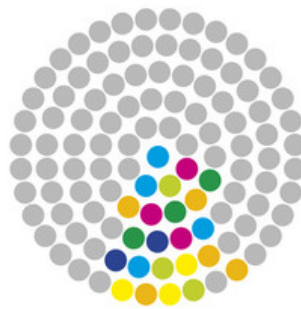




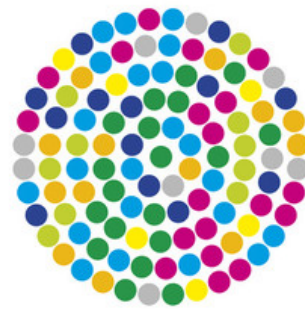
INNER WEST COUNCIL



EXCLUSION



INTEGRATION



INCLUSION

Inclusion Action Plan for People with a Disability 2017-2021

Inclusion Action Plan for People with a Disability 2017-2021

The Inner West Council Inclusion Action Plan (for People with a Disability) 2017-2021 (IAP) outlines Council's commitment to respecting the rights and improving opportunities for people with a disability of all ages, to participate fully in community life.

The IAP also meets Council's obligations under the Disability Inclusion Act, 2014 (NSW) and other similar instruments that identify its role in reducing discrimination and improving participation opportunities for people with a disability. Council has a legislative requirement under the NSW Disability Inclusion Act 2014 (DIA) to complete a disability inclusion planning process and have an Inclusion Action Plan (IAP) in place by 1 July 2017. Following Council merges, staff from each of the former Council areas (Ashfield, Leichhardt and Marrickville) merged actions from existing Council access plans into this plan. The opportunity was also taken to revise actions that needed updating or that could be extended to facilitate best practice access and inclusion outcomes.

Acknowledgement of Country

The Inner West Council area is on the traditional land of the Gadigal Wangal People of the Eora Nation. We acknowledge their care of the land over many generations. We celebrate their ongoing survival and achievements in today's society and acknowledge the terrible wrongs committed against the Aboriginal peoples of this country.

Acknowledgements

Preparation of this document would not have been possible without the ideas and input of:

- people with a disability
- organisations that assisted Council to engage people with a disability to participate in this process
- the Access Committees of the former Councils

Document Identification

Inner West Council Inclusion Action Plan (for People with a Disability), 2017-2021

This document has been prepared by Julia Phillips, Seniors and Disability Community Development Worker, Ashfield, Gabrielle Higgins, Community Development Officer – Ageing, Disability and Social Inclusion, Leichhardt and Glenn Redmayne, Strategic Community Project Officer – Access and Inclusion, Marrickville

Background material is drawn from the former Marrickville Council Inclusion Action Plan with input from Council staff including Ingrid De Meyer and Jenny Bray (Consultant).

Disclaimer: While every reasonable effort has been made to ensure the accuracy and information presented, the Inner West Council and its employees and agents, to the extent permitted by law, disclaim any and all liability to any person in respect of any errors and omissions. We recognise that policies and programs change over time and some material may not reflect the current situation of the listed agencies or department.

Table of Contents

Administrator's message.....	4
Understanding 'disability' and inclusion	5
Acronyms.....	7
Glossary.....	8
Executive Summary	9
`Inner West Council Local Government Area - A Snapshot.....	17
Development of this Plan	20
Governance, Monitoring and Evaluation	22
Building Inclusion into Core Business	22
IAP Action Area 1: Educational, Recreational and Social Inclusion	23
IAP Action Area 2: Cultural Inclusion	35
IAP Action Area 3: Economic Inclusion.....	42
IAP Action Area 4: Inclusive Planning (Infrastructure & Environment).....	47
IAP Action Area 5: Civic Inclusion, Engagement and Information.....	61
IAP Action Area 6: Access and Inclusion are embedded in our systems and processes..	69
References and appendices	79

Administrator's message

I am pleased to present the Inner West Council Inclusion Action Plan (for People with a Disability) 2017-2021 and confirm our commitment to creating an accessible and inclusive community.

We will do this by working with people with a disability, their organisations, the broader community, business and other levels of government to ensure that inclusion is part of Council's everyday business. Our vision is to create a local community whereby every person (irrespective of age, level of ability, gender, religion, sexual preference or nationality) can access and participate fully in all aspects of community life.

Inclusive communities are important because they benefit everyone. They are both resilient and yet flexible to change, they reduce isolation and disadvantage while maintaining true diversity. They are fair, healthy places to live and grow and they consistently enjoy a robust economy, alongside strong democratic engagement.

This is about making human rights real for everyone, every day. It's about Council taking a leadership role and working alongside people with a disability, their organisations and other community partners to achieve better outcomes. I would like to thank everyone involved in the development of this Inclusion Action Plan (for People with a Disability) 2017-2021 and particularly to those who have already begun to work with us on key initiatives. With Council, I am excited to be a part of this change and to be working with all our community to achieve this vision.

Richard Pearson

**Administrator
Inner West Council**

Understanding 'disability' and inclusion

The contemporary understanding of 'disability' is based upon the 'Social Model of disability' which underpins the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the Disability Inclusion Act, 2014 (NSW). Broadly this regards disability as not residing in the individual or as an inherent characteristic of a person, but rather as a restriction caused through society's lack of accommodation in addressing that person's needs and rights such that they can participate on an equal basis with others.

Australia does not have a nationally accepted definition of 'disability' or method of categorising the severity of different types of disabilities that people experience. Disability is a complex, dynamic, multi-layered and evolving concept. It is often used as an umbrella term to describe the interaction between impairment or health condition and the participation restrictions experienced by a person (with impairment) resulting from other (external) environmental, contextual, attitudinal and social factors.

One thing is clear: disability is a normal part of the human condition and everyone will experience it temporarily or permanently at some point in their lives. It is common in all human societies and as people age the likelihood of an individual or their family member experiencing disability increases.

Definition of Disability

The definition of disability applied in this document includes both definitions provided by the Disability Inclusion Act, 2014 (NSW) and the Commonwealth Disability Discrimination Act, 1992 (DDA).

The Disability Inclusion Act, 2014 (NSW) defines disability as including a:

long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.

The DDA defines disability as:

- *The total or partial loss of the person's body or mental functions*
- *The total or partial loss of a part of the body*
- *The presence in the body of organisms causing disease or illness*
- *The presence in the body of organisms capable of causing disease or illness*
- *The malfunction, malformation or disfigurement of a part of the person's body*
- *A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction*

The DDA covers a person who has, has had, may have or is presumed to have or believed to have a disability (as defined above) in the future. The DDA also considers the person's need of an assistive device/aid/support (due to a disability) to enable them to function independently.

Definition of Inclusion

Inclusion happens when every person who wishes to (irrespective of age, disability, gender, religion, sexual preference or cultural heritage) can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

Dimensions of inclusion include: ⁱ

- being heard and valued
- meaningful participation
- connection and belonging
- opportunity to access supports
- choice and control in your life

Inclusion is not about helping others to access the society we have. It's about changing the society we have. Inclusion is about making society mean *everyone*.

Barriers to Inclusion

Barriers to inclusion happen when we fail to think of the *universal* as meaning *everyone*, and this results in...

Unfair Attitudes
and Behaviours

Unfair Planning
and Design

Limiting Economic
Security for some

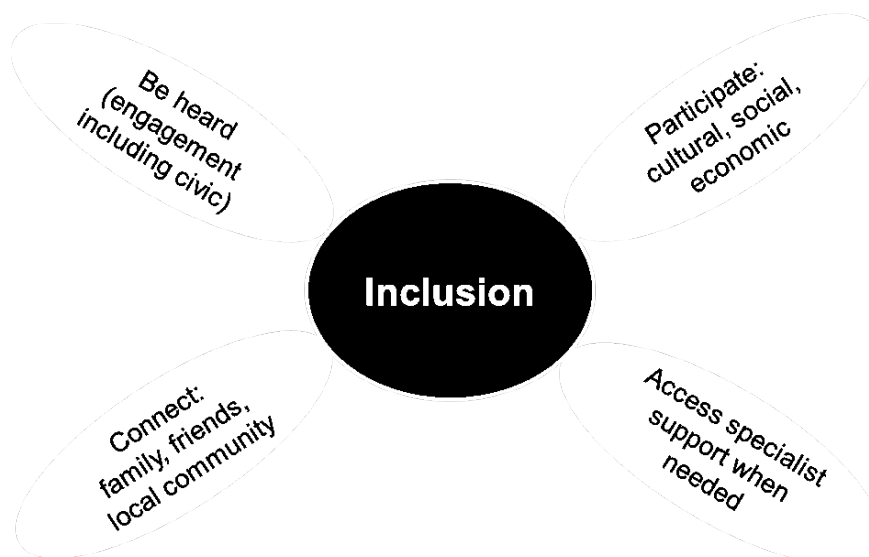
Unfair Systems
and Processes

Sometimes, barriers are created by the way we work. We need to change how we work.

Beyond Removing Barriers — Towards Building Inclusion

Inclusion is about going the next step beyond a removal of the barriers. Previous action planning focussed on addressing discrimination based on disability and responding to systemic disadvantage as a consequence of a disability. Current legislation and practice recognises that this, while still necessary, is only a foundation part of the wider issues people face. Inclusion planning means that agencies need to be proactive in creating the opportunities that facilitate inclusion, while ensuring their business considers and accommodates everyone.

Figure 1. Dimensions of Inclusion



Acronyms

ABS	Australian Bureau of Statistics
AHRC	Australian Human Rights Commission (formally HREOC)
ATSI	Aboriginal and/or Torres Strait Islander
CALD	Culturally and/or Linguistically Diverse
CHSP	Commonwealth Home Support Program
COAG	Council of Australian Governments
CSP	Community Strategic Plan
CT	Community Transport
CWG	Coordinating Working Group
C'wlth	Commonwealth
DAP	Disability Action Plan
DCP	Development Control Plans
DDA	Disability Discrimination Act 1992 (Commonwealth)
GM	General Manager
HREOC	Human Rights and Equal Opportunity Commission
IAP	Inclusion Action Plan (for People with a Disability)
IPRF	Integrated Planning and Reporting Framework
LGA	Local Government Area
LHD	Local Health District (NSW Health)
MLAK	Master Locksmith Association Key
NDIP	NSW Disability Inclusion Plan
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy
NGO	Non-Government Organisation
NRS	National Relay Service
NSW	New South Wales
OP	Operational Plan
POM	Plan of Management
RMS	Roads and Maritime Services (NSW Government)
SEPP	State Environment Planning Policy
SDAC Statistics)	Survey of Disability, Ageing and Carers, 2012 (Australian Bureau of
SCPO	Strategic Community Project Officer
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

Glossary

Assistant

Note the use of the preferred term of 'assistant' rather than 'carer' in this plan to describe someone who supports and assists people with a disability in their daily activities.

Audio description

(AD) refers to an additional narration track for blind and visually impaired consumers of visual media. It consists of a narrator talking through the presentation, describing what is happening on the screen during the natural pauses in the audio, and sometimes during dialogue if deemed necessary.

Augmentative and Alternative Communication (AAC)

(AAC) is the term used to describe various methods of communication that can 'add-on' to speech (other than speech) used to get around problems with ordinary speech. AAC includes simple systems such as pictures, gestures and pointing, as well as more complex techniques involving powerful computer technology.

Auslan

Is short for Australian sign language and is a language developed by and for Australians who are deaf or hearing impaired. It's a visual form of communication that uses finger spelling, hand, arm and body gestures to convey meaning.

Easy English

Is a style concerned with making written information easier to understand, commonly using short simple sentences with pictures. It is used to make information more accessible for people with learning disabilities and can benefit other users with communication difficulties including those with low (English) literacy.

Executive Summary

The Inner West Council is committed to an inclusive and accessible local government area that provides improved and equitable opportunities for all persons living with disability to access the full range of services and activities available in the community and to participate fully in the community.

The Inclusion Action Plan (for People with a Disability) 2017-21 outlines the steps Council will take over the next 4 years to support and improve the inclusion of people with a disability as part of its core business, and to remove barriers to access and participation, including any discrimination based on disability. The Action Plan also gives expression to Council's commitment to uphold and promote the United Nation's Convention on the Rights of Persons with Disability.

Key Objectives

The key objectives of the IAP 2017-21 are to:

- Assist Council to realise a vision of the Inner West for people experiencing or living with a disability
- Create an accessible and inclusive community that provides the same range of opportunities to all
- Promote and uphold the human rights of people with a disability
- Facilitate the exercise of those rights
- Promote the independence and social and economic inclusion of people with disability
- Assist Council to meet its obligations under the Disability Inclusion Act, 2014 (NSW) and thereby the UNCRPD
- Articulate all the above into strategies and actions that will inform Council practice and be delivered through Council's Integrated Planning and Reporting Framework (IPRF)

Outcomes of the Inclusion Action Plan for People with a Disability 2017-21

The IAP will align to the Inner West Council Community Strategic Plan as a means of building the strategies into the everyday activities of Council. The Inclusion Action Plan (for People with a Disability) outcomes are listed in the table below.

Table 1. IAP Outcomes

Everyone in the Inner West is educated, safe and healthy
Creative and cultural Inner West includes and reflects everyone
The local economy is inclusive
Everyone is considered when planning sustainable urban and social environments
Everyone is represented and consulted by Council
Access and inclusion are embedded in our systems and processes

How the IAP Supports the NSW Disability Inclusion Plan

The IAP supports the NSW State Disability Inclusion Plan by addressing each of the four focus areas of the plan:

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

Alignment of the Inner West Council IAP to the NSW Disability Inclusion Plan is highlighted in the front section of each IAP Outcome Area (see pp. 24-52). A summary is provided in the table below:

Table 2. Alignment of the Inner West Council IAP to the NSW Disability Inclusion Plan

Council IAP Outcome Area	NSW Disability Inclusion Plan Focus Area #
1. Everyone in the Inner West is educated, safe and healthy	# 4: Improving Access Through Better Systems and Processes
2. Creative and cultural Inner West includes and reflects everyone	# 1: Developing positive community attitudes and behaviours # 2: Creating liveable communities # 4: Improving access through better systems and processes
3. The local economy is inclusive	# 1: Developing positive community attitudes and behaviours # 3: Supporting access to meaningful employment
4. Everyone is considered when planning sustainable urban and social environments	# 2: Creating liveable communities
5. Everyone is represented and consulted by Council in equitable ways that address their rights and participation needs	# 1: Developing positive community attitudes and behaviours
6. Access and inclusion are embedded in our systems and processes	# 4: Improving access through better systems and processes # 3: Supporting access to meaningful employment

Implementation, Monitoring and Evaluation

The IAP will be driven, coordinated and monitored by a Coordination Working Group (CWG) that will be established. The CWG will be led by the leadership group and will work in collaboration with the Inner West Council Inclusion Action Plan External Working Group (IAP EWG).

The main role of the CWG will be to coordinate strategies, evaluate progress, identify barriers to implementation, and identify system, process or policy changes required to

address barriers. The CWG will also ensure the IAP measures and outcomes are incorporated into the Community Strategic Plan and Delivery Program. The role of the IAP EWG will be to assist the CWG to monitor progress and to provide advice and support to the CWG on priorities as well as best practice methods.

Evaluation Processes will include People with a Disability

Regular input will be sought from people with a disability about the effectiveness of the IAP strategies through community engagement processes, to help to identify any needed adjustments to the plan. A biennial community survey will be conducted to evaluate the overall progress and achievements of the plan. Details of the design of the engagement process program will be considered as part of the CWG implementation and evaluation process.

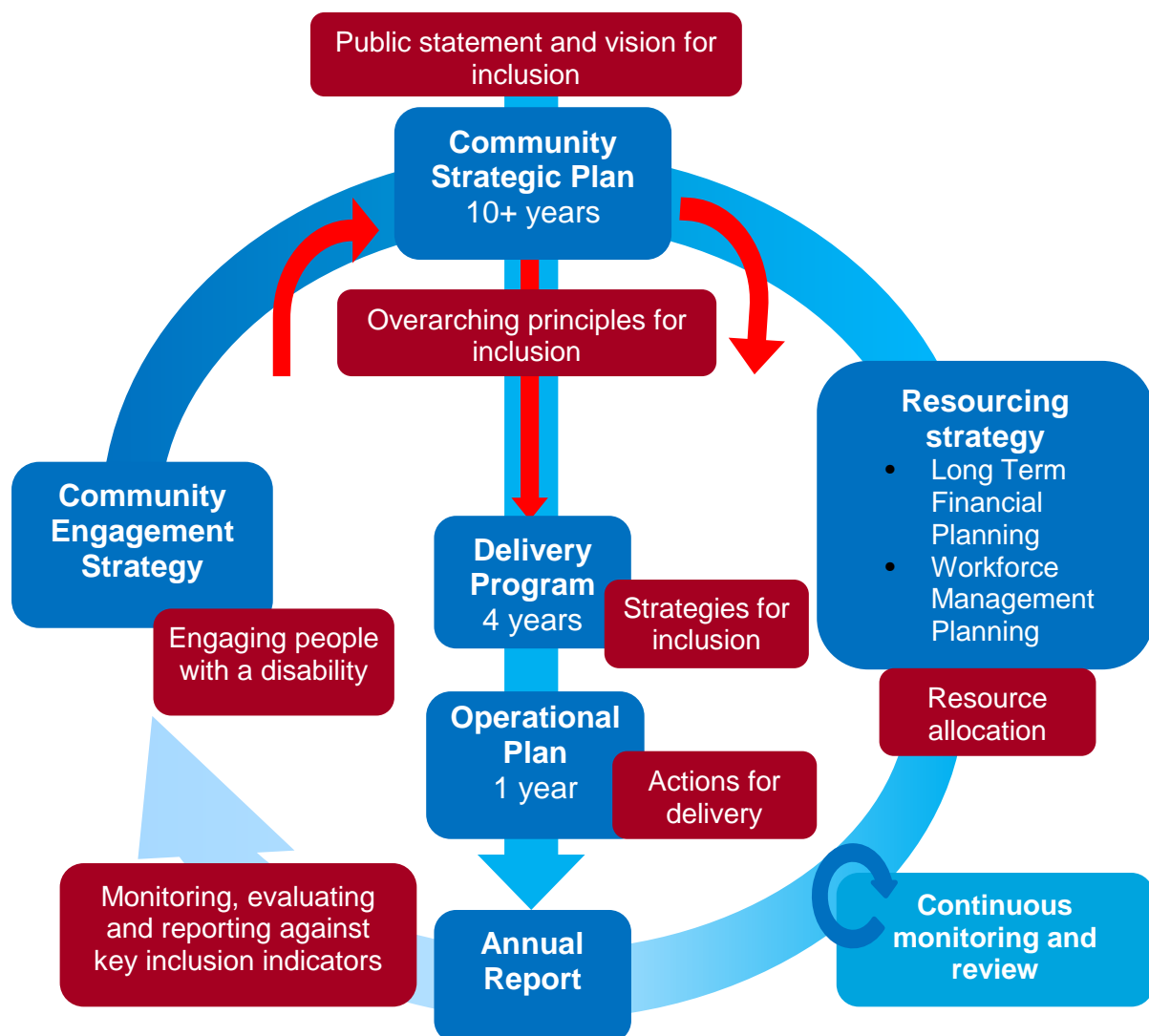
The IAP EWG will be regularly briefed on the implementation and progress of the plan and will provide advice and support on how to design effective implementation and evaluation processes that engage people with a disability. The diversity and lived experience of disability within the IAP EWG is highly valued and will provide an essential component in achieving the outcomes of the IAP.

Once the plan is adopted by Council a copy will be provided to the Disability Council of NSW and the NSW Government. The plan will also be made public on Council's website.

IAP within Council's Planning, Resourcing and Reporting Processes

The IAP will be fully integrated into Council's planning, resourcing and reporting processes, as illustrated in the below diagram:

Figure 2. Council Planning, Resourcing and Reporting Processes

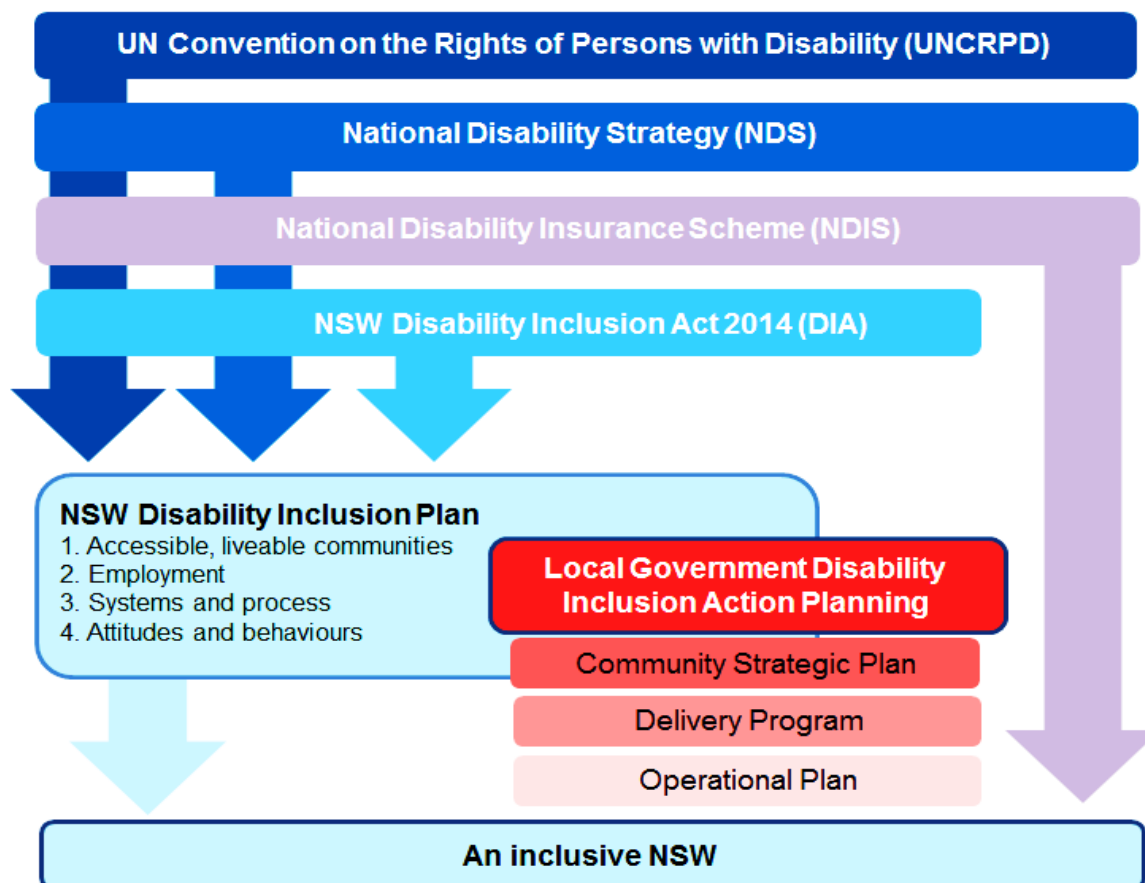


Policy and Legal Context

IAP in the International, National and NSW Policy Context

The IAP also fits within a broader policy context wherein Australian governments seek to ensure the UN Convention on the Rights of Persons with Disability (UNCRPD) is put into action. The diagram below illustrates the links:

Figure 3. IAP in the International, National and NSW Policy Context *



* NSW Disability Inclusion Act Planning – Local Government, p.6

United Nations Convention on the Rights of Persons with Disability 2008

In 2008 the Australian Government committed the nation to implementing the articles of the United Nations Convention on the Rights of Persons with Disability (UNCRPD). The UNCRPD reaffirms that persons with disabilities must enjoy all human rights and it clarifies how these rights apply and identifies where adaptations need to be made for people with a disability to effectively exercise their rights.ⁱⁱ

The IAP promotes and upholds the articles of the Convention as relevant to the core responsibilities of Council, including:

- combatting stereotypes and prejudices limiting the opportunities of persons with disabilities, and promoting the capabilities of persons with disabilities (Article 8)
- identifying and removing barriers and obstacles so that persons with disabilities can access their environments, transport, facilities, services, information and communication technologies (Article 9)

- creating environments, services and programs that enable persons with disabilities to be included in the community and to live independently (Article 19)
- ensuring access to an adequate standard of living by providing access to housing, services and assistance for disability related needs (Article 28)
- promoting access to information by providing information in accessible formats and technologies (Article 21)
- ensuring equal access to education, work and employment (Article 24 and 27)
- ensuring persons with disabilities can participate in the political, civic, cultural and recreational life of the community (Articles 29 and 30)

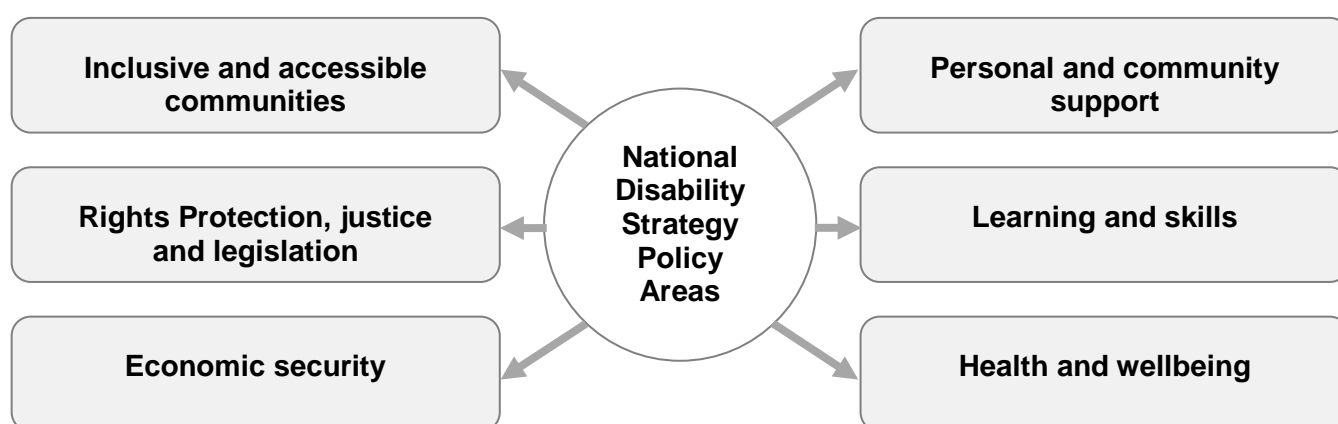
National Disability Strategy 2010-2020

The National Disability Strategy (NDS) was established by Commonwealth, State and Territory governments in partnership, under the auspices of the Council of Australian Governments (COAG). The NDS sets out a ten year national plan to ensure a committed, unified and coordinated national approach to supporting people with disability to maximise their potential and participate in Australian society as equal citizens.ⁱⁱⁱ

The IAP provides practical actions that address each of the six policy areas of the NDS, where these are relevant to the roles and functions of Council. The six policy areas are:

- Inclusive and accessible communities - public transport; parks; public spaces; built environment; digital information and communications technologies; civic, social, recreational and cultural life.
- Rights protection - anti-discrimination, complaints mechanisms and the electoral system.
- Economic security - jobs, business opportunities, financial independence and housing.
- Personal and community support - inclusion and participation in the community and person-centred support provided by mainstream services.
- Learning and skills - early childhood education and care; transitions from education to employment; life-long learning.
- Health and wellbeing - services and facilities supporting wellbeing and enjoyment of life.

Figure 4. National Disability Strategy Policy Areas



National Disability Strategy (NDS) NSW Implementation Plan 2012-2014

The New South Wales (NSW) NDS Implementation Plan 2012-2014 provided a range of initiatives aimed at making mainstream and specialist disability services in NSW more inclusive. This was the first step in implementing the priorities of the National Disability Strategy in NSW.

The Plan addressed each of the outcomes of the NDS and integrated these into the legislative and policy context of NSW. A number of the initiatives involve Local Government as key partners, such as:

- supporting Local Governments to plan for more inclusive communities
- developing a web-based disability planning resource for Local Government
- seeking partnerships with Local Government
- instigating measures to encourage more people with a disability to stand for election in the 2016 Local Government Elections
- supporting councils to increase the number of persons with disabilities in their workforces

This work was further strengthened by the passing of the Disability Inclusion Act, 2014 (NSW) by the NSW Parliament in August 2014. The Act provides a legislative framework for the development and implementation of a State Plan to drive access for and inclusion of people with a disability.

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides for a national insurance system to enable the funding and administrative systems to support people with disability to access the reasonable and necessary supports they need to lead an ordinary life. The NDIS is scheduled to commence in the inner west area in July 2017.

The NDIS will enable eligible people with a disability to pursue their interests in the community through individualised packages of funding. The IAP seeks to make local communities and environments accessible and inclusive, so that persons with disabilities can use their individualised funding for the specialist supports they need, rather than using such funding to access environments and services that are their right to access as citizens.

Disability Inclusion Act 2014 (NSW)

The Disability Inclusion Act 2014 (NSW) (the Act) and the Disability Inclusion Regulation 2014 (NSW) (the Regulation) commenced on 3 December 2014. The Act replaced the Disability Services Act 1993 (NSW) and will fulfil two roles: committing the NSW Government to making communities more inclusive; and regulating specialist disability supports and services to people with a disability.

Part Two of the Act requires the NSW Government to develop a four year state Disability Inclusion Plan as a means to commit all government organisations to work towards inclusion. The Act also requires local councils to develop and implement Disability Inclusion Action Plans. Under these requirements, the Action Plans must:

- address how the Disability Inclusion Act's principles will be addressed
- include specific strategies to support people with disability
- describe how people with disability were consulted

- describe how the plan supports the NSW Disability Inclusion Plan
- be made available to the public
- be reviewed in consultation with people with disability every four years
- include progress reports published annually in Council's Annual Report.

The Inner West Council's IAP has been developed in line with the requirements of the Act.^{iv}

NSW Disability Inclusion Plan (NDIP)

The NSW Disability Inclusion Plan (NDIP), launched in February 2016, sets out the NSW Government's commitment to ensuring those with disability enjoy the same opportunities and choices as everyone else. It aligns with the NDS and obligations under the UNCRPD.

The NDIP has four focus areas that are aimed at creating long-term change and require consistent efforts from government and the wider community. The 4 focus areas are:

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

Disability Discrimination Act, 1992 and Amendments, 2009 (Commonwealth)

The Disability Discrimination Act, 1992 (C'wlth) (DDA) provides protection against discrimination on the basis of disability and provides mechanisms to encourage governments, businesses and others to implement the DDA so that society benefits from the full participation of all citizens. The amendments to the DDA extended coverage to discrimination experienced by relatives, friends, assistants, co-workers or associates of a person with a disability.^v

Under section 61 of the DDA, agencies implementing Disability Action Plans (DAPs) must include provisions relating to:

- devising policies and programs to achieve the objects of the Act
- communication of these to persons within the Council
- review of practices with a view to the identification of discriminatory practices
- setting of goals and targets to measure success of the Plan
- appointment of persons within the Council to implement the provisions.

Additionally the DDA sets a number of standards that are particularly pertinent to DAPs developed by councils. These are:

- Disability Standards for Accessible Public Transport.
- Disability Standards for Education.
- Disability (Access to Premises - Buildings) Standards, 2010 (Premises Standards).

Each of these provisions and Standards are addressed within the Inner West Council IAP.

Local context

The IAP was developed to align with the Statement of Vision and Priorities of the Inner West Council.

The Vision Statement is:

“We are Inner West, land of the Gadigal and Wangal peoples, whose rich cultures, heritage and history we acknowledge and respect. Together we are an inclusive, passionate, creative, vibrant community united in our desire to build a great future for all who live and do business here.”

The IAP is built on the solid practice of former Councils, including Ashfield Access Committee Terms of Reference, Leichhardt Integrated Planning and Reporting Framework and Marrickville Charter of Social Inclusion.

Other Relevant legislation and Standards

The following legislation and Standards were also included in the development of the IAP:

- Carers (Recognition) Act, 2010 (NSW)
- Web Accessibility National Transition Strategy, 2010 (Commonwealth)
- National Arts and Disability Strategy, 2009 (Commonwealth)
- National Standards for Disability Services, revised 2013 (Commonwealth)
- Disability Services Standards, revised 2012 (NSW)
- Anti-Discrimination Act, 1977 (NSW)
- The Local Government Act, 1993 (NSW)
- The Local Government (General) Regulation, 2005 (NSW)

Inner West Council Local Government Area - A Snapshot

Inner West Council covers an estimated 189,576 residents and an area of 35 square km from Balmain in the North, Newtown in the East, Tempe in the South and Croydon in the West.

It includes the following suburbs: Annandale, Ashfield, Balmain (including Balmain East), Birchgrove, Dobroyd Point, Dulwich Hill, Enmore, Haberfield, Leichhardt, Lewisham, Lilyfield, Marrickville, Petersham, Rozelle, Stanmore, St Peters, Summer Hill, Sydenham, Tempe and parts of: Ashbury, Camperdown, Croydon, Croydon Park, Hurlstone Park and Newtown. The estimated resident population in 2016 was 189,576^{vi}

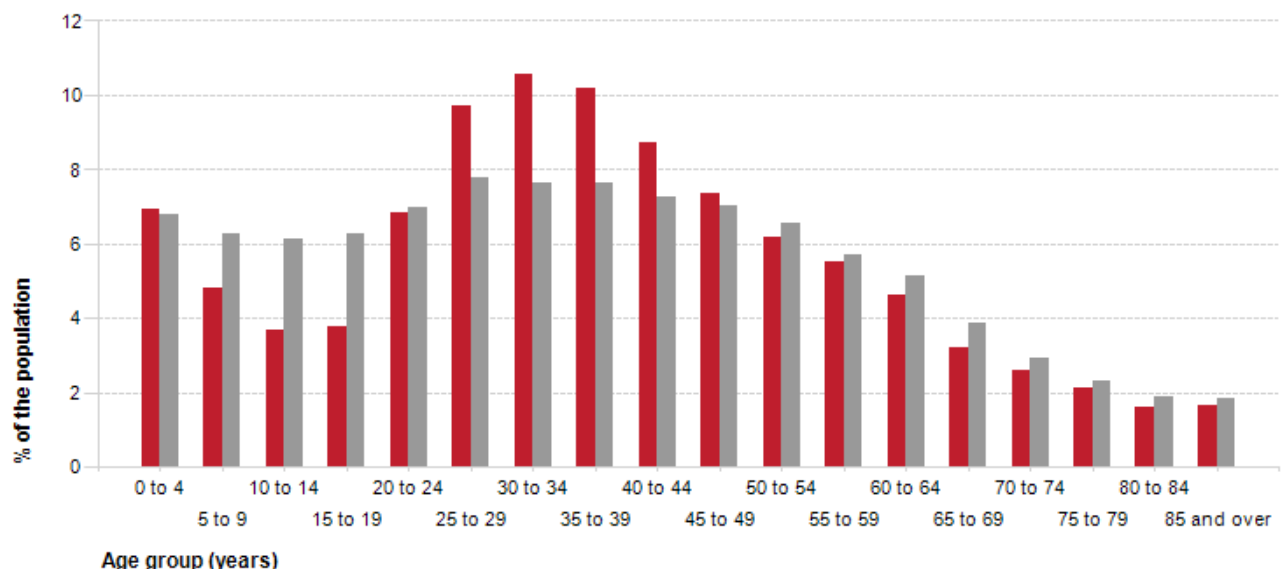
Age Profile

Compared to Greater Sydney, in 2011 the Inner West LGA had a lower proportion of people in the primary and secondary school age groups as well as a lower proportion of people in the older age groups (65+), with 88.9% aged 64 years or younger. More than half the population (52.8 %) was aged between 25 and 54 years old, while less than one fifth (19.2%) was less than 20 years old.

Age structure - five year age groups, 2011

Total persons

Inner West Council area Greater Sydney



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.

.id
the population experts

Aboriginal Community

The total number of Aboriginal and Torres Strait Islander persons residing in the Inner West LGA in 2011 was 1,871 or approx. 1% of the total population. 40.8% of the Aboriginal community was aged under 25 years old, while 54.3% were aged between 25-64 years old. Only 4.9% were aged over 65.

Cultural Diversity

Inner West LGA enjoys significant cultural diversity with 25% of the population born in a non-English speaking country. The top birthplaces are: UK (9,059), China (5,676), New Zealand (4,316), Italy (3,418), Greece (3,061), Vietnam (2,834), India (2,246), Nepal (1,819), Philippines (1,803) and Ireland (1,275).

Compared to Greater Sydney, the Inner West LGA had a larger percentage of people born in Greece (1.8% compared to 0.7%) and Nepal (1.1% compared to 0.3%). Increases occurred between the 2006 and 2011 census for people born in Nepal (+1,380).

Languages other than English Spoken at Home

The 2011 census identified that almost one third (29%) of the population of the Inner West LGA spoke a language other than English at home, with the top languages spoken after English being: Greek (5,867), Italian (5,581), Mandarin (5,120), Cantonese (3,573), Vietnamese (3,374), Arabic (2,823), Spanish (2,338) Portuguese (1,869), Nepali (1,813) and Filipino/Tagalog (1,411).

People with a Disability

The number of people with a disability is identified in census data by way of the item *Core Activity Need for Assistance*, which measures the number of people with a profound or severe disability, defined as:

"those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age."

However, the Australian Bureau of Statistics (ABS)^{vii} cautions that a number of factors should be considered when interpreting data on the prevalence of disability, since:

- Disability is difficult to measure because "it depends on a respondent's perception of their ability to perform a range of activities associated with daily living."
- Census information may have been provided by another person, and some answers may differ from those the selected person would have provided.
- Persons may not have reported certain conditions because of the sensitive nature of the condition (e.g. mental health issues); the episodic nature of a condition (e.g. epilepsy); a lack of awareness or insight into the condition; or for other reasons.
- Census data may not always correlate with other definitions of disability as used under legislation including the DDA 1992 or NSW DIA 2014.

These factors must be considered when interpreting data about the numbers of people with a disability and what this may mean for the Inner West LGA. The most recent data sources relating to disability are the 2011 Census and the 2015 Survey of Disability, Ageing and Carers (SDAC).^{viii} According to the 2011 Census: 7,393 people, or approx. 4% of the population, in the Inner West LGA reported needing help in their day-to-day lives due to disability.

In the Inner West Council area there were 13,840 people providing unpaid assistance to a person with a disability, long term illness or old age in 2011. The number of people who provided unpaid assistance to a person with a disability, long term illness or old age in the Inner West Council area increased by 1,882 between 2006 and 2011.

In 2015 the SDAC estimated that approximately one in five Australians (4.3 million people or 18.3%) reported having a disability. A further 22.1% of Australians had a long-term health condition but no disability.^{ix}

For the estimated local population of 189,576 the number of people with disability (based on the SDAC 2015 finding of 18.3% prevalence nationally) would be 34,692. A further 41,896 persons can be estimated to be living with a chronic long term health condition (based on 22.1%).

How are people with a disability faring in comparison to the general population?

Significantly, the SDAC 2015 data illustrated the considerable social exclusion affecting people with a disability in the areas of education and employment. These effects were also seen among persons who provide care. Specifically the SDAC 2015 concluded:

- People with a disability have lower educational attainments. In 2015, 41% of Australians aged 15 to 64 years with a disability completed high school (Year 12) compared to 62.8% for people without disability.
- People with a disability of working age have a lower employment rate than people without a disability (53.4% compared to 83.2%). Just over one-quarter (27%) of people with disability were working full-time, compared with over half (53.8%) of those without disability.
- People who provide care also have a lower employment rate: the labour force participation rate for primary carers (56.3%) and other carers (77.2%) aged 15 to 64 years was lower than that for non-carers (80.3%)^x.
- Almost one in 12 Australians with disability aged 15 years and over and living in households (8.6%) reported they had experienced discrimination or unfair treatment because of their disability in the last 12 months.

Further indicators of exclusion and disadvantage were identified among Aboriginal people with a disability, and people from CALD backgrounds with disability in the SDAC 2012 data:

- People with a disability from culturally and linguistically diverse (CALD) backgrounds are under-represented in their uptake of services. This is significant in the Inner West Council LGA where 29% of people spoke a language other than English at home.
- Aboriginal people are 1.7 times more likely to be living with a disability; Aboriginal and Torres Strait Islander children aged 0-14 years were more than twice as likely as non-Indigenous children to have a disability and Aboriginal and Torres Strait Islander people aged 35-44 years were 2.7 times as likely as non-Indigenous people of the same age to have a disability^x.

Development of this Plan

The Inner West Council IAP was developed by integrating the former Marrickville Council Inclusion Action Plan and the former Leichhardt Council Access Plan. Both the existing plans were developed in consultation with people with disability, their families and supporters, Access Committee members of the former Councils, service providers and other partners, and internal Council staff.

Following the Council mergers, staff from each of the former LGAs formed a working group (IAPWG) and met regularly to develop a draft plan that acknowledged and took forward work that had already been completed or was in process. Council is committed to maintaining service delivery across access and inclusion planning and this plan builds on existing consultation.

Extensive review of existing plans; the former Marrickville Council Inclusion Action Plan and the former Leichhardt Council Access Plan has been undertaken with background information and actions being merged or updated. Actions arising from the Ashfield Access Committee were considered and many actions were scaled up to broaden relevance to the new LGA. This formed the draft IAP for consultation.

Some initiatives in the IAP are listed where resources required are not yet determined. Please note this is for consultation purposes to enable Council to scope further work with community input in order to source funds from a variety of sources.

Engagement and promotion

Face to face internal consultation was held with key Council staff throughout January to April 2017. During February 2017, presentations were given to each of Council's strategic reference groups (below) on the draft IAP and the scheduled public exhibition:

- Social Inclusion
- Planning and Development
- Economic Development
- Young Leaders
- Affordable Housing
- Transport
- Aboriginal and Torres Strait Islanders

The community engagement period ran from 1 – 30 March 2017. Opportunities for providing feedback were available by:

- Responding via YourSay (online website) during the exhibition
- Attending a staffed display at either Ashfield, Leichhardt or Petersham
- Attending the community workshop
- Telephoning Council staff.

The plan was advertised through:

- Inner West Council e-news on 9 March 2017
- Council YourSay section of Inner West Courier 7th and 14th March 2017
- Inner West Courier during March 2017 advising on the draft IAP and inviting comment through any of the feedback opportunities

Email promotion through relevant IWC databases and contact lists including:

- Local disability networks including former access committee members
- Local disability support agencies and peak groups
- Interested residents and those that had been involved in previous inclusion planning
- Community services networks including youth, aged services interagencies, community safety and LGBTIQ groups
- Inner West Disability Forum e-list
- Strategic Reference Group convenors
- First Peoples Disability Network and Aboriginal Disability Network NSW

Direct community engagement

Staffed displays where people could attend and talk directly to staff about the plan were held as follows:

- Leichhardt Town Hall Conference Room Monday 13 March 2017
- Ashfield Service Centre 16 March 2017
- Petersham Service Centre 21 March 2017

This allowed individual support requirements to be made enabling better participation and engagement. A community workshop was also held at Ashfield Town Hall on 23 March 2017

Additionally, targeted consultations were undertaken during March 2017 with key service providers in the area, including:

- hosting an information table at the Community A Fair at Addison Road, Marrickville on 1 March 2017
- presenting to the Inner West Disability Forum on 16 March 2017
- consulting with the Self Advocacy Group at Participate Australia (formerly FRANS) on Friday 24 March 2017.

Governance, Monitoring and Evaluation

The Inner West IAP will be driven by a Coordination Working Group (CWG) led by the Leadership Team, and containing representation from a broad range of Council Departments. Monitoring will be undertaken by reviewing performance against a set of performance indicators including:

- inclusion and access performance indicators to be built into the Community Strategic Plan, the four year Delivery Plan and the Annual Operational Plan and Budget (all based on the Community Strategic Plan).
- general population indicators that assess performance against the general population – such as the percentage of people with a disability in the workforce in comparison to the percentage of people without a disability in the workforce.
- monitoring demographic data in future Census collections against the baseline data collected in this plan.
- outcomes of the biennial Community Survey relating to improved access and inclusion for people with disabilities.

An essential feature of the monitoring and evaluation strategies is the involvement of people with a disability. People with a disability will be consulted on the implementation, progress and evaluation of the IAP by way of:

- briefing Council's Social Inclusion Reference Group in 2017;
- consultation with the IAP EWG; and
- community engagement activities which may include focus groups, survey(s) and general stakeholder forums, designed to include people with a disability in providing feedback on the IAP.

Outcomes will be reported annually as part of the Council Annual Report and provided to NSW Family and Community Services (FACS) as required under the Disability Inclusion Act, 2014 (NSW).

Building Inclusion into Core Business

Council is committed to ensuring that inclusion is built into all systems and processes. Achieving this outcome will require foundational skills and knowledge of inclusion across all of Council, targeted skills in some areas, and significant coordination and collaboration on inclusion related initiatives. Key stages consist of:

- establishing foundational knowledge and skills across Council
- communicating inclusion related outcomes across Council
- implementing and monitoring inclusion related plans and initiatives
- measuring and evaluating outcomes
- adjusting systems and processes to build in inclusion

IAP Action Area 1: Educational, Recreational and Social Inclusion

Issues identified



Strategies:

1. Improve inclusion and access to Council's educational, recreational and social services and programs for people with a disability.
2. Work with service providers to increase access and inclusion for people with a disability.
3. Undertake activities to advocate and raise awareness of the rights of people with a disability to support their increased inclusion and participation in community life.
4. Develop a range of inclusive and accessible programs and activities at Council's aquatic and recreation centres for people with a disability.
5. Improve information availability about the accessibility of parks, community facilities and social, recreational and educational services and programs.

Alignment with UN rights of persons with disability

- Article 8 Awareness raising
- Article 9 Accessibility
- Article 19 Living independently and being included in the community
- Article 28 Adequate standard of living and social protection
- Article 30 Participation

Alignment with National Disability Strategy

- Policy Area 1: Inclusive and Accessible Communities
- Policy Area 5: Learning and Skills

Alignment with NSW Disability Inclusion Plan

- Focus Area 4: Improving Access Through Better Systems and Processes

Outcome: Everyone in the Inner West has access to education, recreation and is socially included

IAP Action Area 1: Educational, Recreational and Social Inclusion

Strategy 1.1: Improve inclusion and access to Council's educational, recreational and social services and programs for people with a disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.1.1	Through programs, continue to provide free and low cost inclusive activities to promote the wellbeing of seniors with disability.	Community Services and Culture <u>Support</u> Recreation and Aquatics	Ongoing	Existing	# older people with additional access needs enrolled in relevant activity and programs.
1.1.2	Consult people with a disability to evaluate the accessibility and inclusion of Seniors Programs and identify any support needed to improve access and inclusion.	Community Services and Culture <u>Support</u> Recreation and Aquatics	2018-19	Existing	Report with recommendations for improving access and inclusion of Seniors Programming. # of recommendations implemented.
1.1.3	Continue to provide inclusive social support programs and coordinate seniors' group activities at Tom Foster Community Centre, Hannaford Centre and Annandale Community Centre.	Community Services and Culture	Ongoing	Existing	Program design specifically accommodates people with disabilities.
1.1.4	Continue to provide staffed community centres and programming that is inclusive and provides direct service provision.	Community Services and Culture	2017-18 Then ongoing	Existing	# of programs and direct services supporting people with a disability (all ages) delivered through Council community centres and venues.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.1.5	Ensure there is a process for ongoing and regular input by a specialised and informed group of people with a lived experience of disability to meet regularly and to provide feedback and advice to Council on access and inclusion.	Community Services and Culture	2017-18 Then ongoing	Existing	Feedback and recommendations from people/group with lived experience of disability reported to Council.
1.1.6	In partnership with Child & Family Interagency and relevant service providers, consult with families of children with a disability, to improve access and inclusion of child and family programs and services.	Community Services and Culture	2018-19	Existing and additional \$2,000 for consultation program	Report with recommendations on improving access and inclusion of child and family programs and services. # of recommendations implemented.
1.1.7	Hold a consultation with local families of children and young people with a disability about the development of appropriate networking activities.	Community Services and Culture	2018-19	Existing	Consultation held.
1.1.8	Embed accessibility requirements in any Playground Strategy and in Plans of Management for parks, open space and related facilities and their use.	Trees, Parks and Sportsfields <u>Support</u> Community Services and Culture	2017-18 Then ongoing	Existing	List of access and/or disability related adjustments made to Plans of Management and Playground Strategy.
1.1.9	Embed accessibility requirements in a Public Toilet Strategy and a Recreation Strategy involving parks and open space as well as public related facilities and their use.	Deputy General Manager, Community & Engagement	2017-18 Then ongoing	Existing	List of access and/or disability related adjustments made to Public Toilet Strategy and Recreation Strategy.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
		Deputy General Manager, Assets & Environment			
1.1.10	Conduct an audit of Council's community facilities to undertake improvements that provide an increased level of accessibility and can accommodate inclusive programs for a range and number of users with disability.	Properties, (major) Building Projects and Facilities <u>Support</u> Community Services and Culture Recreation and Aquatics	2017-18	Existing and additional \$30,000 for detailed audit	High priority facilities are audited for increased accessibility capacity and compliance. # facility upgrades to improve accessibility included into relevant Asset Management Plan.
1.1.11	In negotiating leasing agreements for Council owned premises and sporting fields inquire about the inclusive practices of the potential lessee.	Properties, (major) Building Projects and Facilities	2018-19 Then ongoing	Existing	# of leases with an inclusion clause/specific requirements to increase inclusive outcomes.
1.1.12	Provide opportunities for local sporting associations to learn about inclusive practices in sport and promote inclusive sports in the community.	Recreation and Aquatics	2017-18 Then ongoing	To be determined	# of opportunities facilitated with sporting groups and resulting promotions.

Strategy 1.2: Work with service providers to increase access and inclusion for people with a disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.2.1	Continue to resource in partnership (and convene where relevant) interagency meetings such as Aged Services, Child & Family, Multicultural and Youth Interagency and Boarding House Roundtable, Domestic Violence networks, to improve the access and inclusion of their services to people with a disability.	Community Services and Culture <u>Support</u> Children and Family Services	Ongoing	Existing	# actions developed by interagency that improve access and inclusion of services / programs for people with a disability. # of partnerships established between agencies that improve the access and inclusion of service delivery to people with a disability.
1.2.2	Ensure equity in Council bus transport services.	Procurement and fleet	2017-18	To be determined	Council bus transport services are equitable.
1.2.3	Work with SSROC, local government sector and community transport to address strategic transport needs in the face of the NDIS, state and federal funding models.	Strategic Planning	2017-21	To be determined	Transport needs are met.
1.2.4	In alignment with the Disability Inclusion Act continue Council's roles including: liaison, advocacy, information provision and planning.	Community Services and Culture	2017-21	Existing.	Number of partnerships and initiatives undertaken to build capacity of local people with a disability and their family members/assistants.
1.2.5	Plan and promote the establishment and delivery of inclusive social and recreational programs, services and activities for young people with a disability through partnerships with providers and work with local schools	Community Services and Culture	2018-19	Existing and seek additional	Inner West Regional Youth Strategy and relevant Council Youth Strategy and Action Plan include activities to support improved access and inclusion

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	to support access and inclusion for school students.				for young people with a disability. Young people with a disability identify that access and inclusion to activities have improved (based on survey).
1.2.6	Partner with disability service providers, young people with a disability and Inner West Youth Alliance to build accessibility and inclusion into Youth Week program and events.	Community Services and Culture	2017-18	Existing	# of partnerships with youth services.
1.2.7	<p>Work with the Young Leaders Reference Group to encourage the inclusion of young people with disabilities in activities for young people to:</p> <ul style="list-style-type: none"> • Broadening membership to include young people with a disability • Support the expression of concerns and interests of young people with a disability within a formally recognised and youth-focused forum • Highlight within Council the needs of young people with a disability • Promote inclusive practice. 	Community Services and Culture	2017-18	Existing	Demonstrated carriage of issues of young people with a disability by the Young Leaders Reference Group.
1.2.8	Partner with Sydney Local Health District, other specialist mental health services and disability and carer support organisations to promote and provide programs supporting	Community Services and Culture	2017-18 Then ongoing	Existing	# of partnerships to promote and provide programs addressing mental health and wellbeing.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	mental health and wellbeing.	<u>Support</u> Recreation and Aquatics			Evaluation of program outcomes addressing mental health and wellbeing.
1.2.9	Support the development of an agreed and uniform Council policy (based on best practice) with procedures (including defined regulatory process) for addressing hoarding that incorporates working with relevant mental health services and the resident, where agreed.	Development Assessment and Regulatory Compliance <u>Support</u> Community Services and Culture	2018-19	Existing	Council Policy on responding to squalor and hoarding submitted to Council.
1.2.10	Promote to and invite participation in the Community Grants Program by local organisations that provide supports and programs to people with a disability and their assistants.	Community Services and Culture	Ongoing	Existing	Local organisations that provide support to people with disabilities are aware of Community Grants.
1.2.11	Consider the inclusivity of applications when administering the community grants program. Prioritise those that address identified access and inclusion gaps.	Community Services and Culture	2017-21	Existing	Access and Inclusion applications are prioritised. Accessibility is considered as a criteria for eligibility of Council awards and grants
1.2.12	Investigate the provision of spaces and programs for peer support for people in unpaid assistant roles.	Community Services and Culture	2019-20	Existing	Provision of spaces and programs for peer support activities is investigated.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.2.13	Work with CALD interagencies and leaders on deepening discussion and awareness of disability issues and potentially partner on projects to increase inclusion.	Community Services and Culture	2018-20	Existing	Demonstrated carriage of issues of CALD people with a disability by the Social Inclusion Reference Group.
1.2.14	Work with Aboriginal and Torres Strait Island Community elders, leaders and relevant interagencies on awareness of disability issues and supports to increase inclusion.	Community Services and Culture	2018-20	Existing	Incorporation of issues of people with a disability by the Aboriginal and Torres Strait Islander Reference Group.

Strategy 1.3: Undertake activities to advocate and raise awareness of the rights of people with a disability to support their increased inclusion and participation in community life.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.3.1	In collaboration with relevant partners, implement accessible activities or events involving local people with disability. For example: events focussed on raising awareness, developing positive attitudes towards people with disability, celebrating disability culture.	Community Services and Culture <u>Support</u> Recreation and Aquatics	2017-18	Existing	# of partnerships to implement activities that raise awareness of people with a disability. Evaluation feedback identifies that people who participated had increased awareness of the rights of people with a disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.3.2	Continue to develop programs/activities around key awareness campaigns (e.g. Mental Health Month, International Day of People with Disability).	Community Services and Culture	Ongoing	Existing	Continue to deliver key awareness campaigns that are targeted.
1.3.3	Develop Council policy on encouraging affordable and universal designed housing and measures to support people with a disability, including through community housing providers.	Community Services and Culture <u>Support</u> Strategic Planning	2017-19	Existing	Policy adopted on encouraging developments that comprise affordable and universal designed housing.
1.3.4	Develop a program where Council publicly recognises organisations and individuals making significant contributions to the rights of people with a disability, to inclusive practices and accessible design in the community (including the system and process adjustments needed to enable them).	Communications Engagement and Events <u>Support</u> Community Services and Culture	2019-20	Existing	Recognition Program developed and adopted by Council. Promotions on webpage of recognitions Council has awarded.

Strategy 1.4: Develop a range of inclusive and accessible programs and activities at Council's aquatic and recreation centres for people with a disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.4.1	Develop and deliver in partnership with NSW Sport Disability Inclusion Program local inclusive sports and programs.	Community Services and Culture <u>Support</u> Recreation and Aquatics	2017-21	Existing	Feasibility report with recommendations submitted to Council. # of recommendations of initiatives delivered.
1.4.2	Incorporate hydrotherapy needs into planning for pools and provision of aquatic services in and around IWC LGA (plus transport options targeted to people with limited mobility). Investigate subsidised programming to ensure equity of access. Determine needs for hydrotherapy facilities within local aquatic facilities through appropriate research.	Recreation and Aquatics	2017-21	Existing	Include hydrotherapy needs within the recreation needs research and implement appropriate outcomes of that research. Identification of CHSP, CT and other services and businesses interested in generating additional options.

Strategy 1.5: Improve information availability about the accessibility of parks, community facilities and social, recreational and educational services and programs.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
1.5.1	Provide information on the accessibility and inclusion features of parks and playgrounds, including if it is fenced.	Trees Parks and Sportsfields	2017-18	Existing	List of information materials on parks and playgrounds that include accessibility / inclusion features including whether they are fenced.
1.5.2	Provide information about the range of local inclusive sports and programs.	Recreation and Aquatics <u>Support</u> Community Services and Culture Communications, Engagement and Events	2017-18	Existing	Report with recommendations on best methods to provide the information to target users.

IAP Action Area 2: Cultural Inclusion

Issues identified



Strategies:

1. Provide more opportunities for people with disability to participate in cultural events and activities
2. Improve information availability about the accessibility of events, and cultural services, facilities and programs
3. Provide a range of inclusive activities at the Library and cultural facilities for people with disability
4. Increase the representation and opportunities available for people with a disability and artists to engage in local arts practice

UN rights of persons with disability addressed

- Article 9: Accessibility
- Article 19: Living independently and being included in the community
- Article 30: Participation in cultural life, recreation, leisure and sport

Alignment with National Disability Strategy

- Policy Area 1: Inclusive and accessible communities
- Policy Area 2: Rights protection, justice and legislation

Alignment with NSW Disability Inclusion Plan

- Focus Area 1: Developing positive community attitudes and behaviours
- Focus Area 2: Creating liveable communities
- Focus Area 4: Improving access through better systems and processes

Outcome: A creative and cultural Inner West includes and reflects everyone

IAP Action Area 2: Cultural Inclusion

Strategy 2.1: Provide more opportunities for people with disability to participate in cultural events and activities

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.1.1	Conduct an audit of current cultural venues and programs for accessibility and inclusion.	Properties, (major) Building Projects and Facilities <u>Support</u> Community Services and Culture	2018-19	Additional \$30,000	Report of audit with recommendations for upgrades to increase accessibility. Grant applications submitted where suitable, to seek financial assistance to support upgrades. Accessibility upgrades integrated into 10 year asset management plan within current funding levels using prioritisation criteria.
2.1.2	Develop policy guidelines for planning and implementing accessible and inclusive events. Develop a staged approach to incrementally add inclusion strategies to major Council and community events.	Communications Engagement and Events <u>Support</u> Community Services and Culture	2017-21 Then ongoing	Existing and additional \$20,000 est. for signing and Auslan equipment.	Policy guidelines developed for accessible and inclusive events. Access/Inclusion policy guidelines are integrated into all relevant events checklists. Events Inclusion Plan developed. Grant applications submitted to seek financial assistance to implement.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.1.3	Explore the potential of "Gig buddies" as a model/resource to support people to attend events.	Community Services and Culture <u>Support</u> Recreation and Aquatics Communications, Engagement and Events	2017-18	Existing	Report on progress towards an effective model by July 2018.

Strategy 2.2: Improve information availability about the accessibility of events, and cultural services, facilities and programs

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.2.1	Conduct an accessibility audit of libraries and communicate the information to residents/library users.	Library and History Services	2017-18	Existing	Brief report of audit detailing access information about each facility.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.2.2	Produce and centralise information on access and inclusion provisions of events / cultural activities and make consistent and reliable inclusion information available on all events.	Communications, Engagement and Events	2017-19	Existing and additional \$2,000 est.	<p>List developed of information on access / inclusion features of events and cultural activities.</p> <p>Access and inclusion features of cultural events and activities are made available on promotional material and Council's webpage.</p> <p>Artpost contributors are actively developing, posting and responding to requests for inclusion/access information.</p>

Strategy 2.3: Provide a range of inclusive activities at the Library and cultural facilities for people with disability

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.3.1	Work with interested disability services to provide practical strategies to address inclusion in community facilities, in cultural venues and programs.	<p>Community Services and Culture</p> <p><u>Support</u> Library and History Services</p>	2018-19 Then ongoing	Existing and seek additional	<p>Project report with recommended strategies completed.</p> <p>Grant applications submitted to support initiatives.</p>

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.3.2	Investigate the demand and needs for hearing impaired (and deaf) communities with regards to accessing library and cultural facilities and programs.	Library and History Services <u>Support</u> Community Services and Culture	2018-19	Existing	Assessment and review undertaken and report provided with recommendations for improvement/s. # of recommendations implemented.
2.3.3	Improve inclusiveness to library programs for people, children and families with disability.	Library and History Services	2017-18 Then ongoing	Existing	Brief report of review of library programs including recommendations for improvements, and promotional/targeting strategies. # of recommendations implemented.
2.3.4	Investigate needs for adaptive technologies in libraries.	Library and History Services	2018-19	Existing	Brief report completed on adaptive technologies and recommendations for future purchases. # of recommendations implemented.
2.3.5	Stage activities and displays in libraries to promote awareness of the rights of people with disability, such as celebrating International Day of People with a Disability.	Library and History Services	2017-21	Existing	# of activities and displays staged.

Strategy 2.4: Increase the representation and opportunities available for people with a disability and artists to engage in local arts practice

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
2.4.1	Increase the representation of people with a disability in local art through provision of grants, community arts program, artist-in-residency and studio program and/or through public art and street art programs.	Community Services and Culture	2017-21	Existing	# and/or value of arts grants made available to people with a disability. # of arts projects relating to representation of disability.

IAP Action Area 3: Economic Inclusion

Issues identified



Strategies:

1. Improve employment opportunities locally in partnership with business and disability agencies
2. Increase the available information about local accessible businesses, entertainment venues and urban centre activities
3. Increase the business community's awareness of and readiness to be access friendly and inclusive

Alignment with UN rights of persons with disability

- Article 8 Awareness raising
- Article 9 Accessibility
- Article 19 Living independently and being included in the community
- Article 16 Freedom from exploitation, violence and abuse
- Article 27 Work and employment
- Article 28 Adequate standard of living and social protection
- Article 30 Participation in cultural life, recreation, leisure and sport

Alignment with National Disability Strategy

- Policy Area 1: Inclusive and Accessible Communities
- Policy Area 3: Economic Security
- Policy Area 5: Learning and Skills

Alignment with NSW Disability Inclusion Plan

- Focus Area 1: Developing positive community attitudes and behaviours
- Focus Area 3: Supporting access to meaningful employment

Outcome: The local economy is inclusive

IAP Action Area 3: Economic Inclusion

Strategy 3.1: Improve employment opportunities locally in partnership with business and disability agencies

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
3.1.1	In partnership with local disability employment services and the National Disability Coordination Officer (NCDO), undertake promotion, to the business community of inclusion planning and employment of people with a disability through seminars/training, and information included in relevant business newsletters and expos.	Strategic Planning	2019-20	Existing	# of events, # of attendees and satisfaction level. # of support agency stands and business stands at expos with demonstrated commitment.
3.1.2	In partnership with reputable specialist disability employment agencies, Ability Links and NDCO, support local businesses to develop Inclusion Action Plans to demonstrate commitment to improving employment opportunities for people with disability and addressing direct or indirect discrimination in the workplace.	Strategic Planning <u>Support</u> Community Services and Culture	2019-20	Existing	# of business consultations provided.
3.1.3	Facilitate links with local businesses to promote opportunities for employment, mentoring and skills development, with a focus on social enterprise.	Strategic Planning	2018-19 Then ongoing	Existing	Report on initiative for developing employment opportunities. # of businesses involved.

Strategy 3.2: Increase the available information about local accessible businesses, entertainment venues and urban centre activities

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
3.2.1	Develop and promote access and inclusion features in urban centres activities and make information about the level of access in these centres more readily available.	Strategic Planning	2020-21	Existing	List of information on access/inclusion features is available and accessible

Strategy 3.3: Increase the business community's awareness of and readiness to be access friendly and inclusive

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
3.3.1	Update the 'Missed Business' initiative to cover the IWC LGA and encourage accessible tourism opportunities in the inner west, including entertainment venues.	Strategic Planning <u>Support</u> Community Services and Culture	2017-18 Then ongoing	Existing	Missed Business publication updated information distributed to all tourism and entertainment venues.
3.3.2	Implement an access / inclusion friendly (Business) logo scheme and test drive to ensure that the premises and customer service are disability friendly as endorsed by the external IAP working group.	Strategic Planning	2019-21	Seek additional funding through grants	Grant submitted for the initiative. # of businesses awarded the inclusion friendly logo.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
3.3.3	Include an accessibility and inclusion award in relevant local Excellence in Business Awards.	Strategic Planning	2017-21	Existing	Award presented. Accessibility is considered as a criteria for eligibility of Council awards and grants.
3.3.4	Encourage businesses to improve and/or implement access initiatives such as ramps, hearing loops, via local business associations and relevant Council driven programs and incentive schemes/grants.	Strategic Planning	2018-19 Then ongoing	Existing	List of initiatives to encourage access and inclusion in businesses. # of individual businesses making improvements.
3.3.5	To encourage accessible tourism, consider a 'Headline' Project aiming to make all the shops in a major shopping precinct/s accessible and consider matching grants and partnerships for access improvements.	Strategic Planning <u>Support</u> Community Services and Culture	2018-20	Additional \$40,000	Measured rate of improved access per shopping precinct/s.

IAP Action Area 4: Inclusive Planning (Infrastructure & Environment)

Issues identified



Strategies:

1. Embed access and inclusion principles into all Council frameworks, criteria and studies relating to infrastructure and asset planning.
2. Embed universal design principles into planning controls to provide, encourage and deliver improved accessibility and inclusion across the urban environment.
3. Continue to advocate for universal design principles for housing developments in Inner West LGA.
4. Continue to advocate for increased provision and improved local accessible public transport and mobility parking.
5. Ensure local emergency management plans include people with disability.

UN Rights of Persons with Disability Addressed

- Article 7 Children with disabilities
- Article 9 Accessibility
- Article 19 Living independently and being included in the community
- Article 20 Personal mobility
- Article 26 Habilitation and Rehabilitation
- Article 28 Adequate standard of living and social protection
- Article 30 Participation in cultural life, recreation, leisure and sport

Alignment with National Disability Strategy

- Policy Area 1: Inclusive and Accessible Communities

Alignment with NSW Disability Inclusion Plan

- Focus Area 2: Creating liveable communities

Outcome: An accessible and liveable community where everyone is considered when planning a sustainable urban environment and infrastructure

IAP Action Area 4: Inclusive Planning (Infrastructure & Environment)

Strategy 4.1: Embed access and inclusion principles into all Council frameworks, criteria and studies relating to infrastructure and asset planning

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.1.1	In consultation with people with a disability, confirm criteria for what is considered to be an accessible pathway suitable for people of all abilities, with recommendations on shared zone viability.	Strategic Planning TBC <u>Support</u> Footpaths, Roads, Traffic and Stormwater Trees, Parks and Sportsfields Community Services and Culture	2018-19	Existing	Accessible pathway criteria confirmed and communicated to all relevant sections.
4.1.2	Commencing with an analysis of the combined data from former LGA PAMPs and relevant asset management and maintenance schedules, develop a prioritised plan of kerb ramp and footpath works.	Footpaths, Roads, Traffic and Stormwater	2017-18 Then ongoing	Existing	Kerb ramp and footpath works analysed.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
		<u>Support</u> Strategic Planning			
4.1.3	Develop Public Domain codes that keep footpaths free from obstructions including outdoor dining management and A Frames.	Strategic Planning <u>Support</u> Community Services and Culture	2017-19	Existing	Increased satisfaction with extent of unobstructed footpaths.
4.1.4	Following alignment of Public Domain codes, undertake an education campaign to ensure compliance with the outdoor dining policy of Council for clear walkways beside the building line of cafes and shops and minimum footpath widths.	Development Assessment and Regulatory Services <u>Support</u> Strategic Planning	2019-20	Existing	Education Campaign delivered.
4.1.5	Review waste policy and practices from an access rights perspective, including: <ul style="list-style-type: none"> • provision of varied size waste bins • flexible service arrangements. 	Sustainability and Environment	2017-18	Existing	Policy developed and adopted by Council.
4.1.6	Audit Council buildings and community facilities for access provision and identify and implement priority access improvements.	Properties, (major) Building Projects and Facilities	2017-18	Existing	Complete building audit on accessibility requirements and schedule improvements for upgrade.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
		<u>Support</u> Community Services and Culture			
4.1.7	Seek input from people with a disability to review and update relevant Public Domain codes to improve accessibility and connections to centres, transport and open spaces.	Strategic Planning TBC <u>Support</u> Footpaths, Roads, Traffic and Stormwater	2017-19	Existing	Increase in the extent of uninterrupted accessible pathways.
4.1.8	Work with the community to improve the amenity of local streets by reducing the number of obstructions (including dumped waste and cars parked across driveways) that block footpaths and kerb ramps.	Development Assessment and Regulatory Compliance	2018-19 Then ongoing	Existing	# initiatives to address obstructions to pathways and kerb ramps.

Strategy 4.2: Embed universal design principles into planning controls to provide, encourage and deliver improved accessibility and inclusion across the urban environment

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.2.1	Develop planning controls to advance universal design principles and their application within capital works, relevant private and public developments, including the need for independent access consultants at both the design and implementation phases.	Strategic Planning <u>Support</u> Community Services and Culture and Properties, (major) Building Projects and Facilities	2017-19	Existing	# DCP requirements for access management plans to accompany DAs. All projects document consideration of best practice accessibility during the planning and design phase.
4.2.2	Review DA unjustifiable hardship assessment processes and make recommendations to address gaps.	Strategic Planning <u>Support</u> Development Assessment and Regulatory Compliance Community Services and Culture	2019-20	Existing	Review of DCP including unjustifiable hardship provisions and recommendations implemented.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.2.3	Undertake strategic review of location and appropriateness of accessible public toilets and develop recommendations to increase provision.	Deputy General Manager, Community & Engagement Deputy General Manager, Assets & Environment	2018-19	Existing	Review is finalised with recommendations.
4.2.4	Review public toilet strategy in the new IWC and explore the opportunity given the expanded local government area to provide 'changing places' facilities.	Deputy General Manager, Community & Engagement Deputy General Manager, Assets & Environment	2017-21	Existing	Public Toilet Strategy reviewed. # of access/inclusion suggestions implemented.
4.2.5	As part of Plans of Management, project scoping and design processes, improve accessibility to ensure that the following features are considered: <ul style="list-style-type: none"> • accessible entry to the park and continuous pathways • accessible parking 	Trees, Parks and Sports fields	2017-21	Existing	Plans of Management, designs and project scoping for parks and picnic facilities incorporate accessibility and needs identified via consultation with people with disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	<ul style="list-style-type: none"> • accessible play equipment • seating (including covered seating and tables) • lighting • accessible toilets • including BBQ's and picnic tables, bubblers (varying accessibility) • appropriate playground fencing 	<u>Support</u> Strategic Planning			
4.2.6	<p>As part of any new Aquatic Master Planning work, review and improve accessibility to ensure that the following are provided:</p> <ul style="list-style-type: none"> • Accessible entry to aquatic centres and continuous pathways • Accessible parking facilities with safe and efficient access • Key stakeholders with a disability are identified, engaged and consulted on need for improved access to aquatic facilities, programmes and services. 	Recreation and Aquatics <u>Support</u> Strategic Planning and Trees, Parks and Sportsfields	2017-21	Existing	Aquatic Master Plans incorporate accessibility and needs identified through consultation with people with disability.

Strategy 4.3: Continue to advocate for universal design principles for housing developments in Inner West LGA.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.3.1	Deliver information on the benefits of affordable and liveable housing developments within the current community sustainable design information sessions and incorporate resources and information on Council's website.	Development Assessment and Regulatory Services TBC <u>Support</u> Sustainability and Environment	2017-21		Affordable and liveable housing design information and resources incorporated into sustainable design events/ information nights. Affordable, adaptable and liveable housing design information and resources developed and maintained on Council's website.
4.3.2	Explore opportunities to showcase, raise awareness and educate about the benefits of affordable and liveable housing in the LGA.	Community Services and Culture TBC	Ongoing	Existing	Opportunities are investigated to raise awareness and educate about the benefits of affordable and liveable housing in the LGA.
4.3.3	Develop Council policy on encouraging affordable and universal designed housing, including best practice ratio requirements for liveable housing provision in new developments.	Strategic Planning	2017-19	Existing	Policy developed and regularly reviewed.
4.3.4	As part of Council's affordable housing policy and practices, develop and promote maximum liveable housing provision through community housing providers.	Community Services and Culture TBC	2017-21	Existing	Community housing providers increase liveable housing stock in the LGA.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.3.5	Through the affordable housing policy, ensure measures are included to assist people with a disability seeking supported independent living.	Community Services and Culture TBC	2017-21	Existing	Affordable Housing policy includes measures assisting people with a disability.
4.3.6	Investigate implementing an Annual Award for the best design (in accordance with the Liveable Housing guidelines) in the LGA each year. Explore options for partnership with a suitable independent body to further progress this.	Development Assessment and Regulatory Compliance	2017-21	To be determined	Development of award program considers an award for liveable housing design.
4.3.7	Review and address conflicts between access and other regulatory outcomes in residential housing DAs.	Strategic Planning	2017-21	Existing	A cross department meeting considers access requirements in the assessment of DAs.
4.3.8	Continue to inspect boarding houses for compliance with fire safety and health standards through annual boarding house inspections which include State licensed/assisted accommodation.	Development Assessment and Regulatory Compliance	Ongoing	Existing	Boarding house inspections completed on schedule.

Strategy 4.4: Continue to advocate for increased provision and improved local accessible public transport and mobility parking

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.4.1	Work with the NSW Government to improve accessibility of ferries, rail and light rail (stations, boarding and facilities).	Strategic Planning <u>Support</u> Community Services and Culture	Ongoing	Existing	Number/report of representations made to NSW Transport on accessibility of ferries and rail in the LGA. Easy Access upgrade undertaken on railway stations and ferry wharfs in LGA. Improvements to light rail platforms to enable independent access.
4.4.2	Work with the NSW Government to ensure priority routes have sufficient frequency of accessible (bus) services across IWC.	Strategic Planning	Ongoing	Existing	Record of representations made to Transport NSW on bus services in the LGA. # bus stops that have access improvements.
4.4.3	During any strategic parking review, consult with people with a disability on use, location and supply of mobility parking spaces.	Footpaths, Roads, Traffic and Stormwater	2017-21	Existing	Recommendations for mobility parking within precinct parking studies are co-designed with a relevant representative body of people with a disability.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.4.4	Continue to improve accessibility of bus stops through implementing the Disability Standards for Accessible Public Transport (DSAPT) and checking designs against the DSAPT guidelines.	Footpaths, Roads, Traffic and Stormwater	Ongoing	Existing	# of accessible bus stops in the LGA along routes serviced by accessible buses that comply with DSAPT (Note functional vs compliance issues highlighted by Guide Dogs et al).
4.4.5	Continue to respond to need and identify gaps in local transport provision (including timetabling in digital and non-digital formats) and work with transport providers to develop strategies to fill these gaps.	Strategic Planning	Ongoing	Existing	IWC, community, state and federal government transport provisions continue to be accessible and provide for the range of format needs.
4.4.6	Identify and map mobility parking spaces in commercial centres, transport nodes and points of public destination and continue with proactive patrol strategies.	Development Assessment and Regulatory Compliance <u>Support</u> Footpaths, Roads, Traffic and Stormwater	2018-19	Existing	Mobility parking spaces in commercial centres, transport nodes and points of public destination identified and mapped. A proactive patrol strategy developed and implemented. Incidence of PINs (parking infringement notices) related to mobility parking monitored against strategy objectives.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.4.7	Review the location of and number of spaces around council, public buildings and facilities for accessible parking space to address need at each location.	Footpaths, Roads, Traffic and Stormwater	2018-19	Additional \$20,000 for audit	# accessible parking spaces servicing council buildings & facilities.
4.4.8	Consider increasing the number of accessible parking spaces in the public domain in the LGA by 5% above BCA standards.	Footpaths, Roads, Traffic and Stormwater	2019-20	Existing	The provision of accessible parking spaces is reviewed.
4.4.9	Continue an 'Accessible Parking Campaign' to encourage appropriate use of accessible parking, by methods such as rates notice inclusions and council vehicle signage.	Development Assessment and Regulatory Compliance	Ongoing	Existing	Promotion of accessible parking included in resident communication.
4.4.10	Develop a mobility parking space resident parking scheme implemented across IWC.	Footpaths, Roads, Traffic and Stormwater <u>Support</u> Development Assessment and Regulatory Compliance	2017-21	Existing	A resident mobility parking scheme is developed for consideration.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.4.11	Investigate need for prioritisation of complaints regarding mobility parking misuse and develop a complaints process in response.	Development Assessment and Regulatory Compliance	2017-18	Existing	Reactive parking patrols are in place and respond in a timely manner.

Strategy 4.5: Ensure local emergency management plans include people with disability

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
4.5.1	In consultation with people with disability, review information on how to prepare and respond to an emergency or disaster and enable update information to include accessibility and other disability related adjustments.	Footpaths, Roads, Traffic and Stormwater <u>Support</u> Community Services and Culture	2018-20	Existing	Disaster and emergency planning information reviewed for access or disability related needs and amendments made.
4.5.2	Liaise with State Emergency Service to broaden community engagement and education to ensure people with a broad range of disability are included.	Footpaths, Roads, Traffic and Stormwater <u>Support</u> Community Services and Culture	2018-20	Existing	Record of engagement program.

IAP Action Area 5: Civic Inclusion, Engagement and Information

Issues identified



Strategies:

1. Provide specific information targeted to people with a disability about inclusion related features of Council services and processes
2. Ensure Council's community engagement is inclusive
3. Encourage and support people with a disability to exercise their right to participate at Council meetings

UN Rights of Persons with Disability Addressed

- Article 5 Equality and non-discrimination
- Article 8 Awareness raising
- Article 9 Accessibility
- Article 21 Freedom of expression and opinion, and access to information
- Article 29 Participation in political and public life

Alignment with National Disability Strategy

- Policy Area 2: Rights Protection, Justice and Legislation

Alignment with NSW Disability Inclusion Plan

- Focus Area 1: Developing positive community attitudes and behaviours

Outcome: Everyone is represented and consulted by Council in equitable ways that address their rights and participation needs

IAP Action Area 5: Civic Inclusion, Engagement and Information

Strategy 5.1 Provide specific information targeted to people with a disability about inclusion related features of Council services and processes

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
5.1.1	<p>Consult with accessible communication experts to identify communication needs:</p> <ul style="list-style-type: none"> • key communication items for audit • the range of formats necessary to address all needs, including easy English, digital communication for key Council documents. • appropriate technologies and methods to convey messages. • best practice community engagement that is inclusive of people with a disability. • options to ensure our online business platform is accessible. <p>Conduct audit and address these communication needs through best practice technologies and methods.</p>	<p>Information and Communication Technology and Chief Information Officer</p> <p><u>Support</u> Integration, Customer Service and Business excellence and Communications, Engagement and Events</p>	2017-18	Additional \$30,000	Report completed with prioritised list of recommendations and specifications for consultants to cost.
5.1.2	<p>Review the IWC website and Your Say Inner West engagement website with a group of people with disabilities to ensure accessible features are practical.</p>	Communications, Engagement and Events	2017-18	Incorporated as per above	Report on audit with recommendations on making Council's websites conform to level AA of Web Accessibility National Transition Strategy-Guidelines version 2.0

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
		<u>Support</u> Integration, Customer Service and Business excellence and Information and Communication Technology and Chief Information Officer			(WCAG 2.0).
5.1.3	Implement recommendations of audit to achieve compliance of Council's intranet with WCAG 2.0 to level AA.	Communications, Engagement and Events <u>Support</u> Information and Communication Technology and Chief Information Officer	2017-18	Existing	Council's website conforms to level AA of WCAG 2.0 requirements.
5.1.4	Develop customer service protocols for a more inclusive customer experience e.g. queuing, concluding payment transactions, DA etc.	Integration, Customer Service and Business excellence	2018-19	Existing	Service protocols developed.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
5.1.5	Investigate the feasibility of modifying Council's printed letterhead to include information about accessibility options for documents.	Integration, Customer Service and Business excellence	2017-18	Existing	Relevant staff from across departments meet to consider options for ensuring documents are accessible.
5.1.6	Explore options with an accessible communications expert to increase accessibility of information through digital devices.	Information and Communication Technology and Chief Information Officer	2017-18	To be determined	Recommendations received from accessible communications expert.

Strategy 5.2 Ensure Council's community engagement is inclusive

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
5.2.1	Engage with local media to provide information on key Council activities or initiatives relating to inclusion and access.	Communications, Engagement and Events	Ongoing	Existing	# events related to inclusion and access initiatives promoted through mainstream local media channels.
5.2.2	Inform the development of Council's Community Engagement Policy and Guidelines to include how Council will maximise engagement of persons	IAP Coordination Working Group	2017-18	Existing	Prioritised list of changes to the relevant Community Engagement Policy and Guidelines.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	<p>with a broad range of disabilities and embed such practice in Council consultations.</p> <p>Participate in the development of Council's Community Engagement Framework to ensure inclusive engagement practices are included.</p>				% of people consulted by Council as part of formal community consultation activities who have a disability (e.g. Bi-annual Community Satisfaction Survey).
5.2.3	Maintain a variety of communication options to keep local people informed e.g. email lists, posters and website.	Communications, Engagement and Events	Ongoing	Existing	Relevant staff meet and review communication methods.
5.2.4	<p>Ensure there is a link on the home page of Council's website to information relating to access which maintains a profile of the issues e.g. NDIS and resources available from Council and provides consistent and reliable information about Council events and activities.</p> <p>Ensure there is a capacity to receive feedback on service improvement ideas.</p>	Communications, Engagement and Events	2017-18	Existing	Access information is listed on the Inner West Council home page.
5.2.5	Develop and source tools to support the introduction and delivery of Plain English and Easy Read versions of Council documents.	Communications, Engagement and Events	2017-18 Then ongoing	To be determined	Easy read and plain English tools are available for use in developing Council documents.

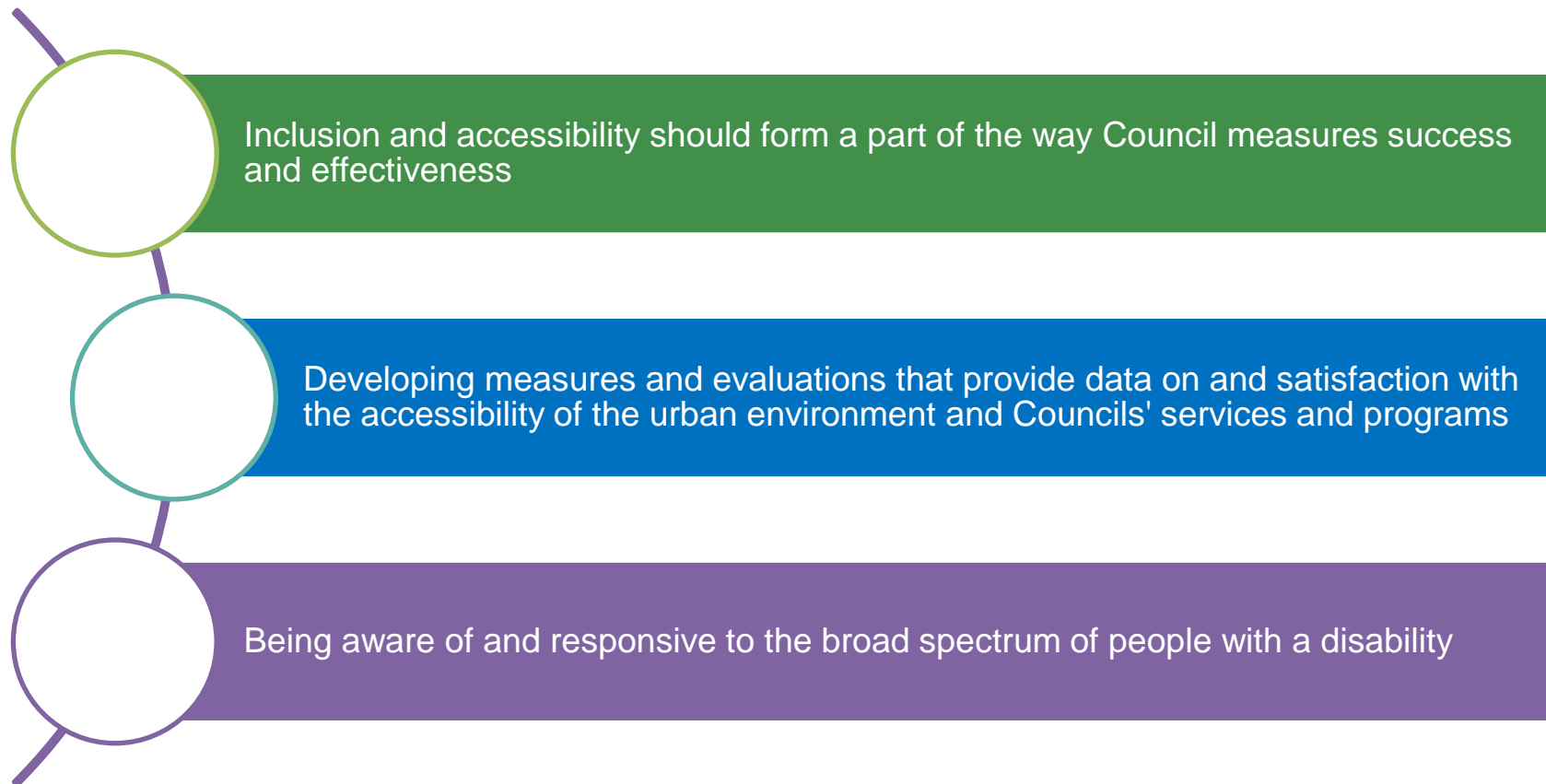
Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
		<u>Support</u> Information and Communication Technology and Chief Information Officer			
5.2.6	Publicise and promote the use of the National Relay Service (NRS) (1300 555 727) for communication with customers who have a hearing impairment.	Integration, Customer Service and Business Excellence	Ongoing	Existing	Information on the NRS is readily available to customers.

Strategy 5.3 Encourage and support people with a disability to exercise their right to participate at Council meetings

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
5.3.1	Promote Council's ability to make adjustments in order to include people with a disability in Council meetings and processes through website, business papers and other avenues where Council meetings are advertised.	Governance	Ongoing	Existing	Promotions for Council meetings include a statement of Council's commitment to remove barriers that prevent the right to participate in Council meetings.
5.3.2	Respond to all requests to enable people with a disability to exercise their right to participate in Council meetings.	Governance <u>Support</u> Community Services and Culture	Ongoing	Existing	List of adjustments made to support participation at Council meetings by people with a disability.

IAP Action Area 6: Access and Inclusion are embedded in our systems and processes

Issues identified



Strategies:

1. Ensure progress on IAP is monitored as part of the Integrated Planning and Reporting (IPR) framework
2. Build systems and processes to ensure access and inclusion are developed across Council in a coordinated and consistent manner
3. Ensure Council staff and relevant reference groups have the required knowledge and skills they need to apply access and inclusion principles in their key job responsibilities and to implement the IAP
4. Ensure Council employment systems and processes are inclusive

UN Rights of Persons with Disability Addressed

- Article 5 Equality and non- discrimination
- Article 8 Awareness raising

Alignment with National Disability Strategy

- Policy Area 5: Learning and skills
- Policy Area 1: Inclusive and accessible communities
- Policy Area 2: Rights, protection, justice and legislation

Alignment with NSW Disability Inclusion Plan

- Focus Area 4: Improving Access through Better Systems and Processes
- Focus Area 3: Supporting access to meaningful employment

Outcome: Access and Inclusion are embedded in our systems and processes

IAP Action Area 6: Access and Inclusion are embedded in our systems and processes

Strategy 6.1: Ensure progress on IAP is monitored as part of the Integrated Planning and Reporting (IPR)

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.1.1	Establish an IAP Coordination Working Group (CWG) with representatives from across Council, responsible for ensuring access and inclusion developments and initiatives are occurring consistently, and in line with existing and newly developed policies and strategies.	Community Services and Culture	2017-18	Existing	<p>CWG formed and Terms of Reference produced.</p> <p>Calendar of meeting dates and quarterly agendas set.</p> <p>Measures and systems developed to document improved service provision for people with a disability.</p>
6.1.2	Incorporate IAP actions and measures into Integrated Planning and Reporting (IPR) Framework and delivery program.	<p>Strategic Planning</p> <p><u>Support</u> Community Services and Culture</p>	2017-18	Existing	Inclusion outcomes/measures incorporated in IPR framework.
6.1.3	Provide performance data on IAP achievements to the public, external IAP working group and Council.	All Departments/ Coordination Working Group	Annually for the life of the plan	Existing	Annual IAP performance reports are completed and information is included in Council's Annual Report.

Strategy 6.2 Build systems and processes to ensure access and inclusion are developed across Council in a coordinated and consistent manner

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.2.1	Develop a knowledge bank on access and inclusion initiatives developed across Council.	Coordination Working Group <u>Support</u> Integration, Customer Service and Business excellence	2017-21	Existing	Access and inclusion provisions (including information, tools and strategies) are available to all staff (through the CWG).
6.2.2	Develop a working group to audit procedures/style guide/materials relating to development of inclusive formats.	Communications Engagement and Events <u>Support</u> Information and Communication Technology and Chief Information Officer	2017-18 Then ongoing	Existing	Working Group formed and Terms of Reference documented. Style guide on developing inclusive formats.
6.2.3	Review the Procurement Policy and procedures and related tender documents to specify inclusion and accessibility considerations and requirements wherever possible.	Procurement and Fleet	2017-18	Existing	Report on review with recommendations.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.2.4	Introduce a Staff (Disability) Inclusion Action Suggestion Scheme collected by the CWG.	IAP Coordination Working Group All Departments	2017-18 Then ongoing	Existing	# of initiatives to enhance inclusion within Council.

Strategy 6.3 Ensure Council staff and relevant reference groups have the required knowledge and skills they need to apply access and inclusion principles in their key job responsibilities and to implement the IAP systems and processes are inclusive

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.3.1	Introduce a regular program of “Disability Awareness and Inclusion Training” and introduction to the IAP as part of Councillor and staff training and induction and implement innovative staff education programs based on the social model of disability.	Human Resources	2018-21	Seek additional funding of \$30,000 in Year 1 then additional \$20,000 p.a. incorporated into Training budget.	Number of courses delivered and number of staff who attended as a percentage of staff attending foundation training. Feedback and evaluation reflects quality training. Induction includes a briefing on Inclusion Action Plan (for People with a Disability).
6.3.2	Identify with Group Managers the skills and knowledge needed by each area of the workforce to underpin access and inclusion.	Human Resources	2017-21	Existing	Statement of level of inclusion skills and knowledge applied to each job classification.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.3.3	Support the delivery of targeted training and/or professional development in accessible program delivery.	Human Resources	2017-18 Then ongoing	Existing	# targeted training and/or professional development initiatives related to IAP implementation.
6.3.4	Develop a program where Council publicly recognises organisations and individuals making significant contributions to the rights of people with a disability and to inclusive practices.	Community Services and Culture	2019-20	Existing	A program that publicly recognises organisations and individuals is developed.
6.3.5	Explore having a courtesy wheelchair available at customer service centres and develop appropriate protocol for use.	Integration, Customer Service and Business excellence	2017-18	Existing	Viability of providing a courtesy wheelchair at customer service centres is investigated.
6.3.6	Advocate for the needs of people with a disability at the State and Federal government levels through targeted submissions on policy and legislation where there is opportunity to influence accessibility.	All	Ongoing	Existing	# of submissions on key policy issues.
6.3.7	Executive leadership team actively promote the rights of people with disability amongst their staff and ensure it is reflected in planning and programs.	Leadership team	2017-21	Existing	Occasions are documented where the leadership team have reinforced through communications with staff, the rights of people with disabilities.

Strategy 6.4. Ensure Council employment systems and processes are inclusive

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.4.1	Review recruitment processes and identify any areas that could be improved to encourage application by people with a disability.	Human Resources	2017-18	Existing	Review completed and improvements identified and actioned.
6.4.2	<p>Develop inclusive employment opportunities by identifying and removing barriers for people with a disability in the recruitment and selection processes.</p> <p>Actions include:</p> <ul style="list-style-type: none"> - Review recruitment process/guidelines which include advertising, selection, reasonable workplace accommodation and training. - Establish baseline metrics for disability in the workplace through the use of a survey. - Establish and maintain partnerships with Disability Employment Services. - Investigate and offer paid and/or unpaid work experience opportunities to people with disability. - Remove barriers in recruitment and induction practices in accordance with the recommendations from the NDRC. 	Human Resources	2017-18	Existing	Actions undertaken satisfy the majority of recommendations made by the National Disability Recruitment Coordinator in its Summary Report about inclusiveness of Council's recruitment process.
6.4.3	Develop links with local disability employment services to increase	Human Resources	2017-21	Existing	Disability employment services regularly promote opportunities

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	awareness of recruitment opportunities which arise across Council.				within Council.
6.4.4	Partner with a Disability Employment advocacy and training organisation to increase Council's disability confidence.	Human Resources	2017-19	To be determined	A partnership is developed with a disability employment advocacy organisation.
6.4.5	Monitor the number of staff with a self-disclosed disability over time from staff survey data.	Human Resources	2017-18	Existing	Surveys include questions regarding self-disclosed disability.
6.4.6	Include a standard question in each staff survey about the adequacy of the work environment (reasonable adjustments).	Human Resources	2017-18	Existing	Surveys include questions regarding self-disclosed disability.
6.4.7	Undertake accessibility audit of Council work sites and develop a plan for progressive improvements.	Properties, (major) Building Projects and Facilities	2018-21	Additional \$30,000	Report on accessibility of Council worksites with recommendations for improvements.
6.4.8	Provide a 12-month traineeship position within Council for a person with a disability to become skilled in an identified area e.g. children's services, parks, administration.	Human Resources	2017-21	To be determined	Traineeship positions are provided for people with disability.
6.4.9	Review Council's Flexible Working Arrangements for inclusiveness and revise	Human Resources	2017-18	Existing	Council's Flexible Working Arrangements reviewed.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
	<p>if necessary.</p> <p>Introduce and implement a Reasonable Adjustment Policy and Checklist.</p> <p>Review policies and practices in relation to flexible working arrangements to meet the needs of staff who may acquire a disability.</p>				Reasonable Adjustment Policy and Checklist developed.
6.4.10	Book annual training for customer service staff to increase familiarity with the use of the National Relay Service (NRS).	Human Resources	Ongoing	To be determined	NRS training is included in annual training calendar.
6.4.11	Provide disability-specific training for staff who may need to communicate effectively with (and/or provide additional assistance to) customers with specific access needs, including people with a hearing or vision impairment, people with an intellectual disability and people with a mental illness.	Human Resources	2017-19 Then ongoing	To be determined	Disability specific training is included in annual training calendar.
6.4.12	Provide and promote resources for managers on successful leadership of diverse employees, including employees with a disability and their assistants (for example Australian Human Rights Commission – ‘2010 Workers with a Mental Illness: A Practical Guide for Managers’).	Human Resources	2017-19	Existing	Managers are provided with resources and trained on leadership and management of diverse employees in the workplace.

Actions		Lead Team	Timeline	Resources (existing or additional)	Measures
6.4.13	Develop benchmarks and targets to work towards Councils workforce mirroring the demographics of the Inner West community in relation to persons with disability.	Human Resources	2017-21	Existing	Targets and benchmarks established by 1 July 2018. Targets and benchmarks met.

References and appendices

- i Saunders, P., Naidoo, Y., & Griffiths, M. (2007). Towards new indicators of disadvantage: Deprivation and social exclusion in Australia. Sydney: Social Policy Research Centre, University of New South Wales.
- ii United Nations (2006), Convention on the Rights of Persons with Disabilities, 'The Convention in Brief', <http://www.un.org/disabilities/convention/convention.shtml>, accessed 12 Nov 14.
- iii Australian Government, Department of Social Services (2014) Disability and Carers, 'National Disability Strategy', accessed 12 Nov 2014, page last updated 7 Nov 2014.
- iv NSW Dept Family and Community Services ADHC (2014), Developing the NSW Disability Inclusion Plan, 'Reforms and Initiatives', <http://www.facs.nsw.gov.au/reforms/developing-the-nsw-disability-inclusion-plan> webpage accessed 13 Nov 2014, page last updated 3 Nov 2014.
- v Australian Human rights Commission (unknown date), 'DDA guide: What's it all about?', <https://www.humanrights.gov.au/dda-guide-whats-it-all-about>, webpage accessed 13 Nov 2014, page last updated - date unknown.
- vi <http://profile.id.com.au/inner-west> accessed on 18 April 2017.
- vii Australian Bureau of Statistics (2012), Catalogue Number 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2012, Explanatory Notes, 4. Interpreting the Results.
- viii Australian Bureau of Statistics (2015) Disability, Ageing and Carers, Australia: Summary of Findings, 2015, (cat # 4430.0) accessed from <http://www.abs.gov.au/ausstats/abs@.nsf/mf/4430.0> on 13 April 2017.
- ix Australian Bureau of Statistics, 2012 Disability, Ageing and Carers, Australia: New South Wales, 2012, (Cat # 4430.0DO001) accessed from <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4430.0main+features202015> on 13 April 2017.
- x Australian Bureau of Statistics (2015) Disability, Ageing and Carers, Australia: Summary of Findings, 2015, (cat # 4430.0) accessed from <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/4430.0Main%20Features402015> on 13 April 2017.
- xi Australian Bureau of Statistics (2015) Disability, Ageing and Carers, Australia: Summary of Findings, 2015, (cat # 4430.0) accessed from <http://www.abs.gov.au/ausstats/abs@.nsf/PrimaryMainFeatures/4433.0.55.005?OpenDocument> on 13 April 20Appendices

Appendix 1: NSW Disability Inclusion Action Planning Guidelines – Local Government

(Source – from guidelines developed in collaboration between the NSW Department of Family and Community Services (FACS) and Local Government NSW (LGNSW).

Compliance checklist

The following table provides a checklist of the mandatory requirements under DIA legislation for councils as part of disability inclusion action planning or a Disability Inclusion Action Plan.

Table 3. Disability Inclusion Action Planning Mandatory Compliance Checklist

Legislative requirements	Tick
<i>Planning</i>	
Have people with disability been consulted in the disability inclusion action planning process?	
Are there strategies and actions to provide access to buildings, events and facilities?	
Are there strategies and actions to provide access to information?	
Are there strategies and actions to support employment of people with disability?	
Are there strategies and actions to encourage and create opportunities for people with disability to access the full range of services and activities available in the community?	
Have you provided a report on your disability inclusion action planning consultation with people with disability to the Disability Council NSW?	
Do actions and strategies support the goals of the NSW Disability Inclusion Act?	
Has a copy of the disability inclusion action planning documentation been given to the Disability Council NSW?	
Is the disability inclusion action planning documentation publicly available?	
<i>Reporting</i>	
Is progress towards achievement of the action planning goals included in the Annual Report?	
Have FACS and the Minister for Disability Services been provided with a copy of the section of the Annual Report that details implementation of disability inclusion action planning?	

Appendix 2: Summary of articles of the United Nations Convention on the Rights of Persons with Disabilities

Article 1: Purpose

The purpose of the Convention is to promote, protect and ensure the full enjoyment of all human rights and fundamental freedoms by all persons with disabilities. People with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

Article 2: Definitions

This article defines some of the key terms used in the Convention including “communication”; “language”; “discrimination on the basis of disability”; “reasonable accommodation” and “universal design”.

Article 3: General principles

The Convention is based on the principles of respect for dignity; non-discrimination; participation and inclusion; respect for difference; equality of opportunity; accessibility; equality between men and women; and respect for children.

Article 4: General obligations

Countries must take a range of measures, with the active involvement of people with disabilities, to ensure and promote the full realization of all human rights and fundamental freedoms for all persons with disabilities without discrimination of any kind.

Article 5: Equality and non-discrimination

Everyone is equal before and under the law. Everyone is entitled to the equal protection and benefit of the law without discrimination.

Article 6: Women with disabilities

Women and girls with disabilities experience multiple discrimination. Countries must take all appropriate measures to ensure that women with disabilities are able to fully enjoy the rights and freedoms set out in the Convention.

Article 7: Children with disabilities

Children with disabilities have the same human rights as all other children. The best interests of the child must be a primary consideration in all actions concerning children with disabilities. Children with disabilities have the right to express their views on all matters affecting them.

Article 8: Awareness-raising

Countries must raise awareness of the rights, capabilities and contributions of people with disabilities. Countries must challenge stereotypes and prejudices relating to people with disabilities through campaigning, education, media and awareness-raising programmes.

Article 9: Accessibility

People with disabilities have the right to access all aspects of society on an equal basis with others including the physical environment, transportation, information and communications, and other facilities and services provided to the public.

Article 10: Right to life

People with disabilities have the right to life. Countries must take all necessary measures to ensure that people with disabilities are able to effectively enjoy this right on an equal basis with others.

Article 11: Situations of risk and humanitarian emergencies

Countries must take all necessary measures to ensure the protection and safety of all persons with disabilities in situations of risk, including armed conflict, humanitarian emergencies and natural disasters.

Article 12: Equal recognition before the law

People with disabilities have the right to recognition as persons before the law. People with disabilities have legal capacity on an equal basis with others in all aspects of life. Countries must take appropriate measures to provide support to people with disabilities so that they can effectively exercise their legal capacity.

Article 13: Access to justice

People with disabilities have the right to effective access to justice on an equal basis with others, including through the provision of appropriate accommodations.

Article 14: Liberty and security of person

People with disabilities have the right to liberty and security of person on an equal basis with others. Existence of disability alone cannot be used to justify deprivation of liberty.

Article 15: Freedom from torture or cruel, inhuman or degrading treatment or punishment

People with disabilities have the right to be free from torture and from cruel, inhuman or degrading treatment or punishment. No one shall be subjected to medical or scientific experimentation without his or her free consent.

Article 16: Freedom from exploitation, violence and abuse

People with disabilities have the right to be protected from all forms of exploitation, violence and abuse, including their gender based aspects, within and outside the home.

Article 17: Protecting the integrity of the person

Every person with disabilities has a right to respect for his or her physical and mental integrity on an equal basis with others.

Article 18: Liberty of movement and nationality

People with disabilities have the right to a nationality. Children with disabilities have the right to a name and to know and be cared for by their parents.

Article 19: Living independently and being included in the community

People with disabilities have the right to live independently in the community. Countries must ensure that people with disabilities have the opportunity to choose where they live and with whom they live, and that they are provided with the support necessary to do this.

Article 20: Personal mobility

Countries must take effective and appropriate measures to ensure personal mobility for people with disabilities in the manner and time of their choice, and at affordable cost. People with disabilities also have the right to access quality mobility aids, assistive technologies and forms of live assistance and intermediaries.

Article 21: Freedom of expression and opinion, and access to information

People with disabilities have the right to express themselves, including the freedom to give and receive information and ideas through all forms of communication, including through accessible formats and technologies, sign languages, Braille, augmentative and alternative communication, mass media and all other accessible means of communication.

Article 22: Respect for privacy

People with disabilities have the right to privacy. Information about people with disabilities including personal information and information about their health should be protected.

Article 23: Respect for home and the family

People with disabilities have the right to marry and to found a family. Countries must provide effective and appropriate support to people with disabilities in bringing up children, and provide alternative care to children with disabilities where the immediate family is unable to care for them.

Article 24: Education

People with disabilities have a right to education without discrimination. Countries must ensure that people with disabilities can access an inclusive, quality and free primary and secondary education in their own community. Countries must also provide reasonable accommodation and individualised support to maximise academic and social development.

Article 25: Health

People with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination. Countries must take all appropriate measures, including measures that are gender-sensitive, to ensure that people with disabilities have access to the same range, quality and standard of health care that is available to everyone else, and which are close to people's own communities.

Article 26: Habilitation and rehabilitation

Countries must take effective and appropriate measures to enable people with disabilities to develop, attain and maintain maximum ability, independence and participation through the provision of habilitation and rehabilitation services and programs.

Article 27: Work and employment

People with disabilities have the right to work, including the right to work in an environment that is open, inclusive and accessible. Countries must take appropriate steps to promote employment opportunities and career advancement for people with disabilities.

Article 28: Adequate standard of living and social protection

People with disabilities have the right to an adequate standard of living including food, water, clothing and housing, and to effective social protection including poverty reduction and public housing programmes.

Article 29: Participation in political and public life

People with disabilities have the right to participate in politics and in public affairs, as well as to vote and to be elected.

Article 30: Participation in cultural life, recreation, leisure and sport

People with disabilities have the right to take part in cultural life on an equal basis with others, including access to cultural materials, performances and services, and to recreational, leisure and sporting activities.

Article 31: Statistics and data collection

Countries must collect information about people with disabilities, with the active involvement of people with disabilities, so that they can better understand the barriers they experience and make the Convention rights real.

Articles 32-50

Articles 32-50 explain how countries which are bound by the Convention must give it full effect. They also explain the responsibility of countries to report to the United Nations Committee on the Rights of Persons with Disabilities on how they are putting the Convention into effect.

Appendix 3: Summary of consultation initiatives undertaken for the former Marrickville Inclusion Action Plan.

- input by the Marrickville Access Committee
- paper based and on-line survey (n=94)
- easy read survey (n = 26)
- community consultation on 2 October 2014
- consultation with Inner West Dementia Cafe (people with dementia and their assistants)
- consultation with Turkish speaking assistants of persons with a mental illness
- face-to-face consultations with parents of children with a developmental delay
- telephone and face-to-face consultation with early childhood intervention service providers
- interviews with Ability Linkers (Ability Links NSW)
- telephone interview with National Disability Coordination Officer (Inner West)
- telephone interview with WISE Employment (disability employment)
- telephone interview with Regional Manager, Sunnyfield Inner West
- consultations with community participation clients (adults and young people who have intellectual disability) conducted by Sunnyfield Disability Services on behalf of Council
- telephone interview with Macarthur Disability Services (MDS) Behaviour Support Program
- telephone interview with the Commonwealth Home Support Program / Community Care Support Program Development Officer Canterbury/Marrickville
- internal consultation and workshop with Council staff (17 October 2014)
- draft Inclusion Action Plan circulated to staff for comment

The IAP was also supported by a review of research literature on:

- inclusion of people with disability of all ages
- economic and social opportunities relating to inclusion
- planning built environments that are accessible to all
- health and community care needs of people with a disability
- policy responses by the Australian Government, and the New South Wales Government
- local and regional demographics and demographic trends
- housing that is adaptive to the changing needs of occupants
- local health and community care plans
- Inner West Partners In Recovery 2014 Needs Assessment Report
- former Marrickville Council internal reports and planning documents.