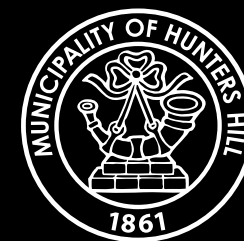




Hunter's Hill Council
Disability Inclusion Action Plan
2022 – 2026



Acknowledgements

We Acknowledge the Wallumedegal people of the Eora Nation as the traditional custodians of the land. By these words we would also like to show our respect to all Aboriginal people. We Acknowledge the Elders in the past and in the present and Acknowledge the spirits and ancestors of the Clans that lived in this area.

We express our appreciation to everyone who contributed to the development of this Disability Inclusion Action Plan.

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Foreword

MESSAGE FROM THE MAYOR



It brings me great pride to present our Council's Disability Inclusion Action Plan.

A liveable and strong community caters for the diverse needs of all people and abilities, including those living with a disability. Creating accessible and well-designed spaces and fostering a fair and respectful community is an important part of this.

In Hunters Hill, one in nine people live with a disability. Their disability or health condition may be visible or not; from birth or acquired; permanent or episodic; chronic or temporary.

We also have a rapidly ageing population, which will significantly increase the number of people living with a disability, and with conditions like dementia. The way people can participate in their community also affects the wellbeing of the many voluntary carers, health workers and assistance staff.

This Plan outlines our Council's commitment over the next four years to making our local area a better place to live, work and visit for people living with a disability or health condition. Representatives of service providers, people living with disabilities, carers, interest groups and staff from our Council provided valuable input into the creation of this Plan.

There is much to do to make Hunters Hill a more accessible and fairer place for people living with a disability. Our commitment builds on foundations set under the last Plan and pre-empts future scope. Our efforts encompass all aspects of life within our municipality, and how we work within the greater Sydney region to pursue a more inclusive and open dialogue on these important issues.

Making sure that this community is welcoming to all is of huge importance. This Plan will help guide us in making the Hunters Hill local government area a more inclusive place to live, work and play.

Councillor Zac Miles

MESSAGE FROM THE GENERAL MANAGER



Hunter's Hill Council embraces inclusion through our Disability Inclusion Action Plan. This is imperative for everyone's physical and mental well-being.

Progress is cumulative. A collective and continued effort is essential for creating an inclusive society where people can feel a profound sense of belonging and respect.

The Disability Inclusion Action Plan for 2022-2026 considers the previous Plan's successes and opportunities. In renewing this plan, we consulted with the Hunters Hill community, and received invaluable feedback about where gaps of inclusivity exist in our local government area.

To ensure accountability, we created a comprehensive framework to monitor and measure how we overcome identified local barriers and opportunities for inclusion, with four key focus areas:

- Developing positive community attitudes and behaviours.
- Creating liveable communities.
- Supporting access to meaningful employment.
- Improving access to services through better systems and processes.

We aim to celebrate people of all abilities and work towards a more inclusive Hunters Hill that caters for the diverse needs of all community members.

Mitchell Murphy

Introduction

Hunters Hill and Lane Cove councils have worked together to create a regional Disability Inclusion Action Plan (DIAP).

This is the second Disability Inclusion Action Plan (DIAP) for these Councils under the NSW Disability Inclusion Act 2014. Over the past four years both Councils have upgraded and built new accessible recreation and cultural facilities, improved accessibility of public buildings and spaces and delivered community awareness programs that recognise the value and skill that people with disability bring to our communities and workplaces.

Accessibility does not automatically mean inclusion. We want everyone in our communities to have equal participation and opportunity along with a sense of acceptance, belonging, recognition and respect.

Getting in and out of somewhere is only the beginning. Being able to participate on an equal basis requires inclusive thinking and design [1].

Councils have a key role in reducing disadvantage and discrimination, and in creating socially inclusive and sustainable communities.

[1] Centre for Universal Design Australia [Accessible Tourism - Is that Inclusive? - a CUDA post \(universaldesignaustralia.net.au\)](https://www.universaldesignaustralia.net.au)

The following principles reflect our leadership role in promoting human rights, social equity and anti-discrimination:

- Recognition of Indigenous Australians: Respecting the Wallumedegal people as the Traditional Custodians of this land. We support the Aboriginal and Torres Strait Islander community's right to self-determination and their ongoing cultural and spiritual values and connections.
- Diversity: Valuing a society that reflects diversity in race, culture, gender, sexual orientation, religious beliefs, disability, age, family status, marital status and carer responsibilities. We work for community harmony through respect, understanding and inclusion.
- Equity: Providing opportunities for disadvantaged members of our community by recognising and responding to the many forms and factors that affect people's quality of life.
- Community engagement: Recognising the importance of meaningful engagement and consultation with the community on decisions that impact people's lives and community well-being.
- Social inclusion: Creating the conditions for people to participate and have the opportunity to interact through work, play, friends and family, learning, working, engaging and being a voice in our community.



This DIAP not only supports the inclusion and independence of people with lived experience of disability. It also enables many other members of the community to more easily participate and engage locally. By applying the principles of universal design to information, services and products, everyone in the community can benefit.

Actions in this DIAP aim to address barriers that can impede fair access and negatively impact the lives of all people: their independence, participation, interactions and movement.

The DIAP identifies actions for each Council over the next four years and addresses four focus areas:

- Attitudes and behaviours
- Liveable communities
- Employment
- Systems and processes

Legislative and policy context



The Disability Inclusion Action Plan stands as our Council's commitment to provide support for people with disability.

This Plan aligns with other relevant Council strategic plans and policies, informed by legislation and policy to ensure equal access to all members of society.

Australia was one of the first signatories to the United Nations Convention on the Rights of Persons with Disabilities (2006). This convention is based on eight guiding principles to address the human rights of people with disability:

- (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- (b) Non-discrimination
- (c) Full and effective participation and inclusion in society
- (d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- (e) Equality of opportunity
- (f) Accessibility
- (g) Equality between men and women
- (h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

Australia's Disability Strategy 2021-2031 demonstrates Australia's commitment to the Convention and provides a national approach to improving the lives of people with disability. It outlines a vision for a more inclusive and accessible Australian society where all people with disability can fulfil their potential as equal members of the community.

The Lane Cove and Hunters Hill DIAPs meets the legislative obligations under the NSW Disability Inclusion Act 2014, Commonwealth Disability Discrimination Act 1992 and the Commonwealth Carers (Recognition) Act 2010.

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

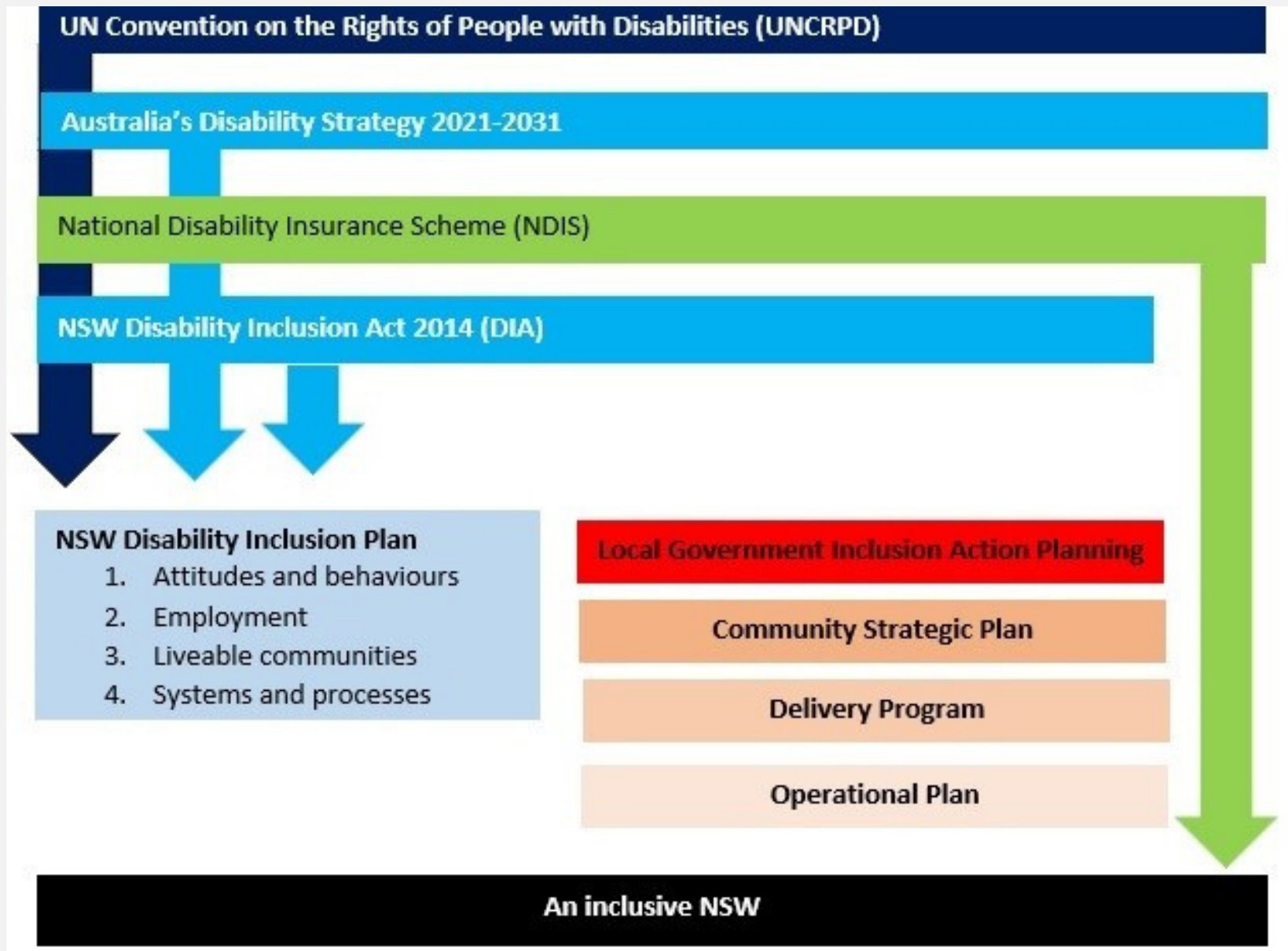


Figure 1 Image Source: Local Government NSW and NSW Family and Community Service - Disability Inclusion Action Planning Guidelines Local Government, 2015

Councils' 10-year Community Strategic Plans identify their key directions, which are implemented through four-year Delivery Programs and annual Operational Plans, which are also aligned with the DIAP.

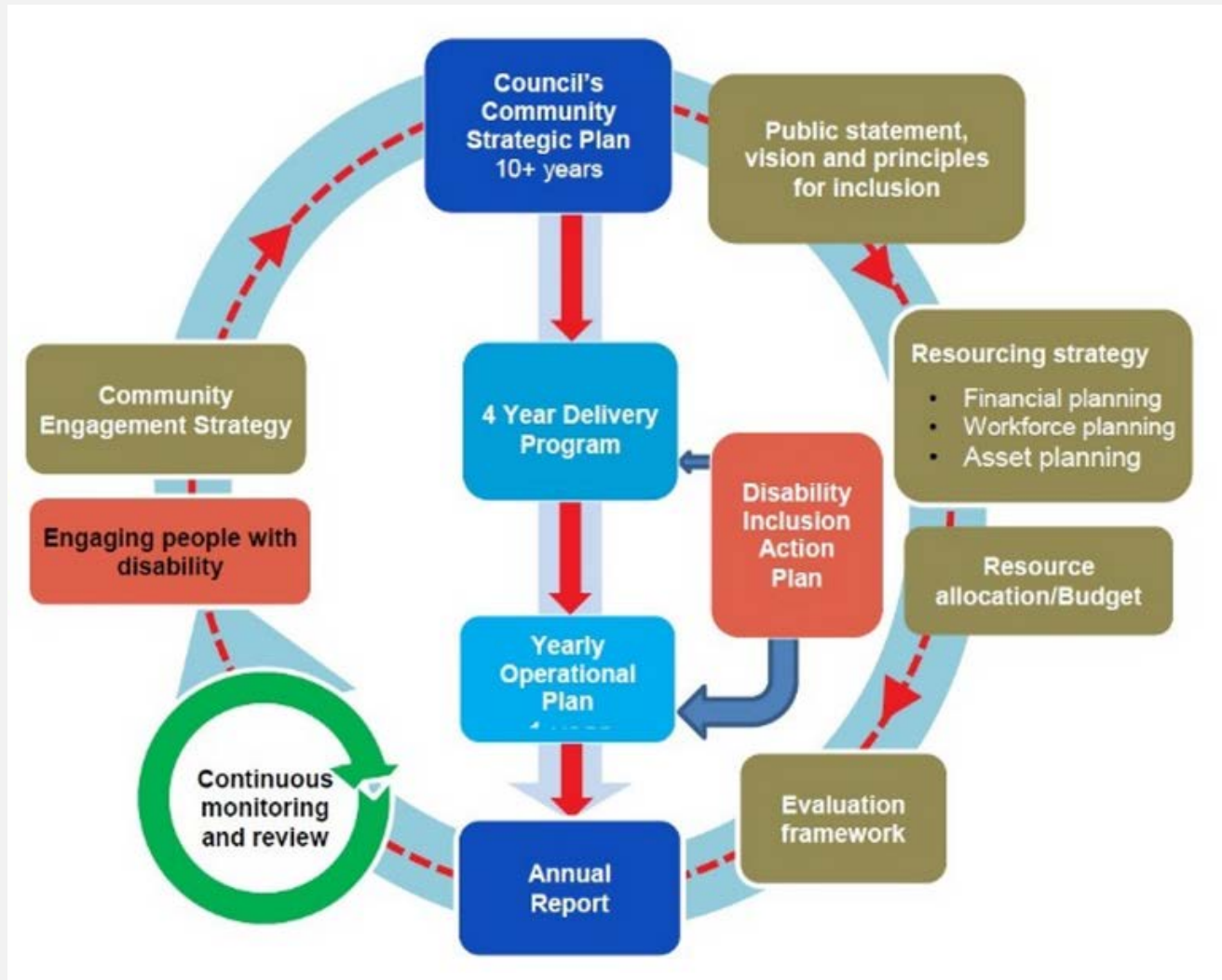


Figure 2 Relationship between the Disability Inclusion Action Plan and Council's Integrated Planning and Reporting Framework

Snapshot of disability



1 in 6 people in Australia have a disability; 1 in 9 residents in the Hunters Hill LGA have disability [2]

[2] ABS Survey of Disability, Ageing and Carers 2018



Disability may be from birth or acquired; visible or hidden; permanent, episodic or temporary. In addition, many people have chronic health conditions

1 in 3 people with disability need help with health care and 1 in 5 need help with household chores

1 in 2 Australians aged 65 and over have a disability; the proportion of older people is growing

1 in 9 Australians are unpaid carers; most are female



Community consultation

Disability affects many individuals - its impact can be both direct and indirect. It can be physical, intellectual, sensory, or psychological.

To develop this Plan, comments were collected from people with lived experience of disability, and other stakeholders. Our engagement yielded various narratives of peoples' lived experience of disability.

These responses revealed that many individuals with disabilities in our community experience inequalities in areas such as recognition, dignity and respect, customer experience, and access to information, services, economic opportunities, and employment.

To foster engagement, a variety of consultation methods and formats were employed. During the consultation period, consultants spoke to a wide range of people. We heard from:

- People with disability and their families or carers
- Service providers
- Relevant Council community advisory committees
- The wider community
- Council staff, including people at the front line, and those with design, communication and leadership roles.





A survey was also conducted, which could be accessed online, and in paper, providing a range of opportunities for people to have their say.

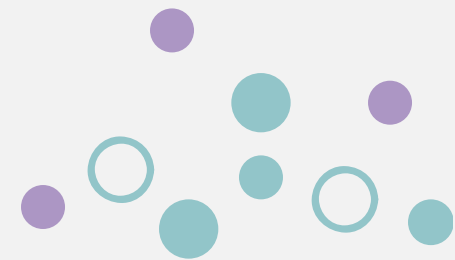
A separate survey was conducted with staff of both councils.

Options for contributing to the DIAP were promoted through council networks and websites.

Consultation provided the community and councils' staff with an opportunity to articulate their concerns and suggest actions for the DIAP.

It was also important to ensure with each Council that the DIAP was both attainable and ambitious.

It helped create an understanding, shared vision and support for councils' priorities and actions for the next four years.



Surveys

Community conversations

Council conversations

HOW

Survey advertised through Hunter's Hill Council newsletters, meetings, social media platforms and website. Promoted through local service organisations

Telephone and face-to-face interviews

Face-to-face attendance at advisory group meetings

Face-to-face and online meetings

WHO

Available online and in print, and via Councillor Weekly Bulletin

Community survey: 10 respondents
Staff survey: 30 respondents

People with disability: 3 individuals + 26 people in groups

Reference groups:

- Movement and Transport Advisory Committee
- Sydney Community Services Group

Service Providers and others: 11 interviews

Meetings with Council:

- Executive leadership team
- Movement and Transport Advisory Committee

Staff focus group:
9 Hunters Hill Staff
and 10 Lane Cove staff

Our Action Plan



FOCUS AREA 1:

Developing positive community attitudes and behaviours



The well-being of a community is often determined by the happiness and engagement experienced by its people.

Feeling valued and comfortable in your community can prevent and reduce feelings of isolation, anxiety, depression, and more. Exclusion leads to disadvantage and discrimination, which have far reaching negative impact across all aspects of life, including health, welfare, education and employment [3].

A sense of belonging involves more than simply being acquainted with other people. It is centred on gaining acceptance, attention and support from others; and being able to give in return. A connected community also provides inspiration, encouragement or help when needed.

However, research on community attitudes toward inclusion of people with disabilities, and employer attitudes toward workers with disabilities, indicates that stigmatisation is still prevalent ... community attitudes toward inclusion of people with disabilities are generally positive, but tend to be paternalistic.

When disabilities are perceived as more severe, stigmatising attitudes, anxiety and discomfort are also more likely to emerge [4].

[3] Nov 2020. NSW Government. NSW Disability Inclusion Action Planning Guidelines.

[4] (Not dated) NSW Family and Community Services. Changing community attitudes towards greater inclusion of people with disabilities: A rapid literature review

WHAT YOU TOLD US

During consultations we heard that:

Generally, people had favourable comments about the supportiveness of local people and businesses. Some thought that the broader community needs more exposure to people with disability to understand their perspective and how to communicate and connect with them. Council was seen as helpful but more work is needed to make contacting the Council easier.

"There is a perception that if you have disability you can't have ability; and if you have ability you can't have disability."

"The social stigma about vision impairment is limiting. There is an attitude in the community that if you are blind, you can't do anything. We need a 'Can do' attitude."

"I would like the opportunity to travel independently without family getting involved."

"Sometimes retail workers ignore the person with disability and talk to the care worker."





WHAT WE HAVE ACHIEVED

CASE STUDY: Awarding inclusion

Hunter's Hill Council joined with Lane Cove Council and the City of Ryde to offer an award in the Northern Districts Local Business Awards that recognised achievements in embracing inclusion.

The Inclusion Award celebrated local businesses that welcome people of all backgrounds and abilities, including businesses that provide products or services in a way that accommodates the diverse needs of customers and staff, so that more people can participate.

It recognised businesses that demonstrated a commitment to creating a welcoming and inclusive environment for customers and staff, and demonstrated how the business was adopting inclusive practices that went above and beyond.

In 2021, the Hunters Hill-based Stryder community transport service won the Access and Inclusion Award.

Stryder is a transport service that is an integral part of the lives of many elderly residents and younger people with diverse needs in the Northern Sydney Region. The service allows people to remain socially active and reduces isolation that is often prevalent with people who have limited access to transport due to their age or disability.

Stryder has dedicated volunteers to support its services.



CASE STUDY: Honouring champions of inclusion

At an Australia Day Awards and Citizenship Ceremony held in 2022, two champions of inclusion were named the Hunters Hill Young Citizens of the Year.

Evander Conroy and Lola Dominguez were recognised for their advocacy, including through the design and promotion of Livvi's Place playspace at Riverglade Reserve.

They began the design process more than three years prior, working with Council to ensure that the playspace was inclusive and accessible.

Lola and Evander volunteered a significant amount of their time to work on the design, providing reviews and feedback.

They promoted the playspace and the program in their school and arranged for their peers to attend an excursion to the playspace so that they could demonstrate the work they collaborated on, the benefits of local democracy, and how an accessible space and community can benefit everyone.





WHAT WE WANT, AND ACTIONS TO GET THERE

Outcome 1.1 People with disability are valued and celebrated in the community

- Include positive images of people with disability in Council material and events
- Share local success stories and initiatives in Council newsletters to highlight the contribution of people with disability

Outcome 1.2 The local community is welcoming of people with disability

- Provide opportunities to increase disability awareness in the community, including for businesses
- Provide networking opportunities for local service providers

Outcome 1.3 Council staff have an increased disability capability and confidence

- Require all Council staff to undertake disability awareness training (refresher or during staff induction)
- Provide targeted training for Council staff with planning, communication and customer service roles
- Familiarise customer facing staff with services and activities available for people with disability



FOCUS AREA 2: Creating liveable communities

A liveable community equitably and safely serves all its residents and visitors, offers choices about where to live, where to go and how to get around. It enhances personal independence and provides opportunities for people to engage in civic, economic, recreational and social life. It applies to all public spaces in the area including venues, shops, businesses, parks and waterways.

We are seeking to create more universally accessible public spaces, and to build predictability for people so that they can plan and move around their community with more ease, dignity and independence. Our environment is complex and finding your way can be difficult. We will consider the cues and other features that make it easier for people to navigate from one place to another.

Although the Disability (Access to Premises – Buildings) Standards 2010 have ensured improved accessibility of new buildings, there are many older buildings and places that have not been subject to these standards. This DIAP seeks to address some of those historic access issues and push forward beyond minimum standards to the best of design for all.

WHAT YOU TOLD US

Feedback from the community identified that overall people enjoyed the outdoor spaces and Council-run events.

Parking and seating was generally considered adequate except at Gladesville shops, Garibaldi centre and Clarkes Point. Car share parking and community bus drop-off zones were issues of concern.

People were concerned about the ease of getting to and using buses. Toilets were also an issue, including understanding if a key is needed to use the accessible toilets, and areas such as shopping centres that did not have an accessible toilet.

More outdoor gathering places that have wet weather protection, are easily accessible and well-lit were requested.

Some were concerned about the difficulty of navigating pavements where there are signs and sandwich boards obstructing the path of travel. Pavements were also difficult to navigate in areas of steep topography or where tree roots were creating trip hazards (Alexandra Street).

Some overpasses were considered dangerous and poorly lit. Some road crossings were considered dangerous, with inadequate or steep curb ramps that made them difficult to safely use.

Many would like more opportunities for social connection in the community, which has been impacted by isolation and health concerns as a result of the pandemic.



"You can make the environment safer and easier to navigate without having yellow paint everywhere. Design well. A lot of people don't want yellow paint everywhere. It's about the cues. Make them obvious." (Service provider)

"I'm autistic and accessing shopping spaces is very difficult for me... particularly when loud music is playing, and if there is also bright fluorescent lighting, I'm quickly overwhelmed. I'm already having to process lots of people, lots of products, and trying to stay focused..."

"The pandemic has been very hard on our family. We are at risk with various health issues and so have been isolated for two years. I'd like to visit the shops and more events but still feel nervous. We are feeling isolated."

"I'm incontinent. The lack of toilets really upsets me. I don't go to any of the festivals because I don't know if there are any accessible toilets there."

"Venues that don't make such provision make you feel awful as do people who arrange group events without checking venues have such facilities. Shops and restaurants without accessible entries and disabled toilets also make you feel completely excluded from the community."

"Little assistance for children with disabilities beyond allied medical service providers. Lack of understanding/inclusion from other parents, their children and schools. Very few options available for kids to participate in sport and other activities."

"The weather isolates me if it is raining and wet conditions, I'm limited in everything I do and have to rely on others."



WHAT WE HAVE ACHIEVED

CASE STUDY: Intergenerational workout space

Intergenerational exercise equipment was installed at Boronia Park for community members of all ages to enjoy when visiting the area.

The all-ages fitness space accommodates a broad range of users and abilities. It provides a selection of exercise options, and enables users to conduct exercises of varied intensities in order to increase strength, mobility, and flexibility. Signs with instructions and illustrations are posted near each workout station to assist users. Boronia Park is the largest area of open space in Hunters Hill. The park offers a rare combination of natural bushland areas, managed parkland settings, and developed sports fields and facilities that are not found elsewhere in the local government area.

The area is heavily used by people enjoying casual or independent leisure and recreation activities and is a popular venue for personal trainers, fitness groups, dog-walkers and other small group users.

The installation of the intergenerational exercise space followed a community consultation process in late 2020, during which our Council asked residents what type of workout equipment they would like to see in the area.

CASE STUDY: Livvi's Place

Inclusive Playspace Livvi's Place opened in November 2021 at Riverglade Reserve, Huntleys Cove.

The project was a collaboration between the community, Hunter's Hill Council, the NSW Government and Touched By Olivia, the charity behind the Livvi's Place national network of inclusive playspaces.

Livvi's Place Riverglade Reserve has a range of play activities that challenge, excite, and encourage an active and healthy lifestyle for people of all abilities.

It offers a range of physical challenges and opportunities to connect with others and removes obstacles and constraints that impede people of different ages and abilities from engaging in physical activity.

The project was informed by the three main principles of the NSW Department of Planning's 'Everyone Can Play' guidelines:

- Can I get there
- Can I play
- Can I stay

Young community members were an integral part of the design and consultation process, including Evander Conroy and Lola Dominguez, who along with their peers were among the first users of the playspace.





WHAT WE WANT, AND ACTIONS TO GET THERE

Outcome 2.1 It is safe and easy to get around

- Develop a wayfinding policy that includes signage, lighting, management of footpath shorelines and footpath etiquette, positioning and style of seating. Include both audible and visual signage and tactile street signage at intersections with traffic lights
- Review whole-of-route accessibility along key active movement corridors in the community
- Provide clarity for the community on seniors and disability parking permits and enforcement for vehicles parked inappropriately in designated accessible parking bays
- Improve parking options for people with disability, including drop off zones near key locations
- Advocate to NSW government for improved transport services and infrastructure where needed

Outcome 2.2 Council's open spaces and leisure and sporting facilities are accessible

- Upgrade recreation areas including waterways, playgrounds, outdoor gyms and picnic reserves to be more inclusive of people with disability of all ages

Outcome 2.3 Council's buildings and infrastructure are accessible

- Conduct an accessible toilet audit and plan to provide more and upgraded accessible amenities
- Provide an adult change facility (toilet and change facility for users with high support needs and their carers)
- Improve the accessibility of Council owned buildings

Outcome 2.4 Town Centres and commercial areas are inclusive

- Provide parking and charging spaces at key locations for mobility scooters
- Provide information to assist local businesses, clubs and community organisations to become more accessible
- Source or prepare a guide to support businesses and Council to provide inclusive events



FOCUS AREA 3: Supporting access to meaningful employment



Employment opportunities contribute to a sense of empowerment and identity for people with disabilities.

For those with disabilities, having access to meaningful employment has a big impact on their economic condition and health outcomes.

The likelihood of unemployment is double for those with disabilities compared to those without disabilities, and personal incomes are lower. Businesses need people with skills who can think differently about how to solve problems and get the job done.

Unfortunately, people with disability still face barriers when looking for and staying in work.

'Employers need to believe that an individual with a disability can be the best person for the job, and that a focus on job matching increases the chances of successful job placements. Negative employer attitudes and stigma are more associated with mental illness than other types of disability.' [5]

[5] Family and Community Services. Changing community attitudes towards greater inclusion of people with disabilities: A rapid literature review

THE STATISTICS

- People aged between 15 and 64 years with disability have both lower labour force participation (53.4%) and higher unemployment rates (10.3%) than people without disability (84.1% and 4.6% respectively)
- Almost one in five people with disability aged 15 – 24 years experienced discrimination. In almost half of those instances, the source of discrimination was an employer [6].

Hunter's Hill Council respects and values a diverse workforce, including people with disability, and commits to improving our processes and culture to embrace the opportunity this affords. This includes creating a safe environment where staff can build understanding and feel supported and the organisation can evolve.

[6] <https://www.and.org.au/resources/disability-statistics/>

WHAT YOU TOLD US

Council is committed to mental health and disability awareness in the workplace. Council was one of the first to introduce regular and ongoing mental health awareness education. We provide education at all level, with dedicated training at the leadership level.

Council has trained mental health first aid officers and staff have access to our Employee Assistance Program and carer's leave.





“I feel supported by Council and staff are regularly updated on available support and strategies through our monthly staff newsletter, Heartbeat”.

WHAT WE HAVE ACHIEVED

CASE STUDY: Creating employment training opportunities

Hunters Hill is well-known and much-loved for its history and heritage. Hunter's Hill Council is committed to working with its community to conserve the area's history and heritage for the future - not just in the built environment, but in everything from the artefacts to anecdotes that inform the story of the municipality.

Our Council engaged social enterprise Jigsaw to digitise paper and physical records and items from the Hunters Hill Museum, which is run by the Hunters Hill Historical Society, and the Hunters Hill RSL Sub-Branch. Jigsaw offers a pathway that prepares people with disability for open employment through a comprehensive, skill-based training program.

This partnership provided valuable workplace opportunities for candidates and has helped preserve important records in the story of Hunters Hill.





UPDATING EQUAL EMPLOYMENT OPPORTUNITY POLICY

Having a career provides an income and increased choice in your life; but it also builds your skills and provides challenge, a sense of achievement, identity and social connection.

Businesses need people with skills who can think differently about how to solve problems and get the job done.

Unfortunately, people with disability still face barriers when looking for and staying in work. 'Employers need to believe that an individual with a disability can be the best person for the job, and that a focus on job matching increases the chances of successful job placements. Negative employer attitudes and stigma are more associated with mental illness than other types of disability.' [7] Statistics show [8]:

- Working-age people with disability are twice as likely to be unemployed as those without disability
- People aged 15 to 24 with disability are more than twice as likely to be unemployed as those aged 25 to 64 [9]
- Almost one in five people with disability aged 15 – 24 years experienced discrimination. In almost half of those instances, the source of discrimination was an employer [10].

Hunter's Hill Council respects and values a diverse workforce, including people with disability, and commits to improving our processes and culture to embrace the opportunity this affords.

This includes creating a safe environment where our staff can build understanding and share stories, ideas and frustrations so that individuals can feel supported and the organisation can evolve. Council, through the DIAP, aims to increase staff awareness and build its capacity to understand and address the needs of people with disability.

[7] Family and Community Services. Changing community attitudes towards greater inclusion of people with disabilities: A rapid literature review

[8] <https://www.and.org.au/resources/disability-statistics/>

[9] <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/employment/unemployment>

[10] <https://www.and.org.au/resources/disability-statistics/>

WHAT WE WANT, AND ACTIONS TO GET THERE

Outcome 3.1 Council is a leader in equal employment

- Update HR policies to address the needs of Council staff with disability, mental illness, anxiety, or who are carers including working from home and enable staff to confidently disclose if they have a disability
- Ensure staff can confidentially disclose if they have a disability
- Review and adjust Council recruitment processes and documents to ensure people with disability do not experience barriers and have access to support to apply
- Provide work experience or internship opportunities at Council for people with disability
- Recognise employers that employ inclusively


Outcome 3.2 Council staff can access training appropriate to their roles

- Provide staff training that accommodates all learning needs e.g. low literacy, dyslexia, learning disabilities

Outcome 3.3 Council procurement practices are inclusive

- Review Council procurement policy and adjust if needed to ensure it encourages purchasing from organisations that employ people with disability





FOCUS AREA 4: Improving access to services through better systems and processes

Before individuals with disabilities try to access various elements of the built environment, people with disabilities typically anticipate that there will be accessibility and safety issues. To mitigate the risks they may face, individuals often plan their journey, event or activity ahead of time. In our consultations, we heard that it is difficult to find information about mainstream Council services which may be suitable for people with disability, especially those with mental illness. This has been made more difficult since the Information, Linkages and Capacity Building (ILC) Program under the NDIS is not operating in the area.

WHAT YOU TOLD US

People suggested it would be good if Council could provide its information in a range of formats such as easy read, with online information made accessible for people with vision loss. In addition, people at times require assistance to for activities such as joining the library or getting involved in an activity run by Council. Sometimes people, especially those with psychosocial disorders are reluctant to fill in forms or go through an application process. Some people need assistance with computers and downloading apps and have suggested provision of training similar to tech savvy seniors. Others were concerned about the prevalence of 'scammers' and felt there was a need to help people to discern these and know what to do.

“

"Not all families have an understanding of boundaries, ethics, duty of care or of the person with disabilities' rights when hiring staff for their loved one.

Many families use agency staff for their person with disability and in doing so believe they will be well trained, unfortunately, this is not always the case."

”



WHAT WE HAVE ACHIEVED

CASE STUDY: Town Hall

Our Council completed an upgrade of access to Hunters Hill Town Hall.

As part of addressing maintenance and repair issues throughout the building, the project focused on improving accessibility for people with disability, mobility issues and using prams.

Works included:

- An access ramp to the administration building, to enable people using wheelchairs or other mobility aids, prams or experiencing mobility issues to access through the front door rather than the rear door through the car park.
- Ambulant toilets in the male and female toilets.
- New accessible toilet and nappy change bench.
- Removal of raised platforms in the Council Chambers, in the gallery section and at the front of the room.
- A wheelchair-accessible compact lift providing access across three levels of the administration building.



CASE STUDY: Broadcasting Council meetings

Our Council is committed to open and transparent governance, including through our Council meetings.

Public participation is welcome at Council meetings. Community members can attend Council meetings in-person to observe from the public gallery; or live broadcasting via YouTube - with the inclusion of captions - offers a way to ensure that meetings can be accessed by a broad range of our community, from any technology-enabled location.

Recordings are also published on YouTube immediately after meetings.

Members of the public can also apply beforehand to address Council meetings, either in person, or to provide a statement that can be read out by a Council officer at the meeting, if they are unable to attend in-person.



Hunter's Hill Council

182 subscribers

174 videos

Subscribe



WHAT WE WANT, AND ACTIONS TO GET THERE

Outcome 4.1 Council information is available in a range of formats to improve accessibility

- Council websites are reviewed for accessibility
- Council websites are reviewed for content to ensure they are useful and provide relevant and current information, including useful links for people with disability, including lists of local disability and employment services
- Review Council style guide to ensure it describes when and how documents and information
- Provide relevant Council documents and information in a range of formats
- Provide the DIAP in a range of formats

Outcome 4.2 Online options are available for suitable Council events

- Provide an online participation option and closed captioning on webcasts (digital events) and other Council and library events where possible

Outcome 4.3 People with disability can engage with civic opportunities

- Ensure commitments contained in the DIAP are embedded in Operational and Community Engagement Plans
- Ensure Council has and utilises appropriate software/equipment and supports to ensure engagement of people with disability to participate in policy feedback, civic governance, Council meetings and activities

Measuring success



The following is an accountability framework that our Council will use to monitor progress against this Plan.

FOCUS AREA 1: POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS					
ID	Actions	Accountable Division	Timing (Year 1 - 4)	Key Performance Indicators	Link
1.1 People with disability are valued and celebrated in the community					
1.1.1	Include positive images of people with disability in Council material and events	Communications and Events	1 - 4	Guidance provided in Council's Style Guide	Community Plan
1.1.2	Share local success stories and initiatives in Council newsletters to highlight the contribution of people with disability	Communications and Events	1 - 4	A success story included in each Council newsletter	Community Plan
1.2 The local community is welcoming of people with disability					
1.2.1	Provide opportunities to increase disability awareness in the community, including for businesses	Community and Customer Services	1 - 2	Project Plan to increase awareness in place and actioned	DIAP
1.2.2	Provide networking opportunities for local service providers	Community and Customer Services	1 - 4	Networking opportunities provided	Delivery Program and Operational Plan

1.3 Council staff have an increased disability capability and confidence

1.3.1	Require all Council staff to undertake disability awareness training (refresher or during staff induction)	People and Culture	1 - 4	Training module, mode and implementation determined	Council Policy
				All new staff undertake disability awareness training	
1.3.2	Provide targeted training for Council staff with planning, communication and customer service roles	People and Culture / Community and Customer Services	1 - 2	Roles and training needs for targeted training identified	DIAP, Council Policy
				Training implemented	
1.3.3	Familiarise customer facing staff with services and activities available for people with disability	People and Culture	1 - 2	Include this information in training	Community Plan

FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES

ID	Actions	Accountable Division	Timing (Year 1 - 4)	Key Performance Indicators	Link
2.1 It is safe and easy to get around					
2.1.1	Develop wayfinding policy that includes signage, lighting, management of footpath shorelines and footpath etiquette, positioning and style of seating. Include both audible and visual signage and tactile street signage at intersections with traffic lights	Town Planning	2 - 3	Wayfinding policy developed and implemented	Pedestrian Access and Mobility Plans
2.1.2	Review whole-of-route accessibility along key active movement corridors in the community	Town Planning	2 - 3	Identify priority routes and requirements to ensure a continuous accessible path of travel	Pedestrian Access and Mobility Plans
				Schedule works to provide for continuous path of travel for priority routes	
				Scheduled routes have continuous accessible paths of travel	

2.1.3	Provide further clarity for the community on seniors and disability parking permits and enforcement for vehicles parked inappropriately in designated accessible parking bays.	Infrastructure and Environmental Sustainability / People and Culture	1 - 2	<p>Clarify seniors' vs disability parking permit eligibility on website, application forms and at workshops</p> <p>Illegally parked vehicles fined</p> <p>Time limits introduced to Disability Parking Bays where appropriate</p>	Delivery Program and Operational Plan
2.1.4	Improve parking options for people with disability, including drop off zones near key locations	Infrastructure and Environmental Sustainability	3 - 4	<p>More disability accessible parking bays provided</p> <p>Disability accessible parking bays upgraded where needed</p> <p>Locations for drop off zones identified and actioned</p>	Delivery Program and Operational Plan
2.1.5	Advocate to NSW Government for improved transport services and infrastructure where needed	General Manager's Office	1 - 2	Communications with relevant agency when issues arise in regard to transport and infrastructure	DIAP, Community Plan

2.2 Council's open spaces and leisure and sporting facilities are accessible

2.2.1	Upgrade recreation areas including waterways, playgrounds, outdoor gyms and picnic reserves to be more inclusive of people with disability of all ages	Infrastructure and Environmental Sustainability	2 - 3	Recreation areas upgraded	Playspace Strategy
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2.3 Council's buildings and infrastructure are accessible

2.3.1	Conduct an accessible toilet audit and plan to provide more and upgraded accessible amenities	Infrastructure and Environmental Sustainability	2 - 3	Toilet audit completed Implementation plan in place and actioned	DIAP
2.3.2	Provide an adult change facility	Infrastructure and Environmental Sustainability	1 - 2	Adult change facility available in the Hunters Hill LGA	DIAP, Delivery Program and Operational Plan
2.3.3	Improve the accessibility of Council owned buildings	Infrastructure and Environmental Sustainability	3 - 4	Council owned buildings are more accessible.	Delivery Program and Operational Plan

2.4 Town centres and commercial areas are inclusive

2.4.1	Provide parking and charging spaces at key locations for mobility scooters	Town Planning / Infrastructure and Environmental Sustainability	3 - 4	Mobility scooter parking and charging facilities available at identified locations.	Pedestrian Access and Mobility Plans
2.4.2	Provide information to assist local businesses, clubs and community organisations to become more accessible	Community and Customer Services / Communications and Events	1 - 2	Useful links provided on Council website	DIAP
2.4.3	Source or prepare a guide to support businesses and Council to provide inclusive events	Communications and Events	2 - 3	A guide to support accessible and inclusive events is available on the website and rolled out to relevant staff and businesses	DIAP

FOCUS AREA 3: EMPLOYMENT

ID	Actions	Accountable Division	Timing (Year 1 - 4)	Key Performance Indicators	Link
3.1 Council is a leader in equal employment					
3.1.1	Update policies to address the needs of Council staff with disability, mental illness, anxiety, or who are carers including working from home and enable staff to confidently disclose if they have a disability	People and Culture	1 - 2	HR policies updated	Council Policy
3.1.2	Review and adjust Council recruitment processes and documents to ensure people with disability do not experience barriers and have access to support to apply	People and Culture	1 - 2	Recruitment processes and documents reviewed and recommendations made	Council Policy
				Recommendations considered and recruitment processes and documents updated	
				Percentage of applications by people who identify as having a disability	

3.2 Council staff can access training appropriate to their needs

3.2.1	Provide staff training that accommodates all learning needs e.g. low literacy, dyslexia, learning disability	People and Culture	1 - 2	Various staff training options made available for staff in coming years	Council Policy
3.2.2	Investigate providing a trainee position at Council for a person with disability	People and Culture	2 - 3	Benchmark against other councils and investigate funding options Work with disability employment agencies to assist placement of clients where possible	DIAP

3.3 Council procurement practices are inclusive

3.3.1	Review Council procurement policy	Finance, Procurement and Projects	3 - 4	Procurement policy reviewed and adjusted if advantageous	Council Policy
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FOCUS AREA 4: SYSTEMS AND PROCESSES

ID	Actions	Accountable Division	Timing (Year 1 - 4)	Key Performance Indicators	Link
4.1 Council information is useful and accessible by people with disability					
4.1.1	Council websites are reviewed for accessibility	Communications and Events	2- 3	Council website meets relevant and most up to date standards Upgrades to website include accessibility compliance	Delivery Program and Operational Plan, DIAP, Community Plan
4.1.2	Council websites are reviewed for content to ensure they are useful and provide relevant and current information	Communications and Events	1 - 2	All Council websites are reviewed and updated to ensure content is useful	DIAP
4.1.3	Review and update Council style guide to ensure it describes when and how documents and information should be provided in a range of formats	Communications and Events	2 - 3	Council style guide reviewed and updated if required	DIAP
4.1.4	Provide relevant Council documents and information in a range of formats	Communications and Events / Community and Customer Services	3 - 4	Documents requiring additional formats identified Identified documents provided in a range of formats	DIAP

4.1.5	Provide the DIAP in a range of formats	Communications and Events / Community and Customer Services		DIAP also provided in at least one accessible format	DIAP
4.2 Online options are available for suitable Council events					
4.2.1	Provide an online option for participation and closed captioning on webcasts (digital events) and other Council and library events where possible	Community and Customer Services	2 - 3	Webcasts available online and with closed captioning	DIAP
4.3 People with disability can engage with civic opportunities					
4.3.1	Movement and Transport Advisory Committee includes community representative with suitable knowledge or expertise to represent residents with reduced mobility	Infrastructure and Environmental Sustainability	1 - 2	Included in Terms of Reference	DIAP
4.3.2	Ensure Council has and utilises appropriate software/equipment and supports to ensure engagement of people with disability to participate in policy feedback, civic governance, Council meetings and activities	Community and Customer Services	2 - 3	Software capability confirmed and deployed	DIAP

GOING FORWARD



Hunter's Hill Council is committed to actively pursuing the goal of an inclusive community.

This DIAP documents the actions our Council will take over a four-year period to remove some of the barriers that people with disability experience as they live, work and visit in this area. Council's senior management, and their teams, will manage the implementation of this DIAP. Council will also have a leadership role to foster organisational capability to design services, products and information that work for people with disability.

Actions in the DIAP form part of councils' Integrated Planning and Reporting processes, the annual and four-yearly reporting process. Strategies and actions for inclusion will continue to be incorporated into delivering the Community Strategic Plan through the annual Delivery Program, Operational Plan and Resourcing Strategy.

Councils will monitor the impact of their actions against the longer-term outcomes as part of the review process at the end of the four-year DIAP planning cycle.

To ensure accountability and transparency:

- Council's senior executive will provide a progress report each year to the General Manager, elected officials and relevant committees.
- A Progress Report will be included in Council's Annual Report and provided to the Disability Council NSW each year.

The disadvantage experienced by people with disability in the community has a long history. It will take continued effort by all to create a society where people with disability can equally participate and be included.

Moving forward, Council will review this Plan and prepare a subsequent Action Plan every four years. The Plan will be available and accessible on Council's website and a copy will be provided to the Disability Council NSW.

We encourage input, feedback and suggestions about how we can build on the work we are doing to create an inclusive and accessible community.

SHARE YOUR FEEDBACK

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