

Disability Inclusion Action Plan

Waverley Council.

2017 - 2021



WAVERLEY
COUNCIL

Message from the Mayor

The Disability Inclusion Action Plan (DIAP) recognises the underlying social responsibility of Local Government to work in partnership with other agencies to remove barriers to participation in our communities, to protect the rights of people with disability and to promote the value of diversity and inclusion.

Waverley and Randwick City Councils have worked together to achieve a more coordinated approach to making our communities accessible and welcoming. This draft plan addresses important new priorities resulting from the NSW Disability Inclusion Act 2014 and includes a series of actions to improve the lives of people with disability, their friends, family and carers.

Many of the proposed actions build on the success of previous work, and harness new and emerging opportunities. We anticipate that far reaching national reform in the area of disability funding and targeted application of new technologies, for example, will positively impact on the experiences of people living with disability, their friends, family and carers.

Inclusive communities open up opportunities for people with disability to participate in the diverse social and cultural life, provide accessible environments that are easy for everyone to get around and facilitate access to meaningful employment and training opportunities.

This plan sets out practical ways of collaborating with our partner agencies, local business, services and networks to work towards a more welcoming community.

We have been impressed by people's genuine interest and energy in working with Council during community consultation on this plan. An inclusive community benefits everyone - let's work together to make it happen.

John Wakefield, Mayor of Waverley



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01 / Key Initiatives

The following initiatives are examples of how we will address community consultation priorities:

People, Movement and Places Strategy

Difficulty moving around the community easily is the biggest barrier to community participation. Waverley Council's People, Movement, Places Strategy will prioritise pedestrian movement within Waverley and take a range of actions to improve transport options for all the community.

A walking strategy, for example, will audit existing conditions across the entire LGA and prioritise works that Council can undertake, as part of its maintenance and capital works programs.

Co-design project trial

Engaging people with disability and people with a lived experience of disability in planning, development, implementation and review of inclusion initiatives is at the very heart of the social model of disability and disability inclusion itself. Whilst new building works are built to access standards, projects sometimes fail to meet the needs of people with a variety of needs due to disability.

Even minor modifications can result in a much improved outcome for the user. Design flaws can be avoided by engaging a range of experts and end users early in the design of projects. Council is keen to explore and trial new collaborative partnerships to deliver co-design project opportunities with service providers, sector experts, designers and end users, such as the Bondi Beach Access Project.

Access Bondi Beach

Residents and visitors with disability want to access and experience the sand and ocean. While beach wheelchairs are already available at Bondi, Waverley Council has received a grant from Surf Lifesaving NSW to further improve access to Bondi beach.

Within the first year of the plan we will utilise this funding to implement an accessible and independent beach wheelchair loan system, make beach wheelchair matting available and widen the access ramp to enable users of the beach wheelchairs easier access to the sea and sand. In the longer term, we will develop and implement an eastern beaches access strategy to identify and prioritise access improvements for all beaches and deliver training for lifeguards to build their awareness and skills when assisting people with disability.

02 / Action Plans

Focus Area 1: Inclusive Attitudes and Behaviours

Outcome Statement 1:

Council values and supports inclusive attitudes and behaviours across Council and the community

Regional Strategies

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 local business to promote the benefit of providing accessible services, environments and inclusive communications

1.1 Provide community awareness raising activities to support inclusive attitudes and behaviours

Actions

1.1.1 Deliver a community awareness program with partner agencies to promote inclusive attitudes and increase understanding of hidden disability

1.1.2 Increase visibility of people with disability in Council publications, website and promotional materials

1.2 Increase staff understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities

Actions

1.2.1 Integrate disability awareness training into council's Learning and Development Framework for induction and ongoing training

1.2.2 Provide ongoing opportunities for staff to develop knowledge and skills to apply access and inclusion principles and practices within their key job responsibilities

1.3 Engage with local business to promote the benefit of providing accessible services, environments and inclusive communications

Actions

1.3.1 Continue to award good practice in access and inclusion through Council's Local Business Awards

1.3.2 Promote the commercial benefits to local business of inclusive business and employment practices

Focus Area 2: Liveable Communities

Outcome Statement 2:

People of all abilities have opportunities to live independent lives in their communities to connect, engage and make choices about the services they access

Regional Strategies

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 are actively promoted

2.3 Advocate for increased diversity of housing stock that is affordable and accessible

2.1 Work with partner agencies to increase access to services and information that support people to live independently

Actions

- 2.1.1** Develop business models of excellence for Waverley's older people, people with disability and retaining quality of services for children
- 2.1.2** Increase the delivery of access and inclusion initiatives in the region by working with partner agencies and promoting Council's small grants program
- 2.1.3** Promote information to help people better understand consumer directed care and to exercise choice and control in choosing services
- 2.1.4** Develop and publish access maps for major centres, detailing continuous paths of travel, accessible toilets, equipment and mobility parking

2.2 Recreational and cultural activities and events are inclusive and are actively promoted

Actions

- 2.2.1** Review event management processes and procedures to increase the accessibility and inclusiveness of events held in the region
- 2.2.2** Increase and promote recreational, social and cultural programs that are inclusive accessible

2.3 Advocate for increased diversity of housing stock that is affordable and accessible

Actions

- 2.3.1** Maintain Waverley's social housing program for older people and people with a mild intellectual disability and continue to advocate to NSW Government for increased diversity of housing stock that is affordable and accessible
- 2.3.2** Explore options to mandate universal housing design standards in Councils urban planning policy and work with partner agencies to showcase universal housing design initiatives
- 2.3.3** Continue to advocate for and support housing and homelessness partnerships and initiatives to deliver housing outcomes

Focus Area 2: Liveable Communities

Outcome Statement 3:

All new council assets, buildings and open spaces are designed to be fully accessible and Council proactively manages the built environment to meet our diverse community needs now and in the future.

Regional Strategies

3.1 Increase access to Council facilities, venues, parks and beaches

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Actions

3.1.1 Design all new council assets, buildings and open future spaces to disability access standards and universal design renewal principles

3.1.2 Continue to provide an annual capital works program to upgrade footpaths, pedestrian crossings, kerb ramps and bus shelters to universal design principles

3.1.3 Implement strategies to improve beach wheelchair loan systems and access to designated beaches

3.1.4 Investigate a Recharge Scheme for disability motorised scooters

Focus Area 2: Liveable Communities

Outcome Statement 4:

The community is a place where people can move about easily to access services and facilities and participate in community life.

Regional Strategies

4.1. Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning

4.1. Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning

Actions

4.1.1 Work with relevant public transport agencies to improve the transport network in the region for people with disability

4.1.2 Increase the number of drop off and pick up zones in town centres, and outside key destination venues and facilities

4.1.3 Increase the number of designated accessible parking spaces at key venues/facilities and monitor and enforce the appropriate use of mobility parking

4.1.4 Develop a Wayfinding strategy that meets the needs of people with disability and prioritise upgrading signage in major centres

Focus Area 3: Meaningful Employment

Outcome Statement 5:

People of all abilities have access to meaningful employment.

Regional Strategies

5.1 Support and advocate for local employment opportunities

5.2 Ensure that Council's workforce, recruitment policies and purchasing procedures support diversity and inclusion principles

5.1 Support and advocate for local employment opportunities

Actions

5.1.1 Opportunities for learning and skills development for adults with mild intellectual disability are provided through the Waverley Community Living Program

5.1.2 Work with stakeholders to develop and publicise essential information on how to access employment support services

5.1.3 Develop and promote information for employers about financial incentives and assistance available to support employment of people with disability

5.2 Ensure that Council's workforce, recruitment policies and purchasing procedures support diversity and inclusion principles

Actions

5.2.1 Evaluate Council's employment policy and practices to remove barriers and improve opportunities to support a diverse workforce

5.2.2 Explore the development of a program to support internships, traineeship and apprenticeship opportunities within Council

5.2.3 Review Council's volunteering policy to ensure opportunities for volunteering are inclusive

Focus Area 4: Systems and Processes

Outcome Statement 6:

Council is an organisation that is aware of and responsive to the needs of people of all abilities.

Regional Strategies

6.1 Increase access to and awareness of council information, feedback systems and services for people with disability

6.2 Council community consultation and engagement processes are inclusive and support participation and the views of a diverse range of users

6.1 Increase access and awareness of council information, feedback systems and services for people with disability

Actions

6.1.1 Council publications and documents are available in a diverse range of formats and the website is compliant with WCAG 2.0

6.1.2 Explore digital technology solutions and innovative communication systems such as implementing the Snap, Send, Solve App

6.2 Council community consultation and engagement processes are inclusive and support participation and the views of a diverse range of users

Actions

6.2.1 Review Council's consultation processes, including the structure and role of Council's Access committee, to support participation and engagement of a diverse range of people in Council initiatives.

6.2.2 Identify and involve people with relevant expertise and lived experience of disability during the planning & design stages of major development and upgrades, policy development and purchase of equipment

03 / Implementation and Reporting

Key departments across Waverley Council will have responsibility for the delivery and reporting of these strategies and actions. Action priorities will be set through Waverley Council's annual planning processes and directly monitored by the following groups:

- Executive level staff - responsible for integrating access and inclusion outcomes into work plans
- A cross Council working group - to develop new opportunities for access and inclusion and report on the implementation of the DIAP
- Waverley Access Advisory Committee - to monitor implementation by providing progress reports

The DIAP is a dynamic document that will be updated annually to reflect the current needs and issues of our Waverley community. Strategies and actions may be modified to reflect changes caused by factors such as demographic trends, policy and legislative changes, social planning activities, input from Council departments and feedback from the community. Achievements will be reported through Waverley Council's Annual Report.

04 / Appendix

Waverley Disability Inclusion Action Plan 2017-2021

Inclusive attitudes and behaviours		Council values and supports inclusive attitudes and behaviours across Council and the community		
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
1.1 Provide community awareness raising activities to support inclusive attitudes and behaviours	1.1.1 Deliver a community awareness program with partner agencies to promote inclusive attitudes and increase understanding of hidden disability	Caring	# of partnership activities annually	Short Ongoing Yrs 1-4
	1.1.2 Increase visibility of people with disability in Council publications, website and promotional materials	Positioning	# of publications that promote positive images of people with disability	Short Ongoing Yrs 1-4
1.2 Increase staff understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities	1.2.1 Integrate disability awareness training into council's Learning and Development Framework for induction and ongoing training	Performance	#training sessions held # of staff undertake training	Short Ongoing Yrs 1-4
	1.2.2 Provide ongoing opportunities for staff to develop knowledge and skills to apply access and inclusion principles and practices within their key job responsibilities	Performance	# of targeted training opportunities # of information resources distributed	Short Ongoing Yrs 1-4
1.3 Engage with local business to promote the benefit of providing accessible services, environments and inclusive communications	1.3.1 Continue to award good practice in access and inclusion through Council's Local Business Awards	Shaping	# of Business Awards for access and inclusion	Short Ongoing Yrs 1-4

	1.3.2 Promote the commercial benefits to local business of inclusive business and employment practices	Shaping	# of resources and promotions	Medium Yrs 2-4
Liveable Communities	People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access			
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
2.1 Work with partner agencies to increase access to services and information that support people to live independently	2.1.1 Develop business models of excellence for Waverley's older people, people with disability and retaining quality of services for children	Life	# of services retaining quality performance standards # of clients # of programs annually	Short Ongoing Yrs 1-4
	2.1.2 Increase the delivery of access and inclusion initiatives in the region by working with partner agencies and promoting Council's small grants program	Caring	# of new access and inclusion initiatives # of partnerships / joint projects undertaken # interagency meetings	Short Ongoing Yrs 1-4
	2.1.3 Promote information to help people better understand consumer directed care and to exercise choice and control in choosing services	Caring	# of initiatives to support people to transition to NDIS & My Aged Care	Short Ongoing Yrs 1-4

	2.1.4 Develop and publish access maps for major centres, detailing continuous paths of travel, accessible toilets, equipment and mobility parking	Caring Positioning	# access maps developed and published	Medium Yrs 2-4
2.2 Recreational and cultural activities and events are inclusive and are actively promoted	2.2.1 Review event management processes and procedures to increase the accessibility and inclusiveness of events held in the region	Enriching	Review completed # accessible and inclusive events	Short Yr 1
	2.2.2 Increase and promote recreational, social and cultural programs that are inclusive and accessible	Enriching	# of new opportunities for people with disability to participate in activities and events	Short Ongoing Yrs 1-4
2.3 Advocate for increased diversity of housing stock that is affordable and accessible	2.3.1 Maintain Waverley's social housing program for older people and people with a mild intellectual disability and continue to advocate to NSW Government for increased diversity of housing stock that is affordable and accessible	Caring	# of social housing units # of advocacy activities	Short - Medium Ongoing Yrs 1-4
	2.3.2 Explore options to mandate universal housing design standards in Councils urban planning policy and work with partner agencies to showcase universal housing design initiatives	Shaping	# of Living Local, Long Staying Local recommendation and study finalised	Medium Yrs 2-4
	2.3.3 Continue to advocate for and support housing and homelessness partnerships and initiatives to deliver housing outcomes	Caring	# of partnerships # coordination meetings	Short Ongoing Yrs 1-4

Liveable Communities		All new council assets, buildings and open spaces are designed to be fully accessible and Council proactively manages the built environment to meet our diverse community needs now and, in the future.		
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
3.1 Increase access to Council facilities, venues, parks and beaches	3.1.1 Design all new council assets, buildings and open future spaces to disability access standards and universal design principles	Creating	# new assets design to universal design principles # user studies informing project outcomes	Medium – Long Ongoing Yrs 2-4
	3.1.2 Continue to provide an annual capital works program to upgrade footpaths, pedestrian crossings, kerb ramps and bus shelters to universal design principles	Creating	Program implemented # actions against access audits	Short Ongoing Yrs 1- 4
	3.1.3 Implement strategies to improve beach wheelchair loan systems and access to designated beaches	Caring creating	# beach access project completed and Plan of Management developed	Short Yrs 1-2
	3.1.4 Investigate a Recharge Scheme for disability motorised scooters	Shaping	Report completed	Medium-Long Yrs 2-4

Liveable Communities		The community is a place where people can move about easily to access services and facilities and participate in community life.		
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
4.1. Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning	4.1.1 Work with relevant public transport agencies to improve the transport network in the region for people with disability	Caring Shaping	# meetings with agencies Action plan developed	Medium - Long Yrs 2-4
	4.1.2 Increase the number of drop off and pick up zones in town centres, and outside key destination venues and facilities	Shaping	# of zones	Medium Yrs 2- 3
	4.1.3 Increase the number of designated accessible parking spaces at key venues/facilities and monitor and enforce the appropriate use of mobility parking	Shaping	# mobility parking spaces # enforcement initiatives	Medium Yrs 2- 3
	4.1.4 Develop a Wayfinding strategy that meets the needs of people with disability and prioritise upgrading signage in major centres	Creating	# of actions for access	Long Yrs 3-4
Meaningful Employment		People of all abilities have access to meaningful employment.		
Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
5.1 Support and advocate for local employment opportunities	5.1.1 Opportunities for learning and skills development for adults with mild intellectual disability are provided through the Waverley Community Living Program	Caring	# activities # clients assisted	Short Ongoing Yrs 1-4
	5.1.2 Work with stakeholders to develop and publicise essential information on how to access employment support services	Caring	# of information resources	Short ongoing Yrs 1-4

	5.1.3 Develop and promote information for employers about financial incentives and assistance available to support employment of people with disability	Caring	# of information initiatives	Medium Yrs 2-3
5.2 Ensure that Council's workforce, recruitment policies and purchasing procedures support diversity and inclusion principles	5.2.1 Evaluate Council's employment policy and practices to remove barriers and improve opportunities to support a diverse workforce	Performance	Review completed # actions implemented	Short Yrs 1-2
	5.2.2 Explore the development of a program to support internships, traineeship and apprenticeship opportunities within Council	Performance	# opportunities for people with disability	Medium Yrs 2-3
	5.2.3 Review Council's volunteering policy to ensure opportunities for volunteering are inclusive	Caring Performance	Review completed # opportunities for people with disability	Medium Yrs 2-3

Systems and Processes

Council is an organisation that is aware of and responsive to the needs of people of all abilities.

Regional Framework Strategies	Waverley Actions/Projects	Responsibility	KPIs	Timeframe
6.1 Increase access and awareness of council information, feedback systems and services for people with disability	6.1.1 Council publications and documents are available in a diverse range of formats and the website is compliant with WCAG 2.0	Digital	Website compliance met # of formats available # of Communication guidelines developed	Short Yr 1
	6.1.2 Explore digital technology solutions and innovative communication systems such as implementing the Snap, Send, Solve App	Digital	# of initiatives	Short Yrs 1-2

6.2 Council community consultation and engagement processes are inclusive and support participation and the views of a diverse range of users	6.2.1 Review Council's consultation processes, including the structure and role of Council's Access committee, to support participation and engagement of a diverse range of people in Council initiatives.	Performance Caring	Review completed and engagement strategy developed List of experts / access champions developed	Long Yrs 1-4
	6.2.2 Identify and involve people with relevant expertise and lived experience of disability during the planning & design stages of major development and upgrades, policy development and purchase of equipment	Life Futures Renewal	2 co-design projects per year # of user studies informing projects	Short Ongoing Yrs 1-4