

**ITEM 7 POST EXHIBITION - DISABILITY INCLUSION ACTION PLAN 2020-2025**

The draft Disability Inclusion Action Plan (DIAP) 2020-2025 outlines Council's strategies and actions to promote the inclusion of people with disability in community life and support improved access to Council services and facilities. The draft DIAP 2020-2025 is a whole of Council plan that has been informed via an extensive engagement process.

Council at its meeting on 29 June 2020 endorsed the public exhibition of the draft Disability Inclusion Action Plan 2020-2025 from 1 July to 5 August 2020 inclusive. 14 submissions were received providing valuable feedback. While the majority of the feedback has been addressed through actions in the implementation plan, key changes have also been made to the draft DIAP 2020-2025.

This report seeks Council's adoption of the draft DIAP 2020-2025 and for the DIAP Implementation Plan 2020-2025 to be noted.

**RECOMMENDATION**

- 1 Council adopt the Disability Inclusion Action Plan 2020-2025.
- 2 Council note the Disability Inclusion Action Plan 2020-2025 – Implementation Plan.
- 3 Council note We Asked, You Said, We Did (summary of submissions).

**REPORT AUTHORISATIONS**

Report of: Sue Savage, Manager Community Cultural + Economic Development  
Authorised by: Kerry Hunt, Director Community Services - Creative and Innovative City

**ATTACHMENTS**

- 1 Disability Inclusion Action Plan 2020-2025 - Draft
- 2 Disability Inclusion Action Plan 2020-2025 - Implementation Plan
- 3 Disability Inclusion Action Plan 2020-2025 - Engagement Report
- 4 Disability Inclusion Action Plan 2020-2025 - We Asked, You Said, We Did

**BACKGROUND**

Council is committed to creating a place where diversity is valued, people are included and feel they belong. Our Wollongong 2028 and the draft Diversity, Inclusion and Belonging Policy guide our approach to realising this objective. The draft DIAP details the actions we will undertake to achieve our commitment.

Council has continued to demonstrate commitment to people with disability and embraced the opportunity presented through the introduction of the NSW Disability Inclusion Act 2014. The Act requires Council to have a DIAP that demonstrates our commitment to supporting and enabling people with disability to participate equally in their communities. The DIAP is required to have four focus areas:

- Create liveable communities
- Improve access to systems and processes
- Promote positive attitudes and behaviours
- Support access to meaningful employment

The purpose of the draft DIAP 2020-2025 (Attachment 1) is to ensure people with disability have equal access to information, services and facilities provided by Council and can participate in public spaces and public life. Supporting the development of an accessible and inclusive city will benefit people living in

and visiting the Wollongong LGA. This also includes older people, people with chronic or temporary illness and parents of young children.

Extensive engagement was undertaken with the community to inform the development of the draft DIAP 2020-2025. The feedback has been used to inform the strategies and actions Council will deliver in the next five years. The delivery of the draft DIAP 2020-2025 will be supported by a detailed implementation plan which has been developed in close consultation with all relevant divisions and responsible officers.

The draft DIAP 2020-2025 was placed on public exhibition for the period 1 July to 5 August 2020 inclusive. 14 submissions were received, including submissions from people with disability, carers and community organisations. The draft DIAP 2020-2025 was supported by respondents who agreed with the priority areas: parking, footpaths, shared pathways and crossings, toilets, events and activities, parks and playgrounds, pools and beaches, community attitudes and behaviours, information and communication, and employment.

The feedback included suggestions about accessible footpaths and shared pathways, parks and playgrounds, accessible amenities and information, events, signage and wayfinding, ongoing engagement with people with disability and their carers and employment. While the majority of feedback has been addressed through actions in the implementation plan, key changes to the draft DIAP 2020-2025 include:

- A new action to develop and promote inclusive accessible event guidelines
- Provision of more accessible/wayfinding signage in locations across Wollongong
- Edits relating to readability and context

## PROPOSAL

This report seeks adoption of the draft DIAP 2020-2025.

The draft DIAP 2020-2025 is supported by the DIAP Implementation Plan 2020-2025 (Attachment 2) which sets out the detail for the delivery of the Implementation Plan.

## CONSULTATION AND COMMUNICATION

Approximately 300 community members participated in workshops, surveys and conversations to inform the draft DIAP 2020-2025. The draft DIAP 2020-2025 was placed on exhibition from 1 July to 5 August 2020 inclusive. Notification of the exhibition included:

- Provision of information to the Walking, Cycling, Mobility Reference Group and key stakeholders
- Notification to previous engagement participants, Access Register of Interest participants and Neighbourhood Forums
- Notices published in The Advertiser
- Copies of the draft DIAP 2020-2025 and feedback forms at libraries
- Engagement HQ online platform

14 submissions were received. The Public Exhibition Engagement Report (Attachment 3) provides details of the engagement methods and results.

'We Asked, You Said, We Did' (Attachment 4) provides an overview of the feedback received and how feedback was used and/or responded to.

Council staff will continue to seek and use community feedback to guide the delivery of the plan over the next five years.

## PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 goals "We are a connected and engaged community" and "We have a healthy community in a liveable city". It specifically delivers on the following:

Community Strategic Plan	Delivery Program 2018-2022	Operational Plan 2020-21
Strategy	4 Year Action	Operational Plan Actions
<p>4.1.1 Provide residents with equitable access to information and opportunity to inform decisions.</p> <p>5.1.3 Involvement in lifelong learning, skills enhancement and community-based activities is promoted.</p>	<p>4.1.1.1 Ensure an effective community engagement framework that connects the community to Council decision making.</p> <p>4.1.1.1 Deliver a diverse suite of projects to the community that foster and enhance community strengths and participation.</p>	<p>4.1.1.1.6 Actively engagement people with disability and carers in the delivery, evaluation and monitoring of the DIAP 2016-2020.</p> <p>5.1.3.1.6 Implement, monitor and report on DIAP 2020-2025.</p>

## SUSTAINABILITY IMPLICATIONS

The draft DIAP 2020-2025 has been informed by an extensive community engagement process. Effective engagement results in improved service delivery and efficiencies through targeting service provision to community needs.

The DIAP Implementation Plan 2020-2025 provides a range of actions which focus on staff modifying the way they work, in turn, driving improvement to service delivery. The plan also details cross divisional approaches to service delivery drawing on existing resources and supporting internal collaboration.

## FINANCIAL IMPLICATIONS

The delivery of the draft DIAP 2020-2025 is primarily funded through existing operational and capital budgets. Some of the strategies and actions in the plan are already identified in the Wollongong City Council Infrastructure Delivery Program and do not require additional funds.

Access audits were completed as part of the delivery of Council's DIAP 2016-2020, including audits of Council's accessible public toilets, bus stops and shelters, footpaths and designated accessible parking in Council car parks. These audits have provided data and information on what is required to be done to bring our existing assets in line with current disability access standards, and in some cases will identify where Council considers building new assets. As the data from these audits is used to inform a strategic and holistic approach, additional funding may be required, such as the delivery of the Public Toilet Strategy 2019-2029 or the Beach and Foreshore Access Strategy 2019-2028.

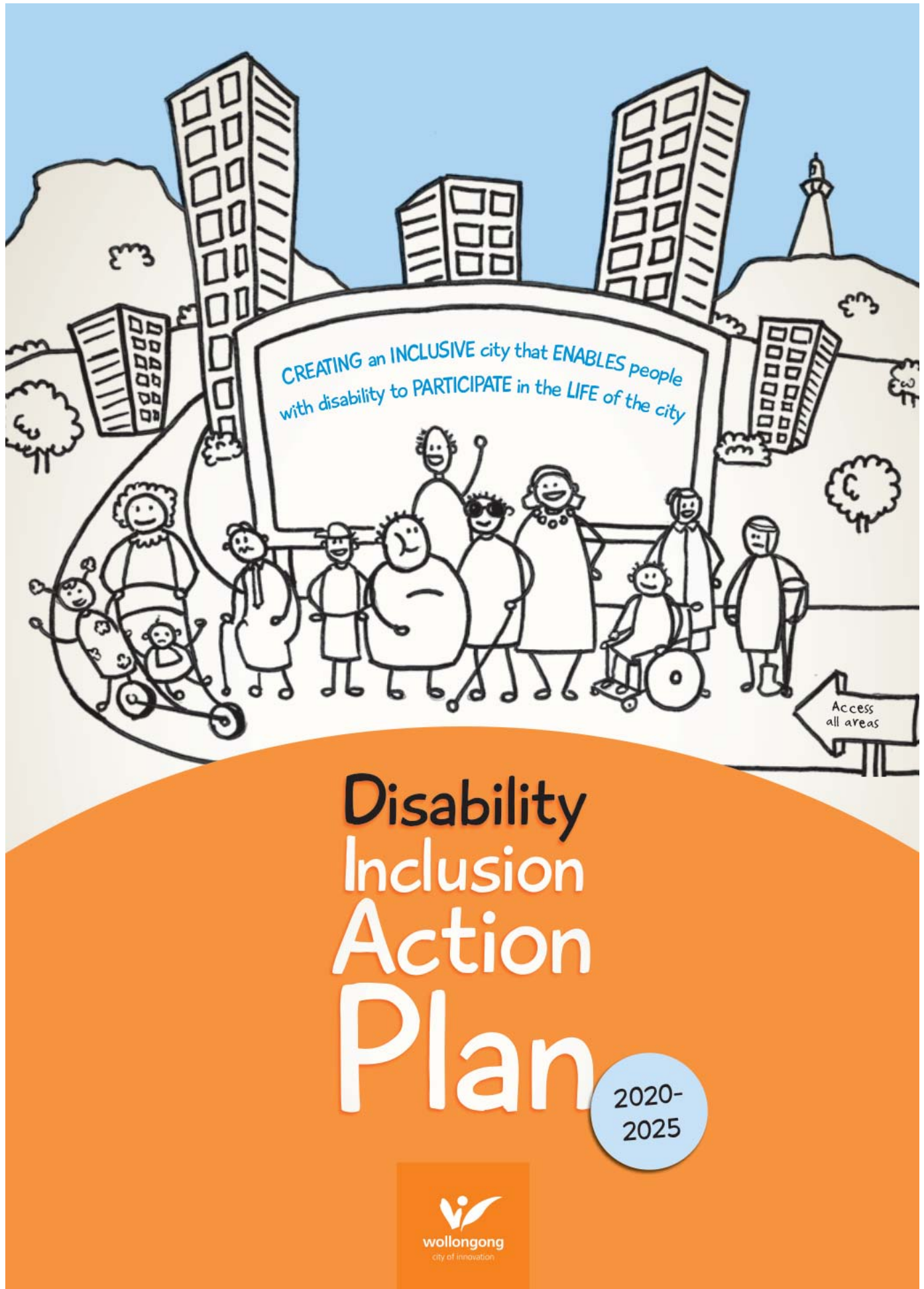
Other strategies and actions require us to work differently rather than requiring additional funding. Some strategies are unfunded and will be considered as part of the preparation of the delivery program and each year as part of the annual planning process.

The DIAP Implementation Plan 2020-2025 outlines the funded actions and funding gaps.

## CONCLUSION

Council has a key role to support the creation of an inclusive city that enables people with disability to participate equally in all aspects of city life. The draft DIAP 2020-2025 will guide Council in meeting its obligations under the NSW Disability Inclusion Act 2014 and provide a well-informed strategic approach to supporting people with disability to participate fully in community life and access Council facilities, services and information.

Once adopted, the DIAP 2020-2025 will be lodged with the Disability Council NSW.





#### Acknowledgement of Country

Wollongong City Council would like to show  
 their respect and acknowledge the Traditional  
 Custodians of the Land, Elders past and present,  
 and to extend that respect to other Aboriginal  
 and Torres Strait Islander people.

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## Message from the Lord Mayor

It is my pleasure to present Council's Disability Inclusion Action Plan 2020-2025. At Council, we are striving to make Wollongong a City that is inclusive of everyone and provides equal opportunity for people with disability to participate in all aspects of life across our City.

An inclusive community promotes and supports diversity and offers choice. Together, these lead to increased opportunity for people with disability.

That is why Council is making sure access and inclusion is a key consideration in everything we do - whether it's how we develop the built environment, how we provide information and services, or how we promote positive community attitudes and behaviours toward people with disability.

The Plan has been informed by many conversations with our diverse community, as well as feedback received through a community survey.

It sets out what Council will do in the next five years to continue making Wollongong a place that is accessible and inclusive of people with disability.

I am proud of Wollongong's diverse community and the richness difference brings to our City.

I would like to thank the many community members who took the time to give their ideas for making our community a better place for people with disability.

**Lord Mayor  
Gordon Bradbery AM**



## Message from the General Manager

I am proud to work with Council's Senior Leadership Team as champions of the delivery of our new Disability Inclusion Action Plan 2020-2025. This Plan sets out our commitment to, and support of, improving access and inclusion of people with disability over the next five years.

We are focused on making Wollongong an extraordinary place - one that provides residents and visitors to the City with the best possible opportunity to participate in all aspects of community life.

For me, promoting and supporting the inclusion of people with disability is a big part of creating an extraordinary Wollongong.

It is my belief that promoting diversity, inclusion and belonging is essential business for everyone who works at Council. We are all advocates and we all play a part in making sure our City is a more inclusive place of all people, including those with disability.

As we work to deliver this Plan we are committed to continuing our conversations with people with disability.

This ongoing connection will help us to make sure we are getting it right. It's also part of our commitment to being leaders in everything we do, and to ensure we are supporting better access outcomes.

Finally, I would like to thank everyone who was involved and helped us shape the development of this Plan. Your advice, feedback and suggestions are valued, and I look forward to hearing about the difference we are making through the delivery of the actions in this Plan.

**General Manager  
Greg Doyle**



## Introduction

Personal choice and control are only possible when communities are inclusive of all people, including people with disability. Real inclusion is achieved when people with disability are provided with equal opportunity to participate in community life.

In 2014 the NSW Government introduced the NSW Disability Inclusion Act 2014. The Act requires Council to have a Disability Inclusion Action Plan (Plan) that shows what we are doing to enable people with disability to participate equally in their communities.

### The Act requires the Plan to have four focus areas:

- Creating liveable communities;
- Improving access to systems and processes;
- Promoting positive community attitude and behaviours;
- Supporting access to meaningful employment.

Our focus is to be a leader in promoting the social and economic participation of people with disability. This Plan seeks to build on our previous achievements and the culture of inclusion across our organisation by continuously improving the way we go about our business. To achieve this, we have developed a Implementation Plan to deliver the strategies and actions. The Plan has been informed by extensive community engagement.

### The Plan is underpinned by the following principles which support the United Nations Convention on the Rights of Persons with Disabilities (2006):

- Focusing on abilities and not disabilities.
- Fundamental rights for all people.
- Genuine dialogue and participation.
- Improving access and inclusion for all.
- Prudent use of resources.
- Recognising the benefits of collaboration.
- Principles of Universal Design.
- Access is everyone's business.

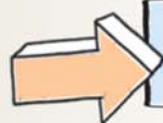
Delivery of the actions in this Plan will benefit people in our community, including older people whose mobility and confidence to get about in public has decreased, people with a temporary injury and parents or carers with young children.

## Why Inclusion is Important



- As a community, we are richer with a diverse range of viewpoints and individual perspectives.
- Exclusion leads to disadvantage and discrimination, which have far reaching negative impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt beyond the individual, with families and the broader community being negatively impacted by a non-inclusive community.
- Employment can provide independence, reduce reliance on benefits and improve the living standards of people with disability. This can have positive health impacts and contribute to a greater sense of self-worth.
- There is a strong economic case to support inclusion in our community. Access to businesses benefits people with disability, older people, parents or carers with prams and business owners by expanding their business reach.





People with disability are diverse – they come from all different backgrounds, have different types of disability and varying needs for support.

The likelihood of living with disability increases with age – 1 in 9 people aged 0-64 live with disability, compared to 1 in 2 people aged 65+<sup>(2)</sup>

- 59% of people with disability need help with at least 1 daily living activity<sup>(2)</sup>
- 42% of adults with disability rate their health as poor or fair, compared to 7% of adults without disability<sup>(2)</sup>
- 1 in 5 people with disability who delayed seeing a doctor, did so because of the cost<sup>(2)</sup>
- 47% of adults with disability have experienced violence after the age of 15<sup>(2)</sup>
- 1 in 10 employed people aged 15-64 with disability are underemployed<sup>(2)</sup>
- 3 in 10 employed people aged 15-64 with disability want to work more hours<sup>(2)</sup>
- 59% of people with disability receive income support, compared with 15% of people without disability<sup>(2)</sup>



#### Profound or Severe Disability - Needing Assistance

6% or 13,090 people living in Wollongong have a need for assistance, meaning they need help with their day to day lives due to disability.<sup>(3)</sup>



#### Income

28% of households who have a person with disability are low income (earn less than \$650/week) compared to 21% of all households.<sup>(3)</sup>



#### Labour Force and Unemployment

14% of people with a need for assistance are unemployed compared to 7% of people without disability.<sup>(3)</sup>



#### Social Housing

16% of people with a need for assistance live in social housing compared to 7% of people without disability.<sup>(3)</sup>

1. ABS 2018, 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings
2. Australian Institute of Health and Welfare 2019, People with disability in Australia
3. ABS (2016) Census of Population and Housing, compiled and presented by .id Profile



## Developing the Plan

### Research

We did background research and looked at demographic data. We reviewed what was delivered from our last Disability Inclusion Action Plan 2016-2020.

### Information Sharing and Raising Awareness

We talked about what we had done so far to improve access and inclusion, what we had learnt and ideas of what to do next. We talked about the benefits of the Plan and how we were going to update it.

### Community Engagement

#### Community Survey

178 people with disability and their families, friends and carers completed a survey. The survey asked how often they use 24 of our services or facilities and how satisfied they were with these. Those surveyed shared their experiences and ideas on how we could make these services more accessible and inclusive.

#### Workshops and Community Conversations

97 people were involved across five workshops and three community conversations. We listened and talked with people with disability of all ages, carers and parents of children with disability.

### Strategies and Actions

Draft strategies and actions were developed based on what the community told us was important.

### Exhibition and Endorsement

The draft Plan was put on public exhibition for the community to give us feedback. The feedback was considered, and the revised Plan was endorsed by Council.

### Lodgement

The endorsed Plan will be lodged with the Disability Council of NSW.

## Council's Planning Process

The Disability Inclusion Action Plan 2020-2025 provides information about how we are going to make Wollongong a more inclusive and accessible place. It is a supporting document that will inform our Operational Plan.



### Community Strategic Plan

A 10-year plan that outlines our community's vision and priorities for the future.



### Supporting Documents

These documents provide more detail about how we are going to achieve positive outcomes for the community.



### Delivery Program and Operational Plan

The Delivery Program sets out the key activities and projects that will be delivered to the community during the Council term. The Operational Plan includes Council's annual projects, activities and budgets.

## Progress and achievements since 2016

In 2016, we launched an ambitious 4-year Disability Inclusion Action Plan 2016-2020. Here is a snapshot of what was achieved:

### Create Liveable Communities

➡ We have completed audits of our footpaths, bus stops and shelters and accessible parking to inform future upgrades

➡ We have completed infrastructure projects to improve access to the built environment, including:

- Upgraded four accessible toilets (Bald Hill, Nicholson Park, Galvan Park and Thirroul Bathers Pavilion).
- Installed two adult change tables (Stuart Park and Western Suburbs).
- Installed accessible barbecues and picnic shelters (Stuart Park and Helensburgh).
- Upgraded 156 footpaths and kerb ramps.
- Installed three pool lifts (Western Suburbs, Berkeley and Helensburgh).
- Upgraded the accessible parking in 84 car parks.
- Upgraded 39 bus stops.
- Delivered 'Quick Links' accessible paths of travel project in seven locations to create continuous accessible paths of travel that link car parks, playgrounds, picnic shelters and toilet blocks.
- Improved access to several Council buildings, including accessible amenities at the Illawarra Performing Arts Centre (IPAC), Coniston Community Centre, Mt Keira Summit Kiosk, Bulli Surf Life Saving Club and Stanwell Park Beach Kiosk, and, upgraded kitchen facilities including an adjustable bench at Dapto Ribbonwood Centre.
- Installed new cycleways, shared pathways and footpaths in 33 locations and the upgrade/renewal of existing cycleways, shared pathways and pathways in 28 locations.

### Improve Access to our Systems and Processes

➡ We have worked to increase access to information, including:

- Upgraded our website to meet international disability access standards.
- Developed and installed Play Communication Boards at six Council playgrounds and a braille sign for Luke's Place Corrimal.
- Developed 'Social Stories' for our events, programs, services and facilities.
- Developed and delivered 'Autism Awareness Training' for 160+ Council officers.
- Provided 'Easy Read Training' for 15 Council officers.
- Developed an 'Easy Read Frequently Asked Questions Factsheet' about Council services.
- Established the Walking Cycling Mobility Reference Group to provide advice to us about access matters.

### Promote Positive Community Attitudes and Behaviours

➡ We have promoted positive community attitudes and behaviours towards people with disability, including:

- Increased access at our events, including New Year's Eve, Australia Day, Comic Gong and Viva la Gong including accessible viewing areas, amenities and 'The Quiet Space'.
- Corrimal Library received their Autism Friendly badge on World Autism Day.
- Provided Diversity Awareness Training for our staff.
- Delivered numerous inclusive programs at the Art Gallery, Libraries and Youth Services.
- Hosted an Auslan story time at Wollongong City Library.



## Support Access to Meaningful Employment

We have worked to support people with disability to gain employment, including:

- Recruited two targeted traineeship positions for people with disability.
- Supported the Workers of Wollongong Program by providing work experience opportunities at the Botanic Garden and Bulli Tourist Park.
- Developed and piloted a work experience program for young people with autism.
- Participated in mock interviews with people with disability to assist them in preparing for job interviews.
- Delivered the EmployAbility Project that raised awareness of people with disability in the workforce.



Meaningful employment

## Case Study

### Beach and Foreshore Access Strategy 2019-2029

Our beaches and foreshores are valued by locals and visitors and form an important part of our City's identity. In June 2019, Council adopted a plan to improve access and inclusion at our beaches.

The City has 17 beaches that are patrolled by our lifeguards and Surf Life Saving NSW volunteers. We asked people with disability what was needed to improve access to beaches and undertook an audit to give the 17 patrolled beaches an access rating.

From this we identified four beaches: Austinmer, Thirroul, North Wollongong and Port Kembla, as priority beaches for improving access. Upgrading these beaches to provide greater access for people with disability is a strong focus. Beach matting has been installed at both Thirroul and Austinmer beaches. Further access upgrades including accessible adult change facilities with hoists are planned for these beaches.



Beach matting





Photo Credit: The Disability Trust

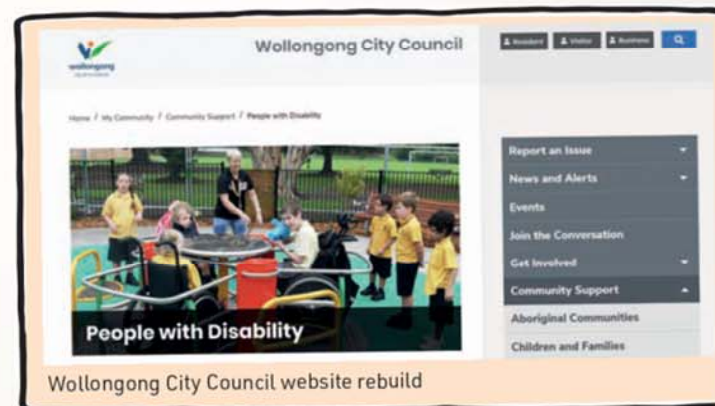
## Case Study

### Website Rebuild

We launched a new public website in 2019. The website has features to support access for people with disability including:

- A tool that has been built -in to the website that checks to see that the content meets access standards.
- Uses colours, fonts and links, to support access.
- More content for people with disability, such as:
  - Social Stories for our facilities, services, and community events.
  - Access information for our playgrounds and Community Centre's and Hall's listings.
  - A map that shows the location of accessible parking spaces across the City.
  - Information about available support for people with disability.

Before the website was launched it was tested by people with disability including two people who were blind and use screen readers. They provided valuable feedback and were pleased with the site.



Wollongong City Council website rebuild

## Case Study

### New Year's Eve Event



We have been working to make our events such as New Year's Eve, Australia Day, Comic Gong and Viva la Gong more inclusive. A 2015 survey of people with disability showed low satisfaction with our events. Since then we have worked with local stakeholders to improve our events.

To promote and support access and inclusion the following aspects have been introduced to New Year's Eve:

- A reserved accessible viewing area for viewing the fireworks and entertainment;
- 'The Quiet Space' to support people needing a break from noise and stimulation;
- Accessible parking spaces next to the reserved accessible viewing area;
- Entertainers with disability have performed at the event;
- A site map that shows the accessible paths of travel and provides access information;
- A drop-off and pick-up zone close to the reserved accessible viewing area;
- A temporary accessible public toilet behind the reserved accessible viewing area;
- A factsheet of tips for stallholders about how they can make their stalls inclusive of people with disability;
- Added access information to the event brochures and webpage;
- An online booking system for the reserved accessible viewing area;
- Food stalls located on an accessible path of travel;
- Volunteers providing support in the reserved accessible viewing area;
- A visual display of the 10 to 0 countdown on a large screen to accompany the audio countdown to the fireworks.

Each year more and more people with disability and their families are coming to our New Year's Eve celebration. Volunteers enjoy working at the event and we receive positive feedback that volunteers are extremely friendly and helpful and that the inclusion of the seating area and parking arrangements for people with disability is greatly appreciated. Our survey of people with disability in 2019 showed a 15% increase in participation at our events.



Accessible viewing area at New Year's Eve





Aspect South Coast School for Children with Autism work experience

## Case Study

### Aspect South Coast School Work Experience Pilot Program

In June 2019, Aspect South Coast School for Children with Autism approached us with a work experience request. A six-week pilot program based on the needs and interests of the students was developed.

The program ran between October and December 2019. The students attended for two hours each week and were supported by their teachers. The students had the opportunity to work with different Council teams including Botanic Garden, Beaton Park, Leisure Centre, Foreshore Crew, Community Development and Youth Services.

The students who participated in the program indicated that they would recommend Council as a work experience opportunity to their friends and family. The teachers indicated that they 'absolutely' and 'certainly would' recommend the work experience program, saying "it's such an excellent way for young people with disability to build life/work skills and a sense of belonging in their local community. It really will help to set them up for the future". Our staff indicated that the work experience program provided them with a great learning and development opportunity. Through communicating and working with young people with autism, staff were able to put into practice the autism awareness training they had completed.



## Engagement

### What the Community Told Us

People with disability, their families, friends and carers shared their experiences and ideas through a survey, workshops and conversations.

### Disability Inclusion Action Plan Survey 2019



Our services and facilities that are high performing and are highly used:

- Botanic Garden.
- Council's Domestic, Recycling & Green Waste Collection Service.
- Council parks/open space/sportsfields for passive sport and recreation purpose.
- Council parks/open space/sports fields for active sports for active recreation purpose.
- Patrolled beaches.



Our services and facilities that are low performing and highly used – priority areas for Council to improve:

- Public toilets.
- Designated parking for people with disability.
- Footpaths.
- Council-run events, festivals and activities.
- Council children's playgrounds.
- Cycleways/shared pathways.

## Community Engagement Themes

The comments collected from the community survey, workshops and conversations were reviewed by our Council officers. There were nine themes that were mentioned often across all engagement activities. Below is a summary of what people said was most important to improve access and inclusion.

### Create Liveable Communities

#### Parking

- More parking located close to important services, venues and events.
- Regular monitoring and greater enforcement of the Mobility Parking Scheme (MPS).
- Existing accessible parking spaces to be upgraded to comply with current standards.
- Delivery of a campaign to educate the community about how much space to leave when parking near a vehicle with an MPS permit.

#### Footpaths, shared pathways and crossings

- Safe to use – wide, level, free from hazards or obstacles.
- More tactile markers in the right places.
- Upgraded in areas close to important services – around Wollongong Hospital, Centrelink, Medicare and Council.
- A campaign promoting etiquette for using shared pathways.
- Pedestrian refuges deep enough for a wheelchair user to safely cross the road.
- Kerb ramps that are not too steep and match up to the one on the opposite side of the road.
- More countdown timers installed at busy intersections.

#### Toilets

- More in the right locations – City Centre, Stuart Park, Botanic Garden, parks, playgrounds, pools and beaches.
- Left unlocked during the day and cleaned regularly.
- Some toilets to be fitted with an adult change tables that have a mechanical hoist.
- A campaign to raise awareness that not everyone who needs to use accessible toilets has a visible disability.

### Community Engagement Themes

#### Events and activities

- Continue to have social stories, quiet tours, 'The Quiet Space', accessible parking and drop-off points and accessible viewing platforms as part of our major events.
- Access matting to make it easier for wheelchair/mobility aid users to move around.
- Accessible viewing areas to become a part of other events like Moonlight Movies or Sunset Cinema.
- Non-Council events to meet access requirements as part of their planning and delivery e.g. providing accessible parking.

#### Parks and playgrounds

- More playgrounds to be fenced and have shade.
- More accessible play features.
- Footpaths connecting the carpark, equipment, toilets and shelters.

#### Pools and beaches

- Better promotion of the beach matting and beach wheelchairs.
- More training for Council officers in how to use the beach matting, beach wheelchairs and pool hoists.
- Accessible family change rooms and toilets that have an adult change table with hoists.
- Footpaths connecting the carpark and toilets to the beach or pool.

### Community Engagement Themes

#### Improve Access to our Systems and Processes

- More opportunities to share experiences and be involved in decision making.
- Include images of people with disability in the marketing and promotion of our services and facilities.
- Provide all of our information in plain English.
- Develop a list of accessible places that shows the access features for our website e.g. parks, playgrounds, beaches and pools.
- Documents on our website to be compatible with screen readers.
- Include communication boards at places like pools, libraries and the Wollongong Art Gallery.


#### Promote Positive Attitudes and Behaviours

- More places designed with the needs and experiences of people with disability in mind.
- Raise awareness of the experiences of people with disability, including people with an invisible disability.
- Normalise disability – talk about it as a strength rather than a problem or issue.
- More opportunities for broader community and people with disability to come together.

#### Support Access to Meaningful Employment

- Work experience opportunities and entry level positions for people with disability.
- More emphasis placed on testing practical skills as part of our recruitment process.
- Offer mentoring and/or additional support for Council officers with a disability.
- Support social enterprises who support people with disability.
- Improve the accessibility of our workplace.





**Create Liveable Communities**  
The Plan for Action

Liveable communities are places people can move about easily to access services and facilities and participate in community life.

**What we will do**

**→ Increase the number of accessible public toilets and accessible adult change facilities**

- Develop and deliver a program to upgrade and install more accessible public toilets and accessible adult change facilities to meet current standards.
- Maintain information about toilets on the National Public Toilet Map.

**→ Increase the number of accessible parking spaces**

- Develop a priority list to improve and increase the number of spaces.
- Increase the number of accessible parking spaces.
- Develop and implement an accessible parking strategy for the Wollongong CBD.
- Monitor and enforce illegal use.

**→ Increase the number of accessible bus stops and shelters**

- Develop a priority list of bus stops and shelters to upgrade.
- Upgrade priority bus stops and shelters including link to continuous accessible path of travel.

**→ Increase the number of accessible paths of travel to key destinations**

- Increase the number of continuous accessible paths of travel that include parking, footpaths and kerb ramps in our town centres and to key destinations such as recreation and community facilities.

**→ Improve access to our spaces and streetscapes**

- Use universally accessible park and street furniture in open space and streetscapes.
- Incorporate access as a key feature of our infrastructure projects.
- Provide clear paths of travel along property lines where possible.
- Install tactile/braille wayfinding signage in the Wollongong CBD.

"The new accessible change facilities at Unanderra Pool are great. They have made such a difference for me taking clients to the pool. It was a real challenge for me to get my clients changed because there wasn't a change area we could fit into, without the lifeguards closing off the rest of the amenity to other pool users" Disability Support Worker March 2020.

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#### Increase access to our recreation services and facilities

- Deliver the actions in the Beach and Foreshore Access Strategy 2019 -2028.
- Install a fenced accessible playground in the southern suburbs.
- Include accessible play elements when renewing and installing playgrounds.
- Include access to parking and seating when upgrading sports grounds and facilities.
- Improve access at the Botanic Garden.
- Continue to upgrade our community and heated pools, including the installation of accessible adult change facilities to meet current standards.
- Continue to upgrade access at the tourist parks and tell the community about these upgrades.
- Continue to upgrade access at Council leisure centres and support inclusion of people with disability in programs.



#### Increase access and participation in library, community, environment, youth and cultural services programs

- Promote and support inclusion in all activities at the Art Gallery, cultural services, environmental education programs and libraries.
- Schedule programs for people with disability at the Art Gallery, cultural services, environmental education programs and libraries.
- Continue to promote and support access and inclusion as part of Youth Services activities.



#### Increase access to our buildings

- Undertake access appraisals of our buildings and facilities.
- Prioritise and include access when renewing and building facilities.



#### Case Study: Braille Sign Luke's Place

Luke's Place is a fenced playground in Corrimal with accessible play options to support children with disability to play. In 2020, we added a braille sign to this playground to help people who are blind or have low vision to get around the playground. The sign includes a map of the playground and provides an opportunity for everyone who visits the playground to learn more about how some children and adults read in this way. This sign is unique and sets a new benchmark for inclusion in playgrounds. We worked with Vision Australia to produce the sign.

## Improve Access to our Systems and Processes

What we will do

Easy to access systems, options for communicating and information help remove barriers to participation and support people to live independently.

"Communication boards in more places such as pools and libraries. Boards are really useful they support connection and understanding" Workshop participant October 2019

### → Increase access to information

- Implement guidelines for making our publications and website content accessible.
- Implement and educate our staff about the use of alternate communication supports.
- Include access signage in our buildings to promote the accessible features.

### → Increase awareness about our services to support access

- Develop and deliver a communication strategy to promote our accessible services and facilities.
- Include information about access in our promotional material and signage.
- Promote access upgrades to services and facilities in our newsletter.
- Keep our website up-to-date with information about access.

### → Increase participation in our community engagement activities

- Talk to people with disability, listen to their ideas and consider them in the development of plans for our services, facilities and activities.

### → Improve our policy and planning tools to create better access

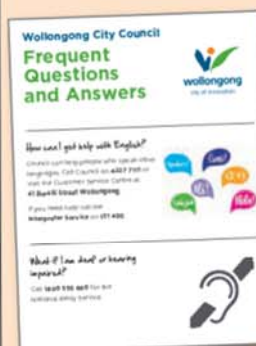
- Undertake research as part of our Housing Strategy to see how much adaptable housing we need in Wollongong and update our planning controls to help deliver this type of housing.
- Develop and implement an inclusive and accessible public domain policy and guidelines.

### → Improve our systems and processes to deliver better access outcomes

- Prioritise the delivery of access outcomes in our Infrastructure Delivery Program.
- Assess access for people with disability when collecting information and data about our assets.

### → Increase our capacity to provide accessible services and facilities

- Use checklists that assess access to identify ways to improve our services and facilities.



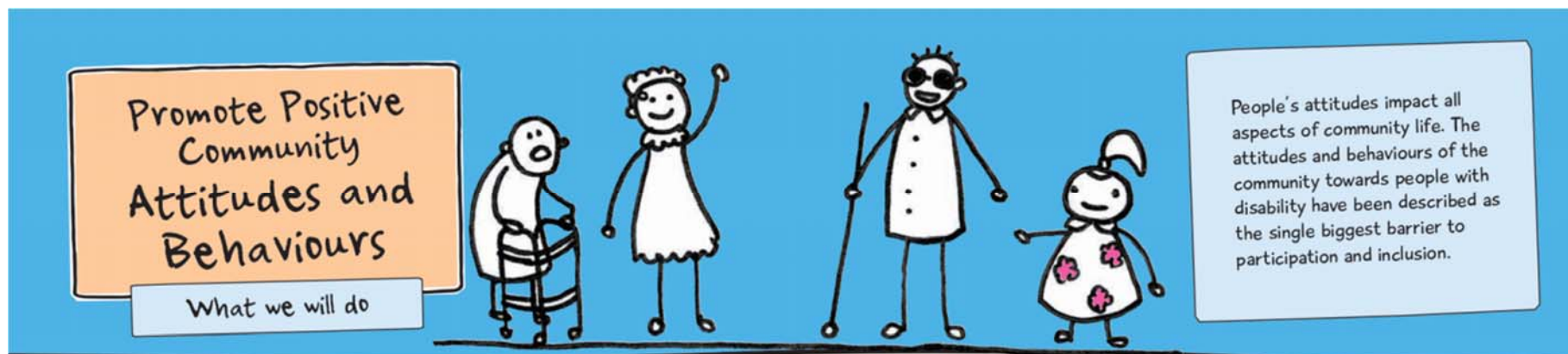
#### Case Study:

#### Easy English Fact Sheet: Frequently Asked Questions

'Easy English' is a term that is used to describe text that is written in simple short phrases for people with low literacy. It only has key information and includes both words and images to add meaning to the text. Easy English is different to plain English, which is the use of language that is easy to understand.

We have developed an Easy English fact sheet of our most Frequently Asked Questions. This fact sheet has been tested by people with low literacy to get their feedback on the language, design, images and readability to make sure it is as accessible as possible. This fact sheet has been well received by people with disability and people with English as their second language.





- ➔ **Raise awareness about the contribution people with disability make to our community**
- Increase the visibility of people with disability in our publications and communications.
  - Educate businesses about the importance of providing good access to their business.

- ➔ **Increase participation in our events, festivals and activities**
- Continue to implement strategies to improve access and inclusion at our events.
  - Work with external event holders to improve access and inclusion at their events.
  - Include information about access in our marketing and promotional material.
  - Develop and promote Disability Inclusive Event Guidelines.

- ➔ **Undertake programs to promote access and inclusion**
- Partner with community organisations to deliver projects that support inclusion.
  - Support organisations to build their skills in delivering activities for people with disability.
  - Deliver campaigns to promote and support inclusion.

"I would like to register my appreciation for the effort and thought that went into organising the New Year's Eve, at the Harbour, for the fireworks. The chosen site was excellent, with parking only five metres away. Your volunteers were just great, they helped us to carry gear to our spot were very attentive and offered to go to the local shops for coffee or food.

Whoever thought of this, organised it and made it happen deserves a medal or a good pat on the back, I am sure there were many involved in bringing it to a conclusion. We were very comfortable throughout the night and we are looking forward to the next year for the same great experience, our exit from the area and our trip home was excellent." New Year's Eve Participant

#### Case Study Corrimal Library Autism Friendly Badge

In 2018, Wollongong City Libraries was asked if they were interested in being involved in the Autism Friendly Communities - Corrimal project being run by ASPECT and UoW. Corrimal District Library and Community Centre embraced the opportunity to be a part of this great initiative. Council officers met to review current practices and how we could modify our programs and environment to ensure a more inclusive practice, including the library website.

The review process led to Corrimal Library creating a social story about their website, increasing sensory resources for use by the community, and implementing a story board with all of their children's programs on it. Library staff participated in training on how to identify and communicate effectively with people with autism. Future planning is currently in place for a program that is designed for people with Autism Spectrum Disorder and their carers.





## Support Access to Meaningful Employment

### What we will do



Employment contributes towards feelings of self-worth and provides regular social interaction. For most people, employment and economic security are interrelated. Employment can increase an individual's capacity for choice and control over life decisions.



#### Provide education and employment pathways

- Continue to provide targeted employment opportunities
- Continue to provide work experience opportunities
- Continue to support social enterprises that provide employment for people with disability



#### Create an environment where everyone belongs

- Welcome and celebrate our staff's individual abilities
- Drive a culture of inclusive leadership

"We just want to be treated like any other person, give us a chance... we have a lot to offer." Workshop participant – October 2019.



#### Increase access to employment opportunities

- Undertake ongoing research to better understand barriers to employment
- Improve our employment policies, procedures, practices and systems
- Continue to build relationships with community networks to share learnings and opportunities



#### Improve access and inclusion in the workplace

- Work with staff to better understand their needs and how we can support them in the workplace
- Continue to build our organisations capability to meet the diverse needs of our staff and community
- Develop systems and processes to support staff with disability in the workplace
- Work with staff to identify career pathways and opportunities

#### Case Study: EmployABILITY

The 'EmployABILITY' project, delivered in partnership with Shellharbour City Council, aimed to raise awareness about the employability of people with disability working in paid employment.

Seven local people shared their stories which were designed into posters. The storyboards were launched as part of International Day of People with Disability.

A poet, Elliot Cameron, was contracted to use the stories to produce a slam poem. The poem was performed at the launch of the project. The launch of the project included a round table discussion with attendees to explore the barriers people with disability face in accessing employment.

The panels have since been displayed in various community settings. In the week after International Day of People with Disability the posters were displayed at the Corrimal Community Centre and on our webpage.



Jessica Duncan at the Brewing Up a Storm Café

## Delivering the Plan



### Governance

The General Manager, Executive and the Senior Leadership Team will sponsor and promote the Plan.

A Steering Group will oversee and monitor the implementation of the actions in the Plan.

### Integration

The actions in this Plan will become part of our Delivery Program and Operational Plan and help us to deliver the Community Strategic Plan.

### Implementation

An implementation plan that includes timeframes, priorities, resources and responsibilities has been developed to help with the delivery of the Plan.

### Monitoring and Evaluation

An evaluation framework with performance indicators has been developed to measure change. Data will be collected and reported throughout the implementation of the Plan. In the final year of the Plan we will measure community satisfaction through a community survey.

### Reporting

Regular updates will be provided on our website to report progress.

Progress towards delivering the actions in the Plan will be formally reported as part of our annual reporting processes.

We will prepare and submit reports to the NSW Disability Council as required.

### Ongoing Engagement and Review

We will talk with the community regularly to check that the priorities in the Plan are still the same and make changes to the Plan where we need to.



## Funding the Plan

Some actions in this Plan are about continuing to do what we do well, and others are about improving the way we do things. Many actions will not cost additional money but require us to do things differently.

However, some actions in the Plan will require additional funds to build something or upgrade an existing facility or service. The money to do this work will be allocated through the annual budget process where possible. At times we may apply for funding from external sources to help achieve the actions in the Plan.



Beach Wheel Chair



## Measuring our Progress

The following indicators will help us to measure if we are achieving our vision for an accessible and inclusive city.

### Indicator

### How it will be Measured

#### Create Liveable Communities

↑ Number of accessible public toilets and adult lift and change facilities that include hoists.	Council data.
↑ % of people with disability who are satisfied with our accessible public toilets and accessible adult lift and change facilities.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
↑ Number of accessible parking spaces in key destinations.	Council data.
↑ % of people with disability who are satisfied with footpaths and paths of travel.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
↑ % of people with disability who express satisfaction with our public spaces.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
↑ Number of accessible bus stops and shelters.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
↑ % of people with disability who are satisfied with our recreation services, community facilities/halls and libraries.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
↑ Access provisions at our recreation services, community facilities and libraries.	Council data.
↑ % of people with disability who feel they have the opportunity to participate and are satisfied with our library and cultural activities.	Disability Access & Inclusion Survey/ Customer satisfaction measure.

#### Support Access to Employment

↑ Number of employment pathway workdays for people with disability across our services	Council data.
↑ People with disability are satisfied with Council as a work place. (case studies documented)	Evidence organisational change is happening where required.
↑ Access in our workplaces	Council data.
↑ Number of employment and/or employment pathway workdays provided each year to people with disability by our suppliers.	Council data.

### Indicator

### How it will be Measured

#### Providing Accessible Systems and Processes

% of people with disability who can easily access our information.	Disability Access & Inclusion Survey.
% of our publications that are accessible and include images of people with disability and include information about access.	Analyse sample of Council publications.
Number of people with disability who have participated in a community engagement activity.	Disability Access & Inclusion Survey.
↑ Number of our systems that have incorporated access as a key criterion.	Council data.
% of our staff who have participated in access training and learning opportunities.	Council data.

#### Promoting Positive Community Attitudes and Behaviours

Community projects and campaigns that raise awareness of the positive contribution people with disability make to the community are delivered.	Customer satisfaction measure.
↑ % of people with disability who have participated our events and festivals that are satisfied with those events.	Disability Access & Inclusion Survey/ Customer satisfaction measure.
Partnerships with organisations that deliver positive outcomes for people with disability.	Number of partnerships projects/ Customer Satisfaction measure.



## Appendix 1 Access & Inclusion - Legislation & Policy

People with disability, their families and carers have the same rights as all people to access services and facilities. These rights are part of State and Commonwealth policy and legislation which make it unlawful to discriminate against a person with disability.



Figure 1: The relationships between the relevant policy and legislative instruments.  
Source: Disability Inclusion Action Planning Guidelines Local Government.

### Legislation and Standards that inform Council's Work

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



Photo credit: The Disability Trust

For more information

Phone: 4227 7111

Email: [council@wollongong.nsw.gov.au](mailto:council@wollongong.nsw.gov.au)

Visit: [www.wollongong.nsw.gov.au](http://www.wollongong.nsw.gov.au)

Council would like to thank everyone who has contributed to the development of this Plan.

# Disability Inclusion Action Plan

2020-  
2025



## DISABILITY INCLUSION ACTION PLAN (DIAP) IMPLEMENTATION PLAN 2020 – 2025

### Introduction

The Disability Inclusion Action Plan (DIAP) Implementation Plan has been prepared to support the delivery of the DIAP 2020 - 2025 and assist Council in meeting its responsibilities under the NSW Disability Inclusion Act 2014 (the Act).

To meet the requirements of the Act, Council's DIAP is organised under four focus areas:

- Create liveable communities;
- Improve access to services through better systems and processes;
- Promote positive community attitudes and behaviours; and
- Support access to meaningful employment.

The DIAP is a supporting document and includes actions for many areas of Council. The actions in the Implementation Plan will be integrated into Council's Delivery Program and Operational Plan and will be reported on as part of Council's annual reporting process.

The delivery of the Implementation Plan will be overseen by the Executive Management Committee (EMC), the Senior Leadership Team (SLT) and the Disability Inclusion Action Plan Steering Group. Council's Community Development Worker Aged and Disability will work across Council to promote and support the delivery of the actions in the Plan.

### Development of the DIAP

The development of the DIAP involved extensive consultation including:

- A Disability Inclusion Action Plan Community Survey;
- Community conversation workshops;
- Workshops with young people;
- Internal survey of employees with disability; and
- Extensive engagement of internal staff.

The consultation identified priority areas for Council to make improvements which included footpaths, public toilets and designated parking for people with disability.

The consultation identified that Council is performing well in the following service areas: patrolled beaches, the Botanic Garden, Council parks, open space and sports fields.

### Development of the DIAP Implementation Plan

The development of the Implementation Plan involved internal engagement across all areas of Council. Staff from across Council contributed to the development of the strategies/actions and provided their endorsement for the actions they are responsible for delivering and reporting on.

For the most part the actions and strategies align with planned work across Council and will be funded through existing capital and operational budgets.

Actions have not been prioritised in the Implementation Plan however when developing the actions, the following has been considered:

- Outcomes of the community engagement;
- Legislative requirements; and
- Alignment with planned and funded work.

All actions in the Plan are considered of high importance and should, where possible, be delivered through the life of the DIAP 2020-2025. To deliver the action a division may need to reprioritise their work, alter the timing of planned work or the way in which work is delivered.

### The DIAP Implementation Plan - A Living Document

The Implementation Plan is a 'living' document and will be reviewed and updated annually. The timing of these reviews will enable any changes to actions and strategies to be integrated into Council's annual and business planning process.

### Reporting

It is a legislative requirement that Council's Annual Report includes progress towards achievement of the DIAP and that a copy of this section of the Report be lodged with the Minister for Disability Services. The Community, Cultural and Economic Development Division will provide Executive Strategy with a summary of progress. To ensure that this requirement is met all responsible officers identified within the DIAP Implementation Plan must report on the actions in a timely manner.





FOCUS AREA 1: Create Liveable Communities													
Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
1.1 Increase the number of accessible public toilets and accessible adult change facilities owned by Council that meet current access standards.	1.1.1	Review and update the Implementation Plan for the Public Toilet Strategy 2019 - 2029 to provide greater direction on service level and provision of accessible public toilets and accessible adult change facilities.	Parks, Sportsfields	Community Development, Infrastructure Strategic Planning	Recreation Services Manager	Existing operational budget					Implementation Plan reviewed and updated	5.5	Develop and implement strategic direction
	1.1.2	Install and upgrade accessible public toilets and accessible adult change facilities as per Public Toilet Strategy Implementation Plan.	Infrastructure Strategic Planning	City Works and Service	Manager Infrastructure, Strategy and Planning, Project Delivery Manager	Capital budget					Increased # of accessible toilets and accessible adult change facilities	5.5	Increase access to the built environment
	1.1.3	Maintain information about Council's accessible public toilets on the National Public Toilet Map and link to Council's website.	Community Development	Communications, Infrastructure Strategic Planning	Community Development and Engagement Manager	Existing operational budget					Data is updated as changes made to map	4.1	Increase access to information
	1.1.4	Where required, install signage to raise awareness and promote that accessible toilets are for people with disability and not general community use.	Parks, Sportsfields	Community Development, Infrastructure Strategic Planning	Recreation Services Manager	Existing operational budget						4.2	Promote positive attitudes and behaviours and raise awareness.
1.2 Increase the number of well-maintained continuous accessible paths of travel to key destinations.	1.2.1	Using the access data collected as part of the Footpath Condition Audit 2019 develop and implement a program for installing and upgrading kerb ramps and footpaths to provide continuous accessible paths of travel that deliver access outcomes. Priority locations include town and village centres, recreation facilities, Council buildings linked to designated accessible car parking and key transport nodes.	Footpaths, Cycleways and Transport Nodes	Infrastructure Strategy Planning, City Works and Services	Transport and Stormwater Services Manager	Capital budget					Increased # of continuous accessible paths of travel that link key destinations throughout the Local Government Area (LGA)	6.3	Develop and implement strategic direction Increase access to the built environment



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	1.2.2	Develop and implement "Quick Link" projects that result in the delivery of the missing link to provide a continuous accessible path of travel (CAPT) to key Council infrastructure.	Footpaths, Cycleways and Transport Nodes	Infrastructure Strategy Planning, City Works and Services, Community Development	Transport and Stormwater Services Manager	Capital budget					Increased # of continuous accessible paths of travel that link key destinations throughout the LGA	6.3	Increase access to the built environment
1.3 Improve access to Council owned public spaces and streetscapes.	1.3.1	Develop and implement Inclusive and Accessible Public Domain Policy and guidelines.	Design and Technical Services	Design and Technical Services, Property and Recreation, Footpaths, Cycleways and Transport, Infrastructure Strategy and Planning, Project Delivery	Manager Infrastructure Strategy and Planning Manager Project Delivery	Business Proposal (BP) will be required to secure funds to develop document		Policy adopted			Policy adopted Guidelines developed and are being used Evidence organisational approach to access in public domain achieved	5.5	Develop and implement strategic direction Increase access to the built environment
1.4 Increase the number of compliant accessible bus stops and shelters that link to a continuous accessible path of travel.	1.4.1	Develop and deliver a costed schedule of works to upgrade the identified priority bus stops and shelters to bring them up to current access standards for people with disability. Link these bus stops and shelters to continuous accessible paths of travel.	Road Safety, Traffic and Transport Planning	City Works and Services	Transport and Stormwater Services Manager	Existing operational budget					Increased # of Council bus shelters and stops that meet access standards	6.3	Develop and implement strategic direction Increase access to the built environment
1.5 Increase the supply of compliant designated accessible parking spaces that link to a continuous accessible path of travel.	1.5.1	Audit the designated accessible on street parking spaces in the Central Business District (CBD), in town centres and the foreshore area to identify their compliance with current access standards and number required to complete the accessible parking data set.	Road Safety, Traffic and Transport Planning	Footpaths, Cycleways and Transport Nodes, City Works and Services	Transport and Stormwater Services Manager	Existing operational budget					Audit complete	6.3	Develop and implement strategic direction
	1.5.2	Develop and deliver a program to upgrade and increase the number of designated accessible car parking spaces (on street and in car parks) that link to continuous accessible paths of travel in key destinations throughout the LGA.	Car Parks and Boat Ramps	Footpaths, Cycleways and Transport Nodes, City Works and Services	Transport and Stormwater Services Manager	Strategy will be fully costed. Capital budget					Increased # of designated accessible parking spaces	6.3	Increase access to the built environment



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	1.5.3	Develop and implement a plan to increase the supply of designated accessible parking in Wollongong CBD, including on street.	Car Parks and Boat Ramps	Footpaths, Cycleways and Transport Nodes, City Works and Services	Transport and Stormwater Services Manager	Capital budget					Increased # of designated accessible parking spaces in Wollongong CBD in key locations	6.3	Increase access to the built environment
	1.5.4	Continue to update and promote the location of Council's designated accessible car parking spaces on Council's website.	Car Parks and Boat Ramps	Community Development, Communications	Transport and Stormwater Services Manager	Existing operational budget					Data available on Council's website	4.1	Increase access to information
	1.5.5	Continue to monitor and enforce non-compliant use of accessible parking spaces.	Parking		Ranger Services Manager	Existing operational budget					# of fines issued	4.3	Promote positive community attitudes and behaviours
1.6 Increase access to Council's recreation services and facilities.	1.6.1	Continue to renew and install accessible and inclusive play elements and a CAPT between the key elements at Council's regional and district level playgrounds.	Playgrounds	Community Development, Infrastructure Strategy Planning, City Works and Services	Recreation Services Manager	Capital budget					Increased #/% of playgrounds that incorporate inclusive play elements and CAPT	5.2	Increase access to the built environment
	1.6.2	Provide a fenced accessible playground in the southern suburbs of the LGA.	Playgrounds	Community Development, Infrastructure Strategy Planning, City Works and Services	Recreation Services Manager	Capital budget and grant funds					Site identified Fenced playground installed	5.2	Increase participation Increase access to the built environment
	1.6.3	Investigate and deliver an all ages and abilities play space.	Playgrounds		Recreation Services Manager	Existing operational budget					Play space delivered	5.2	Increase participation Increase access to the built environment
	1.6.4	Undertake a program of work to improve access to Council's community and heated pools (using data collected in access appraisals to guide) and promote.	Community Pools, Commercial Heated Pools	Infrastructure Strategy Planning, City Works and Services	Recreation Services Manager	Existing capital budget					Increased #/% of Council community and heated pool with accessible toilets and access to the pool	5.2	Increase access to the built environment





Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/Milestone	Link to CSP	Evaluation
	1.6.5	Construct and promote the accessible rain forest walk at the Botanic Garden.	Botanic Garden and Annexes	Infrastructure Strategy Planning, City Works and Service	Manager Open Space and Environmental Services	Unfunded. (subject to grant funding)					Accessible rainforest walk is built and promoted	5.2	Increase access to the built environment
	1.6.6	Design and construct an accessible walk at Mt Keira Summit Park.	Botanic Garden and Annexes	Design Technical Services, Infrastructure Strategy Planning	Manager Open Space and Environmental Services	Unfunded. (subject to grant funding or Business Proposal)					Accessible walk is built and promoted	5.2	Increase access to the built environment
	1.6.7	Install an accessible adult change facility - as per current standard - at the Botanic Garden, that is linked to a CAPT.	Botanic Garden and Annexes	Infrastructure Strategy Planning	Manager Open Space and Environmental Services	Capital budget					Accessible adult change facility is installed and promoted	5.2	Increase access to the built environment
	1.6.8	Undertake access audits of the paths of travel, wayfinding signage including tactile and braille elements and public facilities at the Botanic Garden to identify areas for improvement.	Botanic Garden and Annexes	Design and Technical Services, Community Development	Manager Open Space and Environmental Services	Existing operational budget					Appraisals documented	5.2	Develop and implement strategic direction
	1.6.9	Undertake initiatives to promote and support the inclusion of people with disability in environmental education activities and initiatives.	Environmental Education	Community Development	Manager Open Space and Environmental Services	Existing operational budget. Business Proposal					Customer satisfaction measure	5.1	Increase participation
	1.6.10	Deliver actions from the Beach and Foreshore Access Strategy 2019-2028 as per Implementation Plan.	Recreation Services	Community Development	Recreation Services Manager	Renewal as part of existing capital budget. New initiatives will require additional resources via Business proposal					Actions are implemented as per strategy Customer satisfaction measure	5.2	Increase access to the built environment
	1.6.11	Improve accessible parking and travel corridors across the Tourist Parks and at Tourist Park Kiosks.	Corrimal, Bulli and Windang Tourist Parks		Commercial Business Manager	Unfunded - subject to funding through Business proposal					Access upgrades are delivered	5.2	Increase access to the built environment
	1.6.12	Promote our Tourist Parks accessible cabins and facilities.	Corrimal, Bulli and Windang Tourist Parks		Operations Manager Tourist Parks	Existing operational budget					Access features are listed in all promotional material and on the	4.1	Increase access to information



												website		
Objective		Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/Milestone	Link to CSP	Evaluation
	1.6.13	Investigate and install two new accessible cabins at each Tourist Park.	Corimal, Bulli and Windang Tourist Parks		Commercial Business Manager	Capital budget						Investigation complete Accessible cabins are constructed	5.2	Increase access to information Increase participation
	1.6.14	Continue to run programs that promote and support the inclusion of people with disability in activities at Council's Leisure Centres.	Lakeside Leisure Centre, Beaton Park Leisure Centre		Commercial Business Manager	Existing operational budget						Customer satisfaction survey	5.2	Increase participation
1.7 Improve access and inclusion at Council's library, community and cultural services and activities.	1.7.1	Continue to create opportunities for social engagement and social cohesion to reduce social isolation by engaging with local organisations, stakeholder groups and community volunteers to co-produce and co-deliver targeted programs, activities and services.	Wollongong City Libraries		Central Library Manager, Branch Libraries and Community Facilities Manager	Existing operational budget						# of people with disability in programs	5.1	Increase participation
	1.7.2	Ensure that library programs are modelled on principles of inclusion and social justice and meet the diverse needs of people with disability.	Wollongong City Libraries		Central Library Manager, Branch Libraries and Community Facilities Manager	Existing operational budget						Customer satisfaction	5.1	Increase participation
	1.7.3	Establish library programs that encourage innovative approaches to creating and documenting local stories or people with disability.	Wollongong City Libraries		Central Library Manager	Existing operational budget						A Inclusive Local Studies Collection	5.1	Increase participation
	1.7.4	Respond to our growing and diverse communities' needs by identifying opportunities to engage hard to reach groups within our community who have limited participation in library services.	Wollongong City Libraries		Central Library Manager, Branch Libraries and Community Facilities Manager	Existing operational budget						Customer satisfaction	5.1	Increase participation
	1.7.5	Incorporate inclusion and schedule targeted programs for people with disability as part of Wollongong Art Gallery programs.	Wollongong Art Gallery, Cultural Development	Community Development	City Culture and Activation Manager	Existing operational budget						Customer satisfaction	5.1	Increase participation





Objective		Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/Milestone	Link to CSP	Evaluation
	1.7.6	Incorporate inclusion and schedule targeted programs for people with disability as part of cultural services activities.	Cultural Development	Community Development	City Culture and Activation Manager	Existing operational budget						Customer satisfaction	5.1	Increase participation
1.8 Improve access to Council buildings and community facilities.	1.8.1	Continue to undertake access appraisals of Council buildings and prioritise access outcomes when upgrading/building Council buildings and facilities.	Branch Libraries and Community Facilities, Support Assets, Property Services	City Works and Services	Branch Libraries and Community Facilities Manager, Buildings and Facilities Planning Manager, Facilities Controller – CBD Assets, Property Services Manager	Outcomes of the appraisals will be costed						Appraisals documented	5.1	Develop and implement strategic direction.
	1.8.2	Undertake an access audit of Council's Administration Building to inform upgrades.	Infrastructure Strategy Planning	Building and Facilities and Workshop Operations, Facilities Controller – CBD Assets	Building and Facilities Planning Manager	Business proposal approved during 2016-2020 DIAP						Access audit completed	5.1	
	1.8.3	Undertake access appraisals of Council's crematorium and cemetery facilities including the accessible toilets, parking and paths of travel to identify and document opportunities for improving access and inclusion.	Community Development	Operations Manager Crematorium and Cemeteries	Community Development and Engagement Manager	Existing operational budget						Access appraisals documented	5.1	Develop and implement strategic direction
	1.8.4	Continue to periodically undertake reviews/case studies of recent developments in urban centres to identify opportunities for updating systems and processes to improve access outcomes.	Development Assessment, Building Certification	Community Development, Social Planning, Land Use Planning, Design and Technical Services	Manager Development Assessment and Certification	Existing operational budget						Case studies and reviews undertaken and system changes identified and applied	5.1	Improve systems and processes



FOCUS AREA 2: Improve systems and processes														
Objective		Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/Milestone	Link to CSP	Evaluation
2.1 Increase access to information by producing it in a variety of accessible and inclusive formats to support different needs and capabilities.	2.1.1	Review and update Council's style guide for correspondence and incorporate the requirements for developing accessible publications, communications, forms and templates including the use of plain English.	Communications	Community Development	Manager Community Cultural and Economic Development	Existing operational budget						Access provisions are documented in Council's style guide and evidence of use and promotion	4.1	Increase access to information
	2.1.2	Promote and implement guidelines to make sure Council's publications are accessible for people with disability.	Communications	Community Development	Events and Visual Strategy Manager	Existing operational budget						Guidelines are developed and evidence of promotion	4.1	Increase access to information
	2.1.3	Continue to expand the availability of information in alternate formats including Easy English, communication boards, social stories, Braille and Auslan across Council to support communication.	Community Development	Various	Community Development and Engagement Manager	Existing operational budget						# of initiatives	4.1	Increase access to information Increase participation
	2.1.4	Explore the installation of tactile and Braille street signage on traffic signal posts at intersections in Wollongong CBD to support navigation and wayfinding.	Footpaths, Cycleways and Transport Nodes	Community Development Transport NSW	Transport and Stormwater Services Manager	Unfunded - subject to funding through Business proposal						# of signs installed	4.1	Increase access to information Increase participation
	2.1.5	Investigate ideas and options to assist residents with disability with emergency preparedness through a vulnerable communities' working group.	Emergency Management and Support	Community Development	Manager Infrastructure Strategy and Planning	Existing operational budget						Evidence of progress towards action has occurred via meeting of Vulnerable Communities Working Group  Increase # of emergency preparedness initiatives for people with disability	4.2	Improve systems and processes Increase access to information
	2.1.6	Develop guidelines for the development of accessible web content and promote across Council.	Communications Team		Manager Community Cultural and Economic Development	Existing operational budget						Guidelines are developed and evidence of promotion	4.1	Increase access to information



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	2.1.7	Ensure new Council websites that are built meet WCAG2.0 level AA standards where possible and follow in house accessible web content guidelines.	Communications	Strategy and Program	Information Manager	Various					New Council websites meet WCAG2.0 level 2A standard	4.1	Improve systems and processes Increase access to information
	2.1.8	Continue to monitor Council's web content for compliance with WCAG2.0 level AA standards.	Strategy and Program		Information Manager	Existing operational budget					Audit of accessibility undertaken	4.1	Increase access to information
	2.1.9	Promote and deliver travel training for people with disability as per funding agreement.	Community Transport Services		Community Enterprise Manager	Subject to external government funding					# of people with disability who participate # of sessions/ opportunities to promote travel training	6.3	Increase participation
2.2 Increase community awareness about Council's services that support access and inclusion.	2.2.1	Include information about disability access provisions including transport, toilet, parking, hearing loop etc in Council marketing and promotional material and signage for services, facilities and events.	Marketing, Sign Shop and Printing	Various Community Development	Events and Visual Strategy Manager	Existing operational budget					Evidence access provisions are promoted in Council marketing material	4.1	Increase access to information
	2.2.2	Develop and implement a communication strategy to raise community awareness and promote Council services and facilities that support access and inclusion.	Communications	Community Development	Manager Community, Cultural and Economic Development	Existing operational budget					Communication strategy developed # of initiatives delivered and their take up via media/social media	4.1	Increase access to information
	2.2.3	Promote access improvements and upgrades to Council services and facilities annually via the quarterly community newsletter.	Communications	Community Development, Infrastructure Strategy Planning	Media Liaison Officer	Existing operational budget					Access upgrades appear in the newsletter	4.1	Increase access to information
2.3 Increase participation of people with disability in Council's community engagement activities.	2.3.1	Undertake a comprehensive review of the online Engagement HQ platform and develop a plan of action to improve access for people with disability.	Community Engagement	Community Development	Community Development and Engagement Manager	Existing operational budget					Review completed and action plan developed	4.1	Develop and implement a strategic direction Increase participation





Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	2.3.2	Review all community engagement templates, FAQ's and marketing material to ensure they meet access requirements and amend as needed.	Community Engagement	Community Development	Community Development and Engagement Manager	Existing operational budget					Review completed and amendments made	4.1	Increase access to information Increase participation
	2.3.3	Review a range of face-to-face engagement activities to identify opportunities to improve future practice and increase the active participation of people with disability.	Community Engagement	Community Development	Community Development and Engagement Manager	Existing operational budget					Customer satisfaction measure and changes made to practice as required	4.1	Increase participation
2.4 Improve Council's internal systems and processes so they support the delivery of access outcomes.	2.4.1	Identify disability access outcomes as a key criterion informing priorities in the infrastructure Delivery Program.	Infrastructure Strategic Planning	Various Service Managers, City Works and Services, Capital Program Manager	Manager Infrastructure Strategy and Planning	Capital budget					Prepare report on the capital works that have been undertaken each year to improve access and inclusion for people with disability	5.1	Develop and implement strategic direction Increase access to the built environment
	2.4.2	Using the access data that has been collected develop and maintain a map that shows the key priorities for improving access to Council assets and infrastructure.	Infrastructure Strategic Planning	Community Development, Infrastructure Strategic Planning, City Works and Services, Mapping Services	Manager Infrastructure Strategy and Planning	Existing operational budget					Map is developed, used and kept up-to-date	5.1	Improve systems and processes
	2.4.3	Incorporate the collection of data about access when undertaking condition assessments of Council buildings and facilities to inform the prioritisation of asset renewal and upgrade.	Infrastructure Strategic Planning		Building and Facilities Planning Manager	Capital budget					Access data has been collected as part of Council asset condition appraisals	5.1	Develop and implement strategic direction Improve systems and processes



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	2.4.4	Undertake a review of the works projects which provide for accessible public toilets, accessible adult change facilities, footpaths, accessible parking and bus stops using the access data and priorities prepared by service managers to determine the capacity to progress the identified improvements required within a reasonable timeframe (including budget allocation).	Infrastructure Strategic Planning	Service Managers	Manager Infrastructure Strategy and Planning	Existing operational budget					Reviews undertaken and budgets amended as required	5.1	Develop and implement strategic direction
	2.4.5	Investigate options to determine/measure the degree to which our social enterprises support the employment of people with disability eg employ one-person part-time vs 10 people full time?	Community Partnerships and Safety	Supply Chain Logistics	Community Development and Engagement Manager	Existing operational budget					Measures investigated Process established, evidence of use	2.1	Improve systems and processes
2.5 Increase Council's capacity to provide accessible and inclusive services and facilities.	2.5.1	Provide advice on access related matters that reflect the priorities in Council's DIAP.	Community Development	Various	Community Development and Engagement Manager	Existing operational budget					# of enquiries responded to	5.1	Increase knowledge and capacity
2.6 Improve Council's policy and planning documents to strengthen and support access and inclusion outcomes.	2.6.1	As part of the preparation of the Housing Strategy, review the adaptable housing provisions in the DCP and update with revised liveable housing/adaptable housing provisions as required.	Local Environmental Planning		Land Use Planning Manager	Existing operational budget					Research completed Planning controls updated	5.3	Develop and implement strategic direction.
	2.6.2	Review and update Wollongong DCP 2009 - Chapter E1 Access for People with Disability in line with DDA and NCC and Access to Premises Standards 2010.	Local Environmental Planning	Development Assessment, Building Certification, Community Development, Economic Development, Infrastructure Strategic Planning	Land Use Planning Manager	Existing operational budget					Review completed and DCP updated	5.3	Develop and implement strategic direction.



### FOCUS AREA 3: Promote Positive Community Attitudes and Behaviours

Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
3.1 Raise awareness about the valuable contribution people with disability make to our community.	3.1.1 Increase the visibility of people with disability by including images in Council's mainstream publications, social media, media and marketing material.	Marketing, Sign Shop and Printing	Community Development	Events and Visual Strategy Manager	Existing operational budget						Examples reported Evidence in publications	4.2	Promote positive attitudes and behaviours towards people with disability
	3.1.2 Improve the information provided about access on Destination Wollongong website.	Destination Wollongong	Community Development	General Manager Destination Wollongong	Existing operational budget						Access information available on Destination Wollongong website in an accessible format	4.1	Increase access to information
	3.1.3 Work with local tourism operators to collect access information about their services and promote via Destination Wollongong website.	Destination Wollongong		General Manager Destination Wollongong	Existing operational budget						Access information collected Access information available on Destination Wollongong website in an accessible format	4.1	Increase access to information
	3.1.4 Develop and implement a program to educate local tourism operators about the importance and benefits of providing good access to their businesses.	Destination Wollongong	Flagstaff	General Manager Destination Wollongong	Existing operational budget						Program developed and delivered Customer satisfaction measure Increase in # of businesses providing accessible and inclusive service	4.2	Promote positive attitudes and behaviours towards people with disability Increase participation
3.2 Increase participation of people with disability in Council/ externally run events, festivals and activities.	3.2.1 Develop and promote Disability Inclusive Event Guidelines.	Community Development	Events and Visual Strategy Manager	Events and Visual Strategy Manager, Community Development and Engagement Manager	Existing operational budget						Guideline developed and promoted	3.2	Develop and implement strategic direction





Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	3.2.2	Continue to improve access and inclusion at Council run events, festivals and activities including Australia Day, Viva la Gong, Comic Gong, New Year's Eve, Moonlight Movies.	Events Coordination	Community Development	Events and Visual Strategy Manager	Existing operational budget  Outcomes of audits may have cost impact					Customer satisfaction measure	3.2	Increase participation
	3.2.3	Work with major event holders to raise awareness and improve access and inclusion at their events.	Events Coordination	Community Development	Events and Visual Strategy Manager	Existing operational budget  Outcomes of audits may have cost impact					Increase # of events providing provision to support access and inclusion	3.2	Increase participation
	3.2.4	Include information about access and inclusion in marketing and promotional material for events, festivals and activities.	Marketing, Sign Shop and Printing	Community and Cultural Development, event organisers across organisation	Events and Visual Strategy Manager	Existing operational budget					# and proportion of Council produced marketing material that includes access information	4.1	Increase access to information
3.3 Undertake community development projects and activities to promote and support access and inclusion.	3.3.1	Work with community-based organisations to deliver community development projects and/or resource and support organisations to deliver high quality activities that facilitate inclusion of people with disability.	Community Development	Community Based Organisations	Community Development and Engagement Manager	Existing operational budget  External funding					# of partnerships  # of resources/supports provided  Customer satisfaction measure	5.1	Promote positive attitudes and behaviours towards people with disability
	3.3.2	Develop and deliver campaigns to promote and support inclusion of people with disability.	Community Development	People with disability, Media and Communications	Community Development and Engagement Manager	Existing operational budget  External funding					Campaigns delivered	4.2	Promote positive attitudes and behaviours towards people with disability



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	3.3.3	Develop and implement an awareness raising campaign across Council to improve the availability of information at entrances and in customer services areas to promote inclusive service provision. For example: introduce signage to indicate Dog Guides are Welcome, display Better Hearing Counter Cards and Companion Cards are welcome here.	Community Development	Council services including Leisure Centres, Wollongong Art Gallery, libraries, Tourist Parks, community centres, administration customer service centre	Community Development and Engagement Manager	Existing operational budget					Campaign delivered	4.2	Promote positive attitudes and behaviours towards people with disability Increase access to information
	3.3.4	Continue to run youth services programs that promote and support the inclusion of people with disability.	Wollongong Youth Services	Community Development	Community Development and Engagement Manager	Existing operational budget					# of people with disability attending Customer satisfaction measure	5.1	Increase participation
	3.3.5	Develop and implement initiatives to support access and inclusion in Wollongong CBD such as improving website, transport options, wayfinding, digital marketing and working with retailers to promote and support "Good Access as Good Business".	City Centre	Community Development	City Culture and Activation Manager	Existing operational budget					# of initiatives development and implemented Customer satisfaction measure	4.2	Increase access to built environment Increase access to information Increase participation



FOCUS AREA 4: Access to Meaningful Employment													
Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
4.1 Provide education and employment pathways	4.1.1 Provide targeted education and employment pathways for people with disability across our business.	People and Culture		Organisational Development Manager	Existing operational budget						# of targeted positions	2.1	Increase employment opportunities
	4.1.2 Work with local schools, education providers and relevant community groups to deliver a range of opportunities for people with disability to be exposed to Council careers and gain employability skills.	People and Culture	Community Development	Organisational Development Manager	Existing operational budget						# of opportunities	2.1	Increase participation
	4.1.3 Continue to support opportunities for social enterprises that provide employment for people with disability.	Community Partnerships and Safety	Procurement	Community Development and Engagement Manager	Existing operational budget						# of activities conducted to support social enterprises # of social enterprises listed on Council's website	2.1	Increase employment opportunities
	4.1.4 Increase internal awareness of the Social Value and Social Procurement Policy.	Community Partnerships and Safety	Procurement	Community Development and Engagement Manager	Existing operational budget						Evidence of promotion	2.1	Increase knowledge and capacity
4.2 Increase access to employment opportunities	4.2.1 Develop internal expertise and professional practices through ongoing research to understand employment needs and implement service improvements.	People and Culture		Organisational Development Manager	Existing operational budget						Engagement outcomes inform improvements to Council identifies employment opportunities and recruit practices	2.1	Increase knowledge and capacity
	4.2.2 Review and update existing employment policies, procedure and systems as they apply to workforce planning.	People and Culture		Organisational Development Manager	Existing operational budget						Workforce diversity data is used to inform the approach of future employment initiatives	2.1	Improve Council systems and processes
	4.2.3 Improve the accessibility of our recruitment processes.	People and Culture		Organisational Development Manager	Existing operational budget						Evidence of improvements made to accessibility of recruitment processes	2.1	Improve Council systems and processes





Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	4.2.4	Provide and communicate flexible work arrangements to support staff with disability.	People and Culture		Organisational Development Manager	Existing operational budget					Evidence of promotion and communication	2.1	Improve Council systems and processes
	4.2.5	Continue to build relationships with community networks to inform our practices, be accessible to our community and attract talent.	People and Culture	Community Development	Organisational Development Manager	Existing operational budget					# of relationships and networks # of meetings attended	2.1	Increase participation Increase knowledge and capacity
	4.2.6	Evaluate programs and share information with internal and external stakeholders.	People and Culture		Organisational Development Manager	Existing operational budget					# of engagements with other organisations	2.1	Increase knowledge and capacity
4.3 Increase access and inclusion in the workplace	4.3.1	Offer personalised plans to support staff with disability in the workplace.	People and Culture		Organisational Development Manager	Existing operational budget					Personalised support plans incorporated into induction checklist	2.1	Improve Council systems and processes
		Seek to establish and facilitate a network for staff.	Community Development	Organisational Development	Community Development and Engagement Manager	Existing operational budget					# of meetings held	2.1	Increase participation
	4.3.2	Involve the network in the development of strategies and programs that directly affect people with disability.	People and Culture	Community Development	Organisational Development Manager	Existing operational budget					Evidence of opportunities	2.1	Increase participation Improve Council systems and processes
	4.3.3	Continue to build our organisation's capability to meet the diverse needs of our staff and community through a range of formal, informal and social learning programs and training opportunities.	People and Culture	Community Development	Organisational Development Manager	Existing operational budget					Provision of training opportunities	4.3	Increase knowledge and capacity Promote positive community attitudes and behaviours and raise awareness



Objective	Action/Strategy	Delivery Stream	Collaboration	Responsibility	Resourcing	Yr1 20/21	Yr2 21/22	Yr3 22/23	Yr4 23/24	Yr5 24/25	Performance Indicator/ Milestone	Link to CSP	Evaluation
	4.3.4	Work with staff to establish and deliver on their priorities for workplace support.	People and Culture	Organisational Development	Work Health and Safety Manager	Existing operational budget					Increase in processes and services to support staff with disability	2.1	Improve Council systems and processes Increase participation
	4.3.5	Support staff with disability to create development plans to help them achieve career aspirations.	People and Culture		Organisational Development Manager	Existing operational budget					# of individual development plans requested by people with disability	2.1	Improve Council systems and processes
4.4 Create an environment where everyone belongs	4.4.1	Deliver an annual program of events and activities for staff to raise awareness, acknowledge and celebrate diverse abilities.	People and Culture		Organisational Development Manager	Existing operational budget					# of events held	2.1	Promote positive community attitudes and behaviours and raise awareness
	4.4.2	Deliver a leadership framework and strategy that identifies actions and opportunities that build leadership capability related to access and inclusion outcomes at all levels.	People and Culture		Organisational Development Manager	Existing operational budget					Access and inclusion KPI's added to leadership framework	2.1	Develop and implement strategic direction

# OUR WOLLONGONG

## JOIN THE CONVERSATION



**Engagement Report August 2020**

**Draft Disability Inclusion Action Plan 2020-2025**



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## Executive Summary



Wollongong Council's first Disability Inclusion Action Plan (DIAP) 2016-2020 is coming to the end of its life cycle. Following Council's decision of 29 June 2020, the new draft DIAP 2020-2025 (the Plan) was placed on public exhibition for comment from 1 July to 5 August 2020. The Plan was informed by extensive community engagement in 2019

with people with disability and their carers.

The community was asked through an online survey whether they supported the Plan; agreed with the nine priority areas for improvement; whether we missed anything; and, welcomed comments.

A variety of methods were used to promote the engagement and invite the community to comment. The Plan's exhibition coincided with the exhibition of Council's Draft Diversity, Inclusion and Belonging Policy and was jointly promoted. A project page on Council's engagement website included the Plan, Community Engagement Summary for the Plan, Frequently Asked Questions, an online survey tool, Q&A tool and links to further information. The engagement was promoted via e-newsletter to Engagement HQ's registered participants; a notice in the Illawarra Mercury; social media posts; a media release; the Council's Community Newsletter July 2020 edition and a poster was displayed at all Council libraries. Emails were sent to over 200 key stakeholders including Neighbourhood Forums, schools, previous DIAP

engagement participants and other individuals and organisations within the local disability network. An electronic copy of the poster was included in the email to schools with the request for it to be shared with their networks including in school newsletters.

The community was invited to provide feedback via the online survey, email or phone. The online Q&A tool was also used. Due to Covid-19 restrictions, no face-to-face engagement activities were held.

14 submissions were received from people with disability, their carers and community organisations. 10 were submitted via the online survey tool and four via email. Many emailed submissions included detailed questions about the Plan which were answered during the engagement period. One question was received via the online Q&A tool. A request was made for a text only hard copy version of the Plan, which was provided as well as being posted to the online platform during the engagement period. The project page received 228 unique visits; documents were viewed 104 times; with 10 online surveys and one Q&A submitted.

The Plan received significant support from survey respondents. Of the 10 who undertook the online survey, nine supported the Plan and one said they somewhat supported it. All those surveyed agreed with the nine priority areas: Parking; Footpaths, Shared pathways and crossings; Toilets; Events and activities; Parks and playgrounds; Pools and beaches; Community attitudes and behaviours; Information and communication; Employment.

The two open ended questions we asked: Did we miss anything? Do you have any other comments? received a range of responses. Comments acknowledging our commitment to access and inclusion, as well as suggesting further improvements to infrastructure and services were made. Requests included having access to supported, meaningful employment; more support



services for carers; safe and well-maintained footpaths; more accessible playground equipment; and, fenced playgrounds. Ensuring people with disability and their carers are meaningfully and consistently included in planning and design through co-design methods was submitted as key to improving the Plan and its implementation. Concerns around the accessibility of the Plan and some of the terminology used were raised in several submissions and were addressed by the project team during the engagement. Feedback themes to emerge included: Footpaths, shared pathways and crossings; Parks and playgrounds; Consultation and codesign; Employment; Carers; Events and activities; Toilets; Information, communication & wayfinding; Parking; Pools and beaches; DIAP formats, terminology, errors & omissions; Inclusivity and Testimony. We also received comment that was outside the scope of the Plan.

## Background

In Wollongong, an estimated 13,090 people live with a profound or severe disability. Overall, 6% of the population of Wollongong require support with their day to day lives due to disability, compared with 5% for Australia.

In 2014 the NSW Government introduced the NSW Disability Inclusion Act 2014. The introduction of this Act requires Council to have a Disability Inclusion Action Plan (DIAP) that shows what we are doing to enable people with disability to participate equally in their communities. The Act requires the DIAP to have 4 focus areas;

- Create liveable communities;
- Improve access to systems and processes;
- Promote positive community attitude and behaviours;
- Support access to meaningful employment.

Wollongong Council endorsed its first DIAP under the new Act in 2016. It has guided Council in making services, facilities, activities and information more inclusive and accessible but is now at the end of its life cycle. The draft DIAP 2020 – 2025 (the Plan) is Council's second plan under the Act.

Throughout July – October 2019, Council facilitated community engagement activities to capture the experiences, priorities, thoughts and ideas of people with disability and their carers. The information collected from these engagement activities helped Council identify and better understand the challenges people with disability experience and has been used to set the priorities for the 2020-2025 version of the Plan.

We asked the community whether they supported the Plan and our priority areas for improvement, whether we missed anything and whether they had any other comments.

## Stakeholders

Stakeholders identified prior to the commencement of the engagement period included:

- People with disability and their carers
- Previous DIAP engagement participants and those on Engagement HQ's Register of Interests for Disability and Access issues
- Disability Council of NSW
- Disability organisations
- Schools
- Neighbourhood Forums.

## Methodology

The engagement ran from 1 July to 5 August 2020 and was designed to gather comment through an online survey, the engagement email or phone. A variety of communication methods were used to ensure the community were aware of the engagement. This included:

- A media release issued on 1 July 2020
- A notice placed in the Illawarra Mercury on 8 July 2020
- Social media postings on 1 and 24 July 2020
- Emails promoting the public exhibition sent to key stakeholders, with the invitation to share through their networks
- An e-newsletter sent to Engagement HQ's registered participants
- Posters displayed at all branch libraries and an electronic copy of the poster emailed to all schools for inclusion in their newsletters
- Wollongong Community Newsletter July 2020 issue.

## Results

This section of the report provides details on the engagement activities (Table 1), the on-line participation summary (Table 2), the level of support received for the Plan (Table 3) and for the Plan's nine priority areas (Table 4) via the online survey. Further feedback from both the online survey and emailed submissions is themed.

## Engagement Participation Results

Details of the number of participants for each engagement activity are presented in Table 1.



**Table 1: Engagement participation results**

Engagement activity	Participation
Q&A Tool (not a submission)	1
Survey Tool submission	10
Email submission	4
Submissions received during the engagement period	14

## Online Engagement Results

A total of 10 submissions were received online. Table 2 presents the usage statistics for the project page on Council's website.

**Table 2: Summary of online participation**

Measure and Explanation	Usage
Aware – Total number of users who viewed the project page	230
Informed – Total number of users who opened a hyperlink or read a document	106
Engaged – Total number of users who have actively contributed to the project via the project page (10 submissions and one Q&A)	11

## Online survey results

Nine survey respondents supported the Plan with one expressing qualified support.

**Table 3: Results Question 1: Do you support the Draft Disability Inclusion Action Plan 2020-2025?**

Options	Responses
Yes	9
Somewhat	1

No	0
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All survey respondents agreed with the Plan's nine priority areas: Parking; Footpaths, Shared pathways and crossings; Toilets; Events and activities; Parks and playgrounds; Pools and beaches; Community attitudes and behaviours; Information and communication; Employment.

**Table 4: Results question 2 Do you agree with the priority areas for improvement?**

Options	Responses
No	0
Yes	10
Somewhat	0

## Themed feedback

We also asked the community two open ended questions: Did we miss anything? Do you have any other comments? Feedback to these questions was provided via the online survey as well as via emailed submissions. Feedback themes to emerge included: Footpaths, shared pathways and crossings; Parks and playgrounds; Consultation and codesign; Employment; Carers; Events and activities; Toilets; Information, communication & wayfinding; Parking; Pools and beaches; DIAP formats, terminology, errors & omissions; Inclusivity and Testimony. We also received comment that was outside the scope of the Plan.

### **Theme: Footpaths, shared pathways, and crossings**

The importance of having safe, unobstructed, and even footpaths which can accommodate gophers, Zimmer frames and wheelchairs was raised.

Could I ask that you always consider wheelchair users in your programs. Some paths seem smooth, but to a wheelchair user at speed a small bump can be enough to throw the person out of the chair.

Suggestions included installing traffic barriers to separate footpaths and bicycle paths from busy roads; creating clearer paths of travel by relocating footpath furniture, bus shelters and electrical boxes and pruning trees; replacing single steps with ramps; removal of roots that damage footpaths; and, having more footpaths across the Local Government Area (LGA). Some suburbs have footpaths, gutters and kerbs that are inaccessible which results in wheelchair users having no other option but to use the road to move around.

### **Theme: Parks and playgrounds**

Requests were made for additional fenced playgrounds, particularly in the southern suburbs; wheelchair accessible play equipment; visuals in every park with braille available; and, sensory areas in playgrounds. Secure playgrounds were also identified as places of temporary respite, a "sacred place", for carers.

love this piece of equipment (roundabout) as the wheelchair user does not feel isolated but gets to ride along with the general public. The swing sets are in enclosures making them very isolated and 'look at me' drawing attention .. but still good fun

Limited wheelchair access and connectivity was raised as a concern with the comment that paths to parks and playgrounds need to be wide enough for



wheelchairs and not have trip hazards or wheel barriers.

A suggestion was made to extend concrete slabs for picnic tables to allow room for wheelchairs to fit on the pad and at the table.

One respondent reflected they preferred accessible play equipment that was open to everybody, rather than isolated play equipment set apart.

### **Theme: Consultation & codesign**

It was requested that meaningful and consistent engagement with people with disability and their parents and carers occur through co-design from planning through to delivery. It was proposed that talking and listening through traditional community engagement methods suggests tokenism and that Council has a responsibility to meaningfully include people with disability through co-design methods. The request was made that co-design methods be implemented in governance, continuous improvement and all committees and groups.

Building relationships with a wide range of individuals and organisations was suggested to develop a deeper understanding of the daily lives of people with disability and their carers as well as key to improving Council's implementation of the Plan.

One respondent shared their positive experience working with Council on the Plan and noted that the Plan is a true reflection of the information provided.

Keeping the community updated annually with the progress of the Plan was identified to support the participation of people with disability and their families in community life.

**Theme: Employment**

Employment of people with disability was raised as a key issue. It was raised that Council's workforce should reflect the diversity of our community, in terms of representation of people with disability. Also, that targeted positions should be valued and the work meaningful. While work experience was praised, it was questioned whether this led to meaningful employment. One respondent was unsure how staff training improved access for community members. It was suggested that Council should also support businesses to employ people with disability.

The way that disability statistics were reported in the Plan was questioned, with the request to include the effect of Covid 19 on unemployment rates for people with disability who will likely be disproportionately affected.

**Theme: Carers**

Understanding the challenges for people caring for a person with disability was raised as an area not addressed in the Plan. The request was made for Council to support carers to connect, have opportunities to share their experiences of daily life, and to be meaningfully involved in Council planning.

**Theme: Events and activities**

Positive feedback was received for larger Council events being more accessible and catering for physical and sensory needs, noting the "outdoor cinema, Australia Day, Eat Street (having quiet area)". Another noted that supports offered at annual events must be offered at all events to be truly inclusive. It was suggested that libraries use Key Word Sign for all children's programs and events and to have 'loud rooms' for people who may need to make noise in the library.

**Theme: Toilets**

Increasing the number of safe and well-maintained toileting amenities that include adequate lighting and adult lift and change facilities was identified.

One respondent shared they were pleased with the upgrade to the Austinmer Bathers Pavilion accessible bathroom and changing facilities as the start of real improvement in access and inclusion.

**Theme: Information, communication & wayfinding**

Requests were made to have accessible and inclusive signage. It was requested these should be throughout the LGA. Ideas included having communication boards for all sporting events and activities; 'visuals' in every park with braille available; and, having a communication board on the free shuttle bus.

**Theme: Parking**

One respondent noted current accessible parking dimensions don't cater for rear loading vehicles. They suggested that the current standards need to be reviewed to ensure safety for all vehicle types.

**Theme: Pools and beaches**

Respondents had questions about the access of beaches; the location of beach matting trials and what we are doing to assist hearing or vision impaired people.

**Theme: DIAP Formats, terminology, errors & omissions**

Concerns were raised about the accessibility of the Plan in terms of the format it was available in as well as the language used. One response questioned the title of the Plan and suggested a different one. The use of the terms 'Plain



English’ and ‘Easy Read’ was questioned in one submission with the recommendation to make the distinction between the two formats and to make the Plan available in both.


A request was made for a text only version of the Plan, which was provided to the community member and uploaded to the engagement website. Another submitted that while the content of the Plan was “really good” it was not completely accessible, querying font size, colour and contrast. These queries were also addressed by the project team during the engagement period. It was noted that a wheelchair image was out of date and would be noticed by people with disability and that several arrows were missing in a pictogram.

### **Theme: Inclusion**

Inclusivity was raised as a key issue across a range of themes including that of carers, parks and playgrounds, employment, events and consultations.

### **Theme: Testimony**

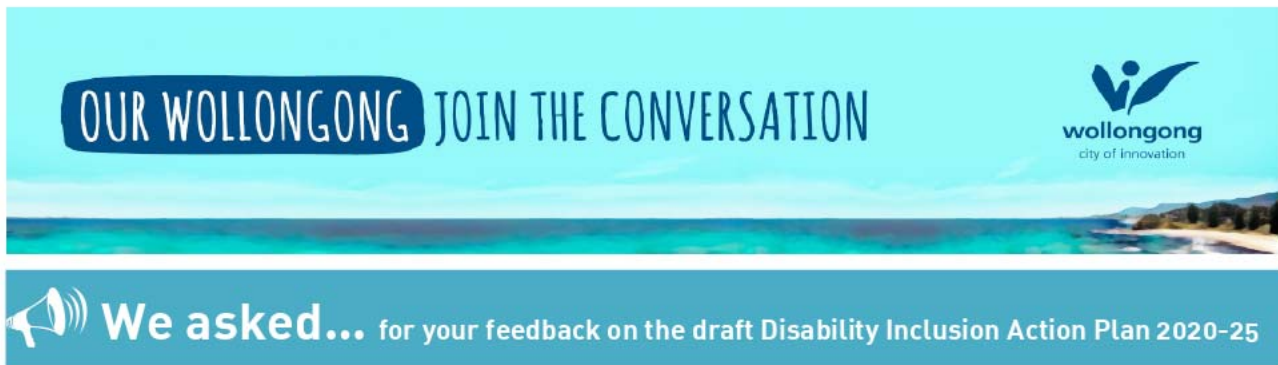
While some offered praise for the Plan others cautioned that highlighting achievements may send the wrong message.



*People with disability require accessibility and inclusion, and should expect it, rather than be delighted when it is considered.*

### **Theme: Outside scope**

A request was made for more drive through businesses as they are a great support to people with disability and their carers.



Here is a snapshot of what you said and what we did with your feedback.

## Engagement

### You said

It is important for carers of people with disability to be involved and wasn't clear how carers were involved in the engagement for the Plan. You said you would like to see Council continue to ensure people with disability have a say in the work that Council does.

### We did

We value the opinions of carers highly. A majority (74%) of people who responded to the DIAP survey were carers of people with disability, and carers were involved in the workshops we held with the community to inform the Plan.

Council is committed to engaging with our community throughout the delivery of the DIAP. We will continue to collaborate with people with disability and their carers to build our capability as an organisation to implement projects that support them.

The [Walking, Cycling and Mobility reference group](#) provides ongoing support to ensure we deliver accessible paths of travel across Wollongong.

## Accessible parks and playgrounds

### You said

There is a need for more fenced playgrounds locally, particularly in the southern suburbs. It is important that there is accessible parking and appropriate paths of travel for wheelchair users available at parks and playgrounds.

It important that concrete pads for picnic tables are extended so that a wheelchair can sit at the table.

### We did

The draft Plan includes an action to deliver a fenced playground in the southern suburbs in the next five years. We will also look for opportunities to upgrade existing playgrounds to increase accessibility, including fencing. As we upgrade or build new infrastructure, we will continue to focus on including continuous accessible paths of travel that link to accessible car parks. We have recently upgraded seating and picnic tables in Council parks to include the larger slabs for wheelchairs. We will continue to seek opportunities to do this across Wollongong.

## Accessible signage and wayfinding

### You said

Installing accessible signage and tactile and braille wayfinding signage will help people navigate throughout the Wollongong CBD and in town centres.

### We did

We have included three actions in the DIAP implementation plan that focus on providing more accessible/way finding signage in locations across Wollongong.

## Footpaths

### You said

It is important to improve the condition of footpaths across our city.

### We did

We see this as a high priority and have included actions in the Plan to build and upgrade footpaths across the city.

## Accessible toilets and accessible adult change facilities

### You said

Build more accessible adult change facilities and toilets with good lighting, adult change tables and hoists.

### We did

We have included actions in the Plan to build and upgrade accessible toilets, including accessible adult change facilities. Our infrastructure delivery program provides details about which facilities and where.

## Access to employment

### You said

Council needs to have jobs for people with disability.

### We did

Area four of the Plan is focussed on supporting people with disability to access meaningful employment. We have incorporated actions on providing targeted employment, educational and work experience opportunities into our DIAP implementation plan.

## Accessible Events

### You said

While it's good that we have undertaken work to consider access and inclusion at some Council events, these considerations should be incorporated into all events.

### We did

We have included an action in the Plan to develop and promote Inclusive Accessible Event Guidelines for our events. We will make these guidelines available on our website for the community to use.



## Accessible formats of the Disability Inclusion Action Plan

### You said

Accessible information is important and Easy Read and Word versions of the Plan would help with this. You asked us to check if our Plan was done in an accessible format including the font, size, colours used and contrast

### We did

We have developed both Easy Read and Word versions of the Plan that will be made available on Council's website. We check our Plan against accessible publication criteria and have adjusted accordingly.