sphere of influence.

Council staff will formally review the Action Plan every five years and will also continue to evaluate the effectiveness of the actions as they are being delivered. Therefore some of the identified actions may need to be adjusted or revised to enable it to respond to changed external circumstances that are beyond the Council’s control.

General Population Snapshot



ABS Census 2016

Disability in the Randwick LGA

The Randwick LGA covers an area of 37.42 square kilometres and has a population of 149,276. Presented below is a snapshot of some key characteristics of people with disabilities living in Randwick City:

- 12% (17,000), residents living in the Randwick LGA are estimated to have a disability¹
- 3.8% (5,361) of the Randwick's residents had a need for assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition²
- 11,219 persons living in Randwick LGA provided unpaid assistance to a person with a disability²
- Almost 1/3 of persons with disabilities have a profound or severe core activity limitation. ¹ This equates to around 5,650 persons
- 1 in 5 persons with a disability have said their main long term health condition was a mental and or behavioural disorder.¹ This equates to 3,390 persons
- 1 in 2 persons with a disability use an aid or equipment to assist them. ¹ This equates to around 8,477 persons
- Greater than 1 in 4 people with a disability use a communication aid¹. This equates to around 4,240 persons
- 16% of people with a disability use a mobility aid. ¹ This equates to around 2,720 persons
- 12 % (2,030) of people with a disability have made modifications to their home because of health conditions¹
- A person, with a disability, is almost 5 times more likely to be living in a state housing authority dwelling¹. Randwick LGA has a higher proportion (6.1%) of persons living in a state housing authority dwellings than for NSW (4.0%).² This may indicate that Randwick LGA has more residents with disabilities than is estimated using the ABS 2015 Survey of Disability Ageing and Carers
- People with a disability are less likely to be either working or seeking work. Only 51% people with disabilities, aged between 15 and 64 years (around 3,535 persons), are either working or seeking work, compared to 83% of people with no disabilities¹

¹ ABS 2015 Survey of Disability, Ageing and Carers - New South Wales

² ABS 2016 Census Usual Resident Population

Randwick Disability Inclusion Action Plan 2017-2021

1. Attitudes and behaviours				
Regional Framework/Strategies	Randwick Actions/Projects	KPI	Timeframe	Project Leader
1.1. Provide coherent awareness raising activities for the community and businesses to increase understanding of the different types of disabilities and challenges experienced by people and their carers	Partner with key stakeholders to deliver joint disability and inclusion awareness raising and education events to the general community, including information on the different types of disabilities	<ul style="list-style-type: none"> • 2 community events delivered 	2018/2019	Community Development
	Incorporate diversity and inclusion awareness component into customer service training sessions attended by council staff	<ul style="list-style-type: none"> • No. of staff received training component 	Annual	Human Resources
	Continue to monitor and educate the community about the appropriate use of designated accessible parking	<ul style="list-style-type: none"> • No. of infringement notices issues • Publication of articles/notices in council newsletters & social media outlets 	Annual	Ranger Services
1.2. Promote the contribution that people with a disability make in our general community, reflecting a realistic representation of our diverse community and involvement in daily lives	Use positive images of people with different abilities in council publications, promotional videos and website content	<ul style="list-style-type: none"> • Photo shoot conducted resulting in supply of images depicting people with different disabilities to use in Council publications 	2018/19	Communications
	Help promote inclusive and accessible local sporting and recreational activities, programs and facilities provided by local organisations	<ul style="list-style-type: none"> • Feature in Council's Scene Magazine highlighting Council's accessible facilities and services 	2018/19	Communications with support from Community Development

1.3. Ensure council staff have the resources, knowledge and skill to apply inclusion principles within their functional areas of responsibilities	Invite relevant council staff members to attend Access Advisory Committee meeting to provide information and obtain feedback	<ul style="list-style-type: none"> No of staff meeting attendance Invitations to relevant Council officers are sent 	Annual	Community Development
	Liaise with council staff to discuss issues, review DIAP actions, monitor progress or develop new projects	<ul style="list-style-type: none"> Quarterly and annual reporting completed 	Annual	Community Development
1.4. Engage with local businesses and chambers of commerce to promote accessible shops and offices, and the benefits of improved shopping experience for all potential customers	Investigate the feasibility of implementing a Mayor's Award as part of Business Awards Ceremony to recognise businesses that have significantly contributed to improving access and services for people with disabilities	<ul style="list-style-type: none"> Feasibility of establishing a Mayors' award is conducted 	End 2018	Cultural Events & Venues, Community Development
	Promote the benefits of accessible tourism to local business community and commercial benefits of providing good access to their business	<ul style="list-style-type: none"> Number of occasions and activities where accessible tourism is promoted 	2018	Economic Development

2. Create liveable communities

Regional Framework/Strategies	Randwick Actions/Projects	KPI	Timeframe	Project leader
2.1. Work collaboratively with adjoining councils, state agencies, and government funded aged and disability service providers across the Eastern Suburbs region to share information, facilitate consistent service delivery and improve access for people with disabilities	Increase the number of designated accessible parking spaces at key venues/facilities and monitor and enforce the appropriate use of mobility parking	<ul style="list-style-type: none"> • No. of new designated accessible parking provided • No. misuse infringements • No. of awareness promotions • % reduction in misuse infringements 	Annual	Integrated Transport, Rangers Services
	Participate in or hold a joint information forum with key organisations, neighbouring councils, and state agencies to help people to understand consumer directed care and to exercise choice and control in choosing disability support services	<ul style="list-style-type: none"> • One information forum per year 	Annual	Community Development
	Regularly promote and disseminate information and resources to help people with disabilities and their carers understand and access relevant services	<ul style="list-style-type: none"> • No. of resources disseminated • 2 Public forum expos 	Annual	Community Development
	Regularly consult with our community service providers, key organisations and community representatives to identify key issues important to people with disabilities, their carers	<ul style="list-style-type: none"> • No. of issues addressed through planned activities/projects 	Annual	Community Development
	Convene, resource and support the Eastern Suburbs Aged/Disability Interagency	<ul style="list-style-type: none"> • No. of Aged and Disability sector inter-agencies held and supported 	Annual	Community Development

2.2. Increase access to Council services, facilities, parks, buildings and beaches	Design all relevant new council assets, buildings and open spaces to meet disability access standards and observes Universal Design Principles	<ul style="list-style-type: none"> All designs consider the needs of people with disabilities and comply with relevant standards 	Annual	City Services
	Investigate opportunities to provide additional facilities in open spaces to encourage accessible tourism	<ul style="list-style-type: none"> Report prepared outlining potential Council facilities that would encourage accessible tourism 	2018/19	City Services, Economic Development, Community Development
	Investigate the feasibility of providing beach mats for use by people with mobility limitations on Council's beaches	<ul style="list-style-type: none"> Investigations completed and report prepared within specified timeframe 	2017/18	Aquatic Services in partnership with Community Development
	Review the procedure for providing a beach wheelchair for carers and people with limited mobility	<ul style="list-style-type: none"> Review identifies: resources required, potential staffing implications, and any possible operational policy implications 	2018/19	Aquatic Services in partnership with Community Development,
	Identify a Recharge Scheme for disability motorised scooters that can be applied or implemented by local councils in the Eastern Sydney Region	<ul style="list-style-type: none"> Investigations completed and report prepared within specified timeframe 	2018/19	Community Development
	Continue to provide an annual capital works program to upgrade footpaths, pedestrian crossings, kerb ramps and bus shelters to universal design standards	<ul style="list-style-type: none"> No. of accessible upgrades with kerb ramps. No. of bus stops upgraded to comply with accessibility standards No. of new footpaths constructed to facilitate access 	Annual	City Services

2.3. Ensure Council-managed events, activities and services are accessible where possible and are actively promoted	Review event management processes and procedures to increase the accessibility and inclusiveness of events held	<ul style="list-style-type: none"> No of accessible and inclusive events held. 	2018/19	Cultural Events and Venues
	Provide and promote events that are accessible and inclusive	<ul style="list-style-type: none"> Accessible and inclusive events are promoted using appropriate media and communication channels and outlets 	Annual	Communications, Library Services
	Promote and raise awareness of Council's accessible facilities and services in the region	<ul style="list-style-type: none"> Information on Council's accessible facilities are regularly promoted through the distribution of pamphlets, Council's website and other media platforms 	Annual	Community Development , Library Services, Communications
2.4. Advocate to government agencies and relevant authorities for increased accessibility of the public, private and community transport system and services	Continue to advocate to Department of Planning and FACS for increased diversity of housing stock that is affordable and accessible	<ul style="list-style-type: none"> Details of opportunities where Council has been able to advocate for increased affordable accessible housing stock 	Annual	Community Development
	Explore the options to increasing the number of drop off and pick up zones in town centres, key destination venues and facilities	<ul style="list-style-type: none"> Number of new pick up zones 	End 2018	Integrated Transport

3. Employment

Regional Framework/Strategies	Randwick Actions/Projects	KPI	Timeframe	Project leader
3.1 Support and increase local employment opportunities	Identify websites that list appropriate not-for-profit community organisations that operate social enterprise businesses offering training opportunities and meaningful employment to people with a disability	<ul style="list-style-type: none"> • Suitable Social enterprise Websites are identified 	2018/19	Community Development, in partnership with Purchasing
	Include on Council's Procurement section of its intranet statements to encourage Council's managers and coordinators to consider relevant social enterprises when seeking suppliers to purchase goods and services	<ul style="list-style-type: none"> • Statements are on Councils Intranet that encourage staff to consider social enterprise organisations when seeking future suppliers • Suitable Social enterprise websites links are on Council's Intranet 	2017/18	Purchasing
	Partner with key disability employment agencies and local councils in the eastern suburbs to hold a disability employment Job Expo whereby people with a disability can meet with support services representatives and obtain employment and training information	<ul style="list-style-type: none"> • 1 disability employment Expo every 2 years 	Annual	Community Development
	Partner with key stakeholders and relevant government agency and businesses to develop resources designed to inform employers of financial incentives and assistance available to support employment of people with a disability	<ul style="list-style-type: none"> • Material promoting financial benefit of hiring people with disabilities is developed in partnership with key stakeholders 	2018/19	Economic Development, Community Development

3.2 Ensure Council's workforce and recruitment policies and purchasing procedures support diversity and inclusion principles.	Evaluate Council's employment policy and practices to remove barriers and improve opportunities to support a diverse workforce	<ul style="list-style-type: none"> • Employment policies and practices reviewed and amendments made to minimise barriers and improve opportunities to support for a diverse workforce 	Completed by 2019	Human Resources
	Strengthen diversity and inclusion in the workforce planning and strategies	<ul style="list-style-type: none"> • Workforce Plan and relevant strategies are updated and includes stronger diversity and inclusion principles and practices 	Completed by 2019	Human Resources
	Ensure all key external procurement information is accessible (Council's website and documents)	<ul style="list-style-type: none"> • All major procurement opportunities are advertised in the SMH, tendering portal and our website 	Annual	Purchasing, Communications
	Promote job vacancies through mediums to reach a range of diverse candidates	<ul style="list-style-type: none"> • Attraction strategies promote diversity 	Completed by 2020	Human Resources
	Develop awareness of diversity and inclusion with leadership group	<ul style="list-style-type: none"> • Increased awareness of diversity and inclusion in the workplace 	Completed by 2020	Human Resources

4. Systems and Processes

Regional Framework/Strategies	Randwick Actions/Projects	KPI	Timeframe	Project leader
4.1. Collaborate with adjoining council departments to identify programs, and projects located in vicinity of shared LGA boundaries to ensure uniform and effective design connectivity and seamless pathways	Develop a communication process with adjoining councils to facilitate information exchange when implementing kerb and footpath construction projects with travel paths across shared LGA boundaries	<ul style="list-style-type: none"> All projects in the vicinity of a shared LGA boundary are planned for effective connectivity across the LGA boundary 	Annual	City Services
	Develop a wayfinding strategy for upgrading signage to meet the needs of people with a disability	<ul style="list-style-type: none"> All new wayfinding projects to meet the needs of people with a disability 	Annual	City Services
4.2. Increase access and awareness of council information and services for people with a disability	Investigate, report on and implement on options for improving access to information and services on Council's online services	<ul style="list-style-type: none"> A review of current best practices and innovative website technology to assist people with disabilities is prepared Report detailing the current functionality of Council website and includes recommendations for improving the website's access to information and services for people with disabilities is prepared Key report recommendations for website disability access improvements are budgeted and implemented 	<p>2017/18</p> <p>2017/18</p> <p>2018/21</p>	Business Systems

	Develop guidelines for making Council publications accessible	<ul style="list-style-type: none"> • Council's Style Guide is updated and considers access issues 	2018/19	Communications
	Create and publish access maps on Council's website for major centres, accessible toilets, playgrounds, adult change rooms, equipment and mobility parking	<ul style="list-style-type: none"> • Access map produced and on Council's website • Access map includes standard icons identifying access facilities 	End 2018	Integrated Transport, Spatial Systems
4.3. Ensure that a formal advisory body with relevant skills and knowledge is available to provide council staff with independent and external advice on access and disability issues	Review the structure and role of Council's access committee to facilitate independent advice and involvement in the design of Council projects	<ul style="list-style-type: none"> • Review of and structure of Council's Access Committee completed to reflect its membership of community members, relevant service providers and Councillors 	2017/18	Community Development
	Consult with members of Access Advisory Committees during the planning and design stages of major building construction or upgrading projects, policy development and purchase of key mobility equipment/goods	<ul style="list-style-type: none"> • Number of meetings held • Recommendations presented to Council for consideration • Meeting attendance by relevant Council staff 	Annual	Community Development

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Randwick City Council
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Hours of operation
8:30am – 5:00pm, Monday to Friday

Call centre 1300 722 542

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