

An Inclusive Community for Everyone

Eastern Suburbs.

2017 - 2021



WAVERLEY
COUNCIL

Randwick & Waverley Regional Disability Inclusion Framework 2017 - 2021

An Inclusive Community For Everyone

We support our community members to participate positively in community life – whatever their age, gender, physical ability, socio-economic status, sexuality or cultural background – to feel like they can be active, healthy, valued and connected. We plan and design for our diverse community, by providing safe, healthy and inclusive services and spaces.

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01 /

Our Commitment to Disability Inclusion

We are committed to adopting an inclusive approach that goes beyond minimum compliance to enable people with disability to enjoy meaningful participation in community life by:

- Consulting and engaging people with 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
- Building community awareness of the rights and abilities of people with disability, and supporting the development of positive attitudes and behaviours towards people with disability

“We are committed to adopting an inclusive approach that goes beyond minimum compliance”



02 / About Our Regional Framework

The Eastern Suburbs Region is made up of a diverse population across all ages, abilities and origins.

As an increasingly diverse community, we need to create an environment which is inclusive of all people, through our planning and involvement in many community activities and services.

By ensuring our community is accessible and inclusive, we can provide greater choice and control in the lives of all members of the community, which is key to enabling people with disability to fully participate in community life across the eastern suburbs region.

Randwick City and Waverley Councils have elected to develop a joint regional framework to support a consistent approach to disability planning across the eastern suburbs over the next four years. The strategic framework is shared, and each Council has developed separate disability inclusion action plans (DIAP). Actions will be aligned with Council's Integrated Planning Framework and reported on annually.

The Regional Framework takes a unified approach which recognises the importance of collaboration and coordination by all governments, industry and communities to address the challenges faced by people with disability.

It recognises that public spaces, infrastructure and service delivery are not defined by LGA boundaries but that residents move around the region to access and use a wide range of facilities and services.

The Regional Framework will promote joint projects and guide both councils' work in strengthening community attitudes and behaviours, the liveability of our community and council's systems and processes. It will integrate shared strategies for delivering information, services, infrastructure and facilities to enable people with disability to participate equally in their communities. As well as establishing strategies for continuous improvement in relation to access and inclusion.

This new framework builds on the strengths of the councils' existing work commitments, and sets out shared priorities and strategies for maintaining and improving access and inclusion for people with disability within the following four focus areas:

- 1. ATTITUDES & BEHAVIOURS**
- 2. LIVEABLE COMMUNITIES**
- 3. MEANINGFUL EMPLOYMENT**
- 4. SYSTEMS & PROCESSES**

The framework responds to changes in international, Australian and New South Wales policy which meet legislative obligations under the NSW Disability Inclusion Act 2014, Commonwealth Disability Discrimination Act 1992 and the Commonwealth Carers (Recognition) Act 2010.

Over the next four years, each Eastern Suburbs Council will implement a range of actions to achieve measurable outcomes for our community through the delivery of their Disability Inclusion Action Plans (DIAP).

By working collaboratively with community partners, business, government and non-government agencies, we will work to develop more active, healthier and better connected individuals and communities.

This document is divided into two key sections:

1. **Regional Disability Inclusion Framework (Randwick and Waverley)** - shared outcomes and strategies
2. **Disability Inclusion Action Plan (Waverley Council)** - detailed actions for implementation by Waverley Council

“As an increasingly diverse community, we need to create an environment which is inclusive of all people, through our planning and involvement in many community activities and services.”



03 / Our Diverse Community

The Eastern Suburbs Region has a population of 285,418 [1] and is made up of diverse community groups who live, work and visit the 58 sq km area.

The Eastern Suburbs incorporates 34 suburbs across the local government areas of Randwick, Waverley and Woollahra.

In 2016, the median age of the Eastern Suburbs region was 35 years, with children (0-14y) making up 15% and people over 65 years making up 14% of the population [1].

The Australian population is ageing. The proportion of older people, those aged 65 years and over, has been steadily increasing over the last century for both men and women, and this trend is expected to continue [2].

The Eastern Suburbs features an extensive coastline and some of Sydney's most popular and best-known beaches, Sydney Harbour to the north and Botany Bay to the south. The Bondi beach area alone draws over 2.7 million tourists and visitors every year [3].

People with disability

People with disability living in and visiting our community have a range of different needs and abilities due to various cognitive, psychological, physical, sensory and psycho-social impairments.

Disability may be acquired at birth or early in life, or may be the result of accident, illness, injury or ageing.

Disability is the result of the interaction between people living with impairments and an environment filled with barriers. Even though it is widely recognised that the way people experience disability depends on the complex interactions between impairment and the environment in which they are undertaking activities, disabilities are often divided into 'disability groups' such as physical and mobility, learning and cognition, vision or hearing.

No two people experience disability in the same way. The kinds of barriers that people with disability may face that can prevent them from participating fully in community life include:

- Physical barriers – such as uneven footpaths, steps into buildings, no accessible parking;
- Systemic and operational barriers – such as when a person is unable to access or submit information;
- Social attitudes – such as negative perceptions and attitudes towards people with a disability or older people.

The implication for our community is that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others, and that this participation is a fundamental right of people with disability.

Impact of Disability

In 2016, 9409 [4] Eastern Suburbs residents reported needing help with day to day tasks due to a disability related to self-care, mobility and communication, however not all people with disability need assistance. The likelihood of living with a disability increases with age. In Australia, 50.7% of people aged 65 years and over reported to have a disability [5].

Residents with disability experience disadvantage in the areas of community participation, employment and housing. 1 in 12 people with disability in Australia reported they have experienced discrimination due to their disability in the last 12 months [5].

People with disability are less likely than those without to have participated in sport or recreational activities or to have attended a sporting event as a spectator. They are also less likely than people without disability to have attended a selected cultural venue or event in the last 12 months [7].

Mental Health

Mental health issues refer to many different illnesses and disorders that significantly affect how a person feels, thinks, behaves, and interacts with other people. Some of the types are depression, anxiety, schizophrenia, bipolar mood disorder, personality disorders, and eating disorders.

People's experiences differ. Episodes of mental illness can come and go during different periods in people's lives.

Some people experience only one episode of illness and fully recover. For others, it recurs throughout their lives.

People experiencing "invisible disability" such as mental health issues are often misunderstood and excluded due to a lack of awareness and understanding. People with a lived experience of a mental health issue or mental illness may not identify as a person with a disability.

People with disability from diverse backgrounds

Disability is part of human diversity. People with disability are represented in every age group, cultural and socio-economic background. Our region has a culturally and linguistically diverse population. In 2016, 25% of our community speaks a language other than English at home [1]. The most common ancestries in the Eastern Suburbs region were English, Australian, Irish and Chinese [4].

Access to culturally appropriate services, programs and information that reflect and support different cultural identities enables connection to place and therefore increased community participation.

Indigenous Australians are more likely to experience disability than other Australians [5]. Our indigenous community is also more likely to experience social disadvantage related to employment, housing and transport issues [8].

Disadvantage and Homelessness

People with a disability are more likely to experience socio-economic disadvantage than other residents. The weekly median income of people with disability is less than half of those with no reported disability [5]. People with disability are less likely to be either working or seeking work. In Australia, only 53% of people with disabilities aged between 15 and 64 years are either working or seeking work, compared to 83% of people with no disability [6].

Issues related to homelessness are complex. People who are homeless or rough sleepers tend to have health related problems as contributing causes for homeless circumstances. Many experience mental illness and need some level of support services to help them to find and maintain housing [6].

“People with a disability are more likely to experience socio-economic disadvantage than other residents.”

Carers

Carers play a vital role in the community. Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, or who are frail aged. Caring may include help and support in daily activities of the person being cared for. More than 20,000 [4] residents in our region provide some form of unpaid care and assistance to a person with a disability, long term illness or old age.

Australian Population Demographics



IN THE EASTERN SUBURBS

3.3% (9,409) OF THE
POPULATION REPORT A NEED
FOR HELP WITH DAILY TASKS

4.3 MILLION

(1 IN 5, 18.3%)
AUSTRALIANS WITH
DISABILITY



11%

(2,145,203)
OF AUSTRALIANS
PROVIDE UNPAID
ASSISTANCE TO A
PERSON WITH A
DISABILITY



8.2% OF AUSTRALIANS
WITH A DISABILITY HAVE MADE
MODIFICATIONS TO THEIR HOME



AROUND 1 IN 5

AUSTRALIANS WITH
DISABILITY SAID THEIR
MAIN LONG-TERM HEALTH
CONDITION WAS A MENTAL OR
BEHAVIOURAL DISORDER



1 IN 12 PEOPLE

IN AUSTRALIA
WITH DISABILITY
REPORTED THEY HAVE
EXPERIENCED
DISCRIMINATION



GREATER THAN
1 IN 4 PEOPLE
WITH A DISABILITY IN
AUSTRALIA USE A
COMMUNICATION AID

Source: Australian Bureau of Statistics 2015. Further information is available in Disability, Ageing and Carers, Australia: Summary of Findings available from the ABS website (www.abs.gov.au)

04 / Work That Makes a Difference

Much of the work Randwick and Waverley Councils do is focused on ensuring capacity, vitality, connection and the sustainability of our community.

This is demonstrated in both Councils long standing history of implementing disability planning initiatives.

Work that we do:

- Offer a broad range of services across various locations for people of all ages and abilities
- Build, maintain and promote environments, infrastructure, public amenities and supported housing developments
- Develop innovative programs and initiatives to meet community needs and explore new and better ways for working for our community
- Partner with community organisations and groups to broaden the impact of our work
- Promote health and quality of life through provision of recreation and leisure opportunities
- Promote economic security through meaningful employment and civic participation opportunities
- Train and raise awareness across the community to inform and influence community-wide attitudes and action



Achievements of Initiatives for the DIAP

SERVICES

Waverley Housing Program

Housing affordability is a major issue across the eastern suburbs. People with disability and older people who rent are particularly vulnerable to being displaced from their local community due to rising rents.

Waverley Council's affordable housing program provides over 80 units to assist working households, people over 55 years on low to moderate incomes; and adults with intellectual disability to transition into independent living.

The program has assisted more than 20 people with an intellectual disability to transition into secure, long term housing, and assisted many more residents to remain living independently as they age, close to their local services, facilities, families and social networks. Without these programs many people would not be able to continue to live in the area.

Waverley Community Living Program

Waverley Community Living Program (WCLP) is an independent living support service that works with people with an intellectual disability to achieve their goals and aspirations. The service assists people with accommodation placement, tenancy support, independent living skills, and access to social and recreational activities.

In 2017, the service registered with the National Disability Insurance Scheme (NDIS) and provided support and information to assist people to transition into the NDIS so they can exercise choice and control over their future supports.

The service actively involves participants in designing projects of interest to them. In 2016, participants created a funny and heart-warming short film called 'Short Changed'. 'Short Changed' is about finding love and local community life – filmed in and around Bondi Junction.

'Short Changed' was 1 of 9 films that was featured in a documentary aired on SBS. It qualified for the International Focus on Ability Film Festival 2016 and one of the actors won 'Best Australian Actor'.

Randwick Home Modification and Maintenance Service

Randwick City Council's Home maintenance and modification service provides home repairs and modifications such as the installation of access ramps and hand rails to make a home safe. The service helped over 300 new clients during 2016 - 17 and responded to 2,500 service requests. Home maintenance and modification services are essential to help people to live in their homes as long as possible and stay connected to their communities.

INITIATIVES

Waverley Homeless Registry Week

Waverley Homeless Registry Week held in 2016 encouraged homeless people to complete a survey to record information about their health, history of homelessness and housing situation. 57 people were identified as homeless, with the average duration of homelessness being 5 years. Brain injury, head trauma, mental health concerns and violence were recurring issues experienced by respondents. This data helped to better support the needs of local homeless people and resulted in a number of people being housed. It also led to the establishment of a regular specialist outreach service to assist rough sleepers.



Living Local, Staying Connected Housing Forum

A Living Local, Staying Connected Housing Forum looked at opportunities to increase supply of suitably designed housing for people with disability and to meet people's changing circumstances as they age. Architects, planners, developers and government representatives heard from housing design leaders about solutions and partnerships occurring both internationally and in Australia, and to explore local solutions to increase the supply of well-designed affordable and accessible housing. Positive outcomes from the forum included adopting universal design features within Council's Develop Control Plan, and a commitment to promote awareness of good design and explore project options as they arise.

"This data helped to better support the needs of local homeless people and resulted in a number of people being housed."

PROGRAMS

Community Information

Randwick City Council provide regular community information sessions to inform people about the latest research on healthy lifestyles and to make choices about the kind of services and supports available to support independent living. Recent seminars held in the region included information on brain health, legal rights, and the National Disability Insurance Scheme.

Cultural programs

Councils play an important role in providing opportunities for people with disability to develop their creative talents, participate in mainstream events and be a part of community life. An annual program of inclusive pottery classes held at Bondi Pavilion helped people develop their creative skills. An inclusive Techtime program held at Waverley library helped people with smartphone and email use, how to shop online, search key websites such as the NDIS and to develop online security skills.

Sculpture by the Sea

Provides an inclusion program supported by Waverley Council through an annual grant. In 2016, 405 participants and 132 carers participated in Tactile Tours of the sculptures with experienced guides for people who are blind or have low vision. Other initiatives are AUSLAN interpreted Artist Talks for members of the public who are deaf; and a transition to work program for young people living with a disability to gain experience in prepare for the exhibition.



PUBLIC AMENITIES

Council has a primary role in designing and developing the built environment and public facilities to enable all people to participate in community life.

Both Randwick City and Waverley Councils have an annual program of street upgrades.

Community facilities recently built or refurbished to improve accessibility include Coogee Seniors Centre and the Mill Hill Community Centre. The upgrades have made it easier for people to participate in social and health activities and to find out about what happening in the community.

The eastern suburbs are probably best known for their beautiful beaches and parks. A number of recent projects aim to support people of all abilities to enjoy the great outdoors.

Beach wheelchairs

Beach wheelchairs are available free of charge at Bondi, Clovelly and Maroubra beaches enabling wheelchair users to enjoy a day at the beach. Users can travel along the sand and experience the sea from the water's edge.

The Chifley all abilities playground

The Chifley all abilities playground allows families with members who have a disability to spend time together. The playground has a variety of play equipment and a number of sensory toys, including drums, rainmakers, voice tubes, reflection mirrors and tactile sculptures. The different play options offer varying levels of challenge to help develop skills in coordination and strength.

The Frenchman's Reserve Outdoor Gym

The Frenchman's Reserve Outdoor Gym is designed for people of all ages and abilities, making it perfect for people recovering from an injury and older people.



05 / The Planning Context

Randwick and Waverley Councils work within the wider context of international, national and state legislation and policy. Randwick and Waverley Regional Disability Inclusion Framework 2017–21 builds on our previous work history, knowledge and experience in implementing and delivering services to people of all ages and abilities.

The framework responds to changes in international, Australian and New South Wales legislation, policy and practise.

Timeline

1992

The 1992 Disability Discrimination Act (DDA) makes disability discrimination unlawful and promotes equal rights, opportunities and access for people with disability.

2008

More recently there has been a move towards inclusion of people with disability and greater recognition of their human rights through the ratification of the United Nations (UN) Convention on the Rights of Persons with Disabilities by the Australian Government in 2008:

“to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”

This commitment by all levels of government set out to eliminate barriers faced by people with disability and has

driven a reform agenda based on the UN human rights approach.

2010

In 2010, the Australian National Disability Strategy (NDS) was developed and outlines a 10-year national plan for improving life for Australians with disability, their families and carers.

2014

In 2014, the NSW Government enacted the NSW Disability Inclusion Act (DIA) which requires each public authority including Councils to prepare a Disability Inclusion Action Plan. The Disability Inclusion Action Plan (DIAP) sets out a series of principles, strategies and actions that will guide Council operations over the next four years. These legislative and planning efforts ensure that UN principles are incorporated into Australian policies and programs and respond to the diverse needs of people with disability, to enable their participation in all aspects of society.

Local government disability access and inclusion planning is underpinned by the following legislation and policy:

International

- United Nations Convention on the Rights of Persons with Disabilities 2008

National

- Disability Discrimination Act 1992
- Disability (Access to Premises Standards – Buildings) Standards 2010
- Disability Standards for Accessible Public Transport 2002
- National Disability Strategy 2010 – 2020
- National Disability Insurance Scheme
- Web Accessibility National transition Strategy (2010)
- National Art and Disability Strategy (2009)

New South Wales

- Disability Inclusion Act 2014
- Carers (Recognition) Act 2010
- Anti-discrimination Act 1997
- Mental Health Act 2007
- NSW Disability Inclusion Plan

Local

Disability Inclusion Action Plans 2017 - 2021

Disability Inclusion Action Plans

Randwick and Waverley Councils have used the Regional Disability Inclusion Framework as a guide in preparing each Council's Disability Inclusion Action Plan (DIAP). The DIAPs will be implemented over the four year period 2017- 2021. Each year, actions outlined in the DIAPs will be progressively integrated into both Council's Operational Plans.

Council Planning

NSW Local government planning practises are increasingly focused on ensuring community views are included in the planning and design of services. There is a shift towards more cohesive responses and holistic support to people of all stages of life. To ensure strategic planning reflects community goals, aspirations and needs, local councils operate within the Integrated Planning and Reporting Framework, comprising of a series of core strategic documents (such as the long term Community Strategic Plan, a 4 year Delivery Program and an annual Operational Plan). This 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. The Disability Inclusion Action Plan will integrate into this plan. Bi-annual and annual reports are prepared to inform the community about each Council's progress and achievements.

06 /

Developing the Regional Framework

The process to define the regional level framework and develop our respective Council's action plans began with a review of existing actions and current work to identify what was working well and where Council could focus on making improvements.

Engaging with the community

We undertook a joint community consultation process in March – April 2017 and spoke to a broad range of people across Randwick and Waverley LGAs including people with disability, their service providers, advocacy groups, carers, family members and council staff involved in delivering services to our community.

We held focus groups, workshops, distributed a paper, online and telephone survey and invited written submissions. We promoted consultation through direct contact with partners, service users, advertising and online media.

Over 90 people attended face to face sessions, 251 people viewed the website and 62 people completed the survey. Community feedback and insights validated the four focus areas, helped us construct and prioritise the strategies in this regional framework and informed the focus of our detailed disability inclusion action plans

The opportunity to engage with Council was highlighted with many rich discussions contributing to Council's understanding of the challenges that people with a disability experience across the Eastern Suburbs Region.



Top 10 Areas for Improvement

A number of key themes were identified throughout all the consultations with the Randwick and Waverley community. These are reflected in the following top 10 priorities for improvement:

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

For more information on the key outcomes of community engagement activities please see the Appendix section of this document “What people told us: community engagement outcomes” Full outcomes from the consultation activities and submissions were collated and reported in detail in a separate document entitled DIAP Consultation Report (Funktion, 2017).

“We undertook a joint community consultation process in March – April 2017”

07 / Our Regional Strategies

This joint framework sets out a new more unified approach to our role in disability planning across the eastern suburbs region and recognises the importance of collaboration and coordination by government, industry and community to address the challenges faced by people with disability.

We acknowledge that people move around the region to access and use a wide range of facilities and services public spaces, infrastructure and service delivery and are not defined by LGA boundaries. We put people first and at the centre of our planning and service delivery.

We are focused on improving outcomes in four focus areas as outlined in the NSW Disability Plan:

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

We will work collaboratively with community partners, business, government and non-government agencies to improve outcomes across our various roles including planning, regulation, programming, service delivery and capacity building. We will build on our existing service provision to implement a range of strategies and focus on new opportunities to bridge gaps across the four focus areas.



Focus area 1: Attitudes & Behaviours

Supporting the development of positive attitudes and behaviours

All people have the right to be valued and respected. Individual difference is an expected part of human diversity. Our role includes building community awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviours towards people with disability in the community.

Regional Strategies

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

Focus area 2: Liveable Communities

Increasing participation of people with disability in all aspects of community life

An enabling environment allows people with disability to be included and participate with dignity and independence in all aspects of community life. Liveable communities are characterised by social inclusion, choice, opportunity and universal design. Supporting liveable communities is more than modifying the physical environment; it covers areas such as universal housing design, access to transport, community recreation, social engagement and access to services. Our role includes directly and indirectly eliminating and reducing barriers in community infrastructure, services and programs.

Regional Strategies

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

Focus area 3: Employment

Improving employment opportunities for people with disability

All people deserve the same opportunities to gain meaningful employment, develop new skills and make an economic contribution to the community. Employment and economic security for most people are closely related. Meaningful employment is essential not only to an individual's economic security but also their physical and mental health, personal wellbeing and sense of identity. Our role includes supporting and improving opportunities for people with disability to gain meaningful employment, which will enable people to exercise choice and control over their own lives as a result of financial security.

Regional Strategies

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

Focus area 4: Systems and Processes

Ensuring our communications systems and processes are inclusive

All people have a right to access information in order to make informed decisions. For this people need to be able to choose how and when they access information about available services in ways that provide a variety of options. Ensuring communication systems and processes are inclusive is more than providing alternative written formats; it covers areas such as frontline staff training, knowledge and use of assistive technologies, inclusive consultation and feedback methods, digital inclusion, operational management procedures and access to services. Our role includes supporting people with disability to access the services they need in the community.

Regional Strategies

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

08 / Implementation and Reporting

While the strategies in this Regional Disability Inclusion Framework are shared, each Council has developed separate action plans to deliver on these strategies. Our Disability Inclusion Action Plans (DIAPs) will be implemented over the four year period 2017- 2021. Each year, actions outlined in the DIAPs will be progressively integrated into both Council's Operational Plans and reported on annually. Implementation costs will be budgeted for through Council's respective annual resource allocation process.



Our Councils are committed to good governance through effective consultation, monitoring and evaluation processes. This is reflected in the ways we will monitor progress:

- Engage and consult with the disability sector via the Eastern Suburbs Disability Interagency
- Provide progress reports to Council's Access Advisory Committee
- Provide bi-annual and annual progress reports to Council in-line with council's Operational Plan
- Establish an internal Working Group made-up of representatives across divisions of Council to oversee implementation of actions

"Our Disability Inclusion Action Plans (DIAPs) will be implemented over the four year period 2017- 2021."

09 / Reference List

- [1] ABS (2017) SA4 118 Sydney Eastern Suburbs Data Summary 2016
- [2] ABS (2016) 2011.0 Census of Population and Housing: Reflecting Australia – Stories from the Census
- [3] Destination NSW (2016) Bondi Visitor Profile
- [4] ABS (2016) Census of Population and Housing: Usual Residence
- [5] ABS (2015) 4330.0 Disability Ageing and Carers Australia: Summary of Findings
- [6] ABS (2016) 2049.0 Census of Population and Housing: Estimating Homelessness
- [7] ABS (2014) 4159.0 General Social Survey: Summary Results
- [8] Randwick Council (2010) An Inclusive Randwick
- [9] ABS (2015) 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, Disability Discrimination in Australia
- [10] ABS 2015 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, Use of aids and equipment by people with disability in Australia
- [11] ABS (2015) 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, A profile of people with Disability

Contact us

The following feedback mechanisms will be available for people with disability to provide comments and suggestions over the life of the plan.

Online: www.waverley.nsw.gov.au/community

In person: Mill Hill Centre, 31 - 33 Spring St, Bondi Junction, NSW, 2022, 8.30 am - 4.30 pm

Telephone: 9083 8999, 8.30 am - 4.30 pm

In writing: Manager, Older people and Disability Services, Waverley Council, PO Box 9, Bondi Junction 1355

Translation services: Translation and Interpreter Service
Ph: 131 450

National Relay Service: If you are deaf, hearing impaired or speech-impaired, please call us via the National Relay Service

For Teletypewriter (TTY) phone 133 677; Speak & Listen s phone 1300 555 727; SMS Relay phone 0423 677 767 then ask for 9083 8999 [Monday - Thursday 8:30am - 4:30pm]

Staff with disability and/or caring responsibilities can provide feedback. Staff should speak to their Supervisor and or HR partner about feedback related to their working conditions. Other feedback should be referred to Council's Access and Inclusion Officer, telephone, 9083 8999