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Waverley Disability Inclusion Action Plan

2022 – 26



WAVERLEY
COUNCIL

Waverley Disability Inclusion Action Plan

An Inclusive Community For Everyone

We support our community members to participate positively in community life – whatever their age, gender, physical ability, socio-economic status, sexuality or cultural background – to feel that they can be active, healthy, valued and connected.

We plan and design for our diverse community, by providing safe, healthy and inclusive services and spaces.

Waverley Council acknowledges the Bidjigal and Gadigal people, who traditionally occupied the Sydney Coast and we acknowledge all Aboriginal and Torres Strait Islander Elders both past and present.

Message from the Mayor

Disability does not discriminate. People with a disability are represented in every age, social or cultural group. Council recognises that people with a disability have many strengths and attributes but can also face barriers and stereotypes preventing them from fully enjoying life.

The Disability Inclusion Action Plan (DIAP) recognises the underlying social responsibility of Local Government and others to protect the rights of people with disability, improve their access and participation in community life, and promote the value of diversity and inclusion.

This is Council's second draft plan. It reflects our learnings while rolling out the first DIAP as well as feedback from diverse groups, services and individuals we have received through various engagement channels.

The plan addresses important focus areas that will help improve the lives of people with disability, their friends, family and carers. Waverley and Randwick Councils will continue to work together as part of a regional framework to achieve a more coordinated approach to making our communities accessible and welcoming.

We've already achieved a lot over the last five years but there is still much to do.

This plan offers practical ideas for collaborating with our partner agencies, local business, services and networks to make a difference in people's lives and create a more welcoming and inclusive Waverley: a community where:

- people can move around easily and can access services, facilities and participate in community life;
- genuine opportunities to engage in meaningful employment exist for everyone;
- people of all abilities can live independent lives and connect, engage and make choices about the services they want to access.

An inclusive community is a community where everyone belongs. I'm proud of the many successful projects and initiatives already completed or under way and excited about the prospect of working with everyone on innovative and emerging opportunities.

Paula Masselos,
Mayor of Waverley

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01 / Introduction

This is Council's second DIAP since the introduction of the NSW Disability Inclusion Act in 2014 and builds on actions taken by Council over many years to improve accessibility in Waverley.

In 2017, Randwick and Waverley Councils committed to developing a joint regional framework to support a consistent approach to disability planning across the Eastern suburbs. The DIAP commits to shared strategies while identifying local issues and priority recommendations in relation to barriers to access, good practice examples and opportunities for improvement. It identifies achievable strategies that improve physical access, participation, engagement, and inclusion of people of all abilities.

The DIAP sets out actions Council will take in partnership with others and builds on the success of our previous achievements. It is based around four key outcome areas and regional strategies identified by people who live, visit and work in the Eastern suburbs. This joint regional framework establishes various regional strategies under four outcome areas:

- 1. INCLUSIVE ATTITUDES AND BEHAVIOURS**
- 2. LIVEABLE COMMUNITY**
- 3. MEANINGFUL EMPLOYMENT**
- 4. ENGAGEMENT AND ACCESSIBLE SYSTEMS**



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02 / Developing the Plan

The plan was developed by reviewing the outcomes from the 2017-2021 plan. Council engaged with the community to identify gaps and emerging needs. We do this to ensure the DIAP continues to respond to changing community expectations, issues and trends. Some actions are ongoing and these have been included in this plan as well. Feedback from participants together with an overview of engagement strategies is summarised in a separate report and attached to this plan. Importantly, consultation feedback confirmed that the regional framework and strategies continue to be relevant focus areas for action.

More than 130 people participated in engagement activities between 25 October to 20 February 2022. We heard from younger and older people with disability, families, carers and services with diverse experience of disability including physical, sensory, neuro diverse, cognitive, mental health, and chronic illness.

Council held two regional workshops, resident focus groups, and met with individuals, disability service providers and local networks. We also received survey responses and submissions.

What people told us

Participants told us about their **priorities**

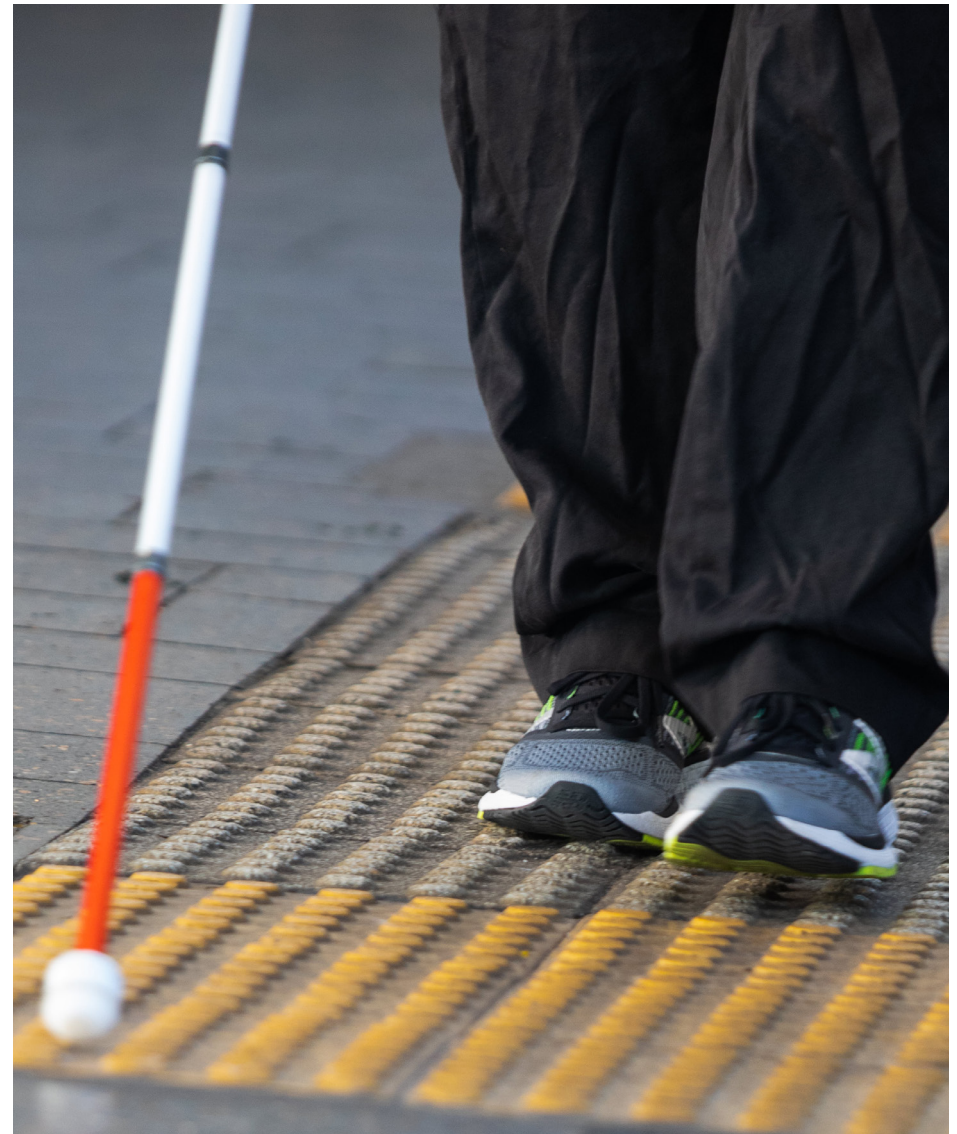
- Accessibility of streetscapes, open spaces, and beaches
- Access to meaningful employment
- Genuine engagement and opportunities for codesign
- Engagement and connection with local business and community networks.

They also told us about **what works well**

- New and upgraded accessible venues and streets
- Transport network and light rail
- Information and community education sessions on interesting topics
- Inclusive skill development opportunities eg: Learn to surf classes, Tactile Tours and Our Vision for Inclusion

Areas identified for further improvement

- Make it easier to access commercial centres and shops, places to exercise, socialise and play
- Make it easier to participate in recreation, events and cultural activities
- Improve community perception about people's abilities and needs to support greater connection and opportunity to access employment
- Treat inclusive design as an essential component when designing streetscapes, programs, communications, and activities



Key achievements

Access Bondi

Access Bondi was launched in 2019 to celebrate and promote improved access to the beach. The improvements include a new ramp to the north end of the beach, storage lockers to enable independent access to beach wheelchairs, accessible outdoor shower, new accessible amenities, including an accessible shower and beach matting which is currently rolled out three days a week pending weather. A grant from NSW Surf Life Saving helped to fund elements of the initial project. Council continues to work in partnership with Bondi Beach Surf Life Saving and other partners on initiatives to improve inclusion at Bondi.

Inclusive Play Space Study

The Waverley Inclusive Play Space Study provides strategic direction on how Council's existing play spaces can be improved to provide equitable and inclusive play opportunities for everyone. The study was recognised by industry experts and peers from around Australia and awarded the Strategic Planning Award at the Parks and Leisure Australia NSW/ACT Awards 2021.

Our Vision for Inclusion

'Our Vision for Inclusion' is an awareness raising video addressing topics such as bullying, employment, relationships, and social stigma faced by people with disability. The video was produced by the Waverley Community Living Program participants as part of an advocacy project.

The video was launched on International Day of People with Disability 2020.

Bondi Pavilion

Bondi Pavilion restoration project incorporates inclusive design elements throughout the building and surrounding area. Temporary accessible amenities and changing places were installed whilst the building was restored. Access Advisory Committee members provided input into the concept design through participation in a stakeholder consultation group.

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03 / Actions we will take

Top 4 priorities

Employment

- Skills development, partnerships and placements in Council

Accessible streetscapes/ open space

- Infrastructure upgrades
- Beach & coastal walk strategy

Co-design

- Identify co-design opportunities – programming & events

Improved Connections

- Grant for Inclusion
- Partner with business/ networks



Focus Area 1. Inclusive Attitudes and Behaviours

Outcome Statement: Council values and supports inclusive attitudes and behaviours across Council and the community.

What some people have told us...

‘Sometimes I feel when I go to my local area, some of the shops don’t understand how to treat people with disabilities ... they treat other people like normal but not me and that’s discriminating. They should just have proper training of how to talk to people with disabilities, like everybody else.’

Regional Strategy

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

Actions

- 1.1.1 Continue to deliver a community awareness program to promote inclusive attitudes and increase understanding of hidden disability and codesign some initiatives with people with disability.
- 1.1.2 Continue to increase the visibility of people with disability in Council publications and communications.

Regional Strategy

- 1.2 Increase organisational understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities.**

Actions

- 1.2.1 Continue to deliver Disability Awareness training for all Council workers, including training on dignity of risk.
- 1.2.2 Continue to provide learning and development opportunities to support staff to apply access and inclusion principles and practices into their job responsibilities, including use of inclusive communications.

Regional Strategy

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

Actions

- 1.3.1 Continue to award good practice in access and inclusion through Council’s Local Business Awards.
- 1.3.2 Continue to promote the benefits to local business of inclusive and accessible services and employment practices.
- 1.3.3 Develop an Inclusive Tourism strategy and link key information to NSW Destination website.

Focus Area 2. Liveable Communities

Outcome Statement 2. People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.

What some people have told us...

'I lived in Waverley for 30 years. It was a rental. We were given a no grounds eviction. We spent six months looking for a house and I've moved out of Waverley now. We found a house outside the area and we've had to adapt the ramps ourselves with no help from NDIS. We basically took this place because we had no choice. I'm not happy, it is not accessible, it's too expensive, it's in bad condition, but we are forced into these places with no choice because the rent is too expensive and the houses are not accessible. We need to stay in the area to be close to our community, hospitals, and doctors. '

Regional Strategy

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

Actions

- 2.1.1 Continue to deliver quality services that promote independence and wellbeing and support people with disability to make community connections.
- 2.1.2 Deliver an information program that helps people navigate the service system, including targeted information for people from diverse backgrounds.
- 2.1.3 Implement an Access and Inclusion Grant to increase opportunity for people to participate in mainstream activities.
- 2.1.4 Identify and promote digital inclusion initiatives to help upskill people and create more opportunities to access supports and connections.
- 2.1.5 Continue to support a mixed and balanced service network to cater for the diversity of need.
- 2.1.6 Investigate how to minimise the impacts of construction and residential redevelopment on residents with disability.

Regional Strategy

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

Actions

- 2.2.1 Implement and promote accessible event guidelines to improve the accessibility and inclusiveness of all events held in Waverley.
- 2.2.2 Increase the number of accessible and inclusive events and cultural programs.
- 2.2.3 Carer's companion card promoted and accepted at all paid events.
- 2.2.4 Identify sporting and recreational opportunities and gaps within the region and work with neighbouring Councils and organisations to increase the number of recreational activities .

Regional Strategy

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

Actions

- 2.3.1 Maintain Waverley's social housing program and upgrade units to be accessible where possible.
- 2.3.2 Research housing needs of older people and people with disability to better understand future demand for housing that is affordable and accessible.
- 2.3.3 Continue support for housing and homelessness partnerships and initiatives to deliver housing outcomes.

Outcome Statement 3. All new council assets, buildings and open spaces are designed to be fully accessible, and Council proactively manages the built environment to meet our diverse community needs now and, in the future

Regional Strategies

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

Actions

- 3.1.1 Continue to design all new council venues to accessible universal design principles and identify and install accessible signage, facilities and fixtures such as hearing loops, recharge points and calm spaces.
- 3.1.2 Continue to deliver a program to upgrade and install accessible public toilets and accessible adult change facilities and maintain information in the National Toilet Map.
- 3.1.3 Incorporate accessibility and universal design as a key component of the annual capital works program to upgrade streetscapes.
- 3.1.4 Conduct access audits of streetscapes in commercial and village centres to identify continuous paths of travel, kerb ramp placement and key social infrastructure, including street furniture and calming spaces.

- 3.1.5 Prioritise repair of damaged footpaths when access for wheelchair users or people who are less mobile are blocked and there is no alternate path of travel.
- 3.1.6 Provide clear paths of travel along property lines where possible.
- 3.1.7 Develop an accessible beach and coastal walk strategy to identify opportunities for inclusive recreation and play.
- 3.1.8 Maintain opportunities for beach access and extend the days beach matting is rolled out at Bondi.
- 3.1.9 Implement the inclusive play strategy and ensure opportunity for co-design and selection of accessible equipment.

Outcome Statement 4: The community is a place where people can move around easily and can access services, facilities and participate in community life.

Regional Strategies

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

Actions

- 4.1.1 Increase the number of accessible drop off and pick up zones at key destinations.
- 4.1.2 Develop and implement an accessible parking strategy to prioritise accessible parking at key locations and outside venues.
- 4.1.3 Implement a sensor scheme to provide real time information on the availability of mobility parking.
- 4.1.4 Continue to monitor and enforce the appropriate use of mobility parking.
- 4.1.5 Upgrade priority bus stops and shelters, including lighting, and link to a continuous accessible path of travel where possible.
- 4.1.6 Ensure clear signage and information Identifying alternative paths of travel is made widely available and when construction on footpaths impedes accessibility.
- 4.1.7 Online maps are updated to provide information to support whole of journey planning.

Focus Area 3. Meaningful Employment

Outcome Statement 5: People of all abilities have access to meaningful employment.

What some people have told us ...

'Mainstream employers are still hesitant to employ people with disabilities. There needs to be more education promoting the value of employing people with disability'

Regional Strategies

5.1 Support and advocate for local employment opportunities.

Actions

5.1.1 Support disability employment initiatives and facilitate connection with local business, encouraging skill development and employment opportunities.

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

Actions

5.2.1 Set a disability employment target and monitor strategies to increase and support employment of people with disability.

5.2.2 Identify skill development opportunities within Council and establish identified Council placements and traineeships.

5.2.3 Drive a culture of inclusive leadership by maintaining a staff award for inclusion and identifying and supporting staff ambassadors.



Focus Area 4. Engagement and Accessible Systems

Outcome Statement 6. Council is an organisation that is aware of and responsive to the needs of people of all abilities.

What some people have told us ...

'Much more engagement and consultation is needed than currently exists.'

Regional Strategies

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

Actions

- 6.1.1 Key publications and documents are made available in a diverse range of formats.
- 6.1.2 Continue to ensure Council's website is compliant with WCAG 2.0 and accessibility upgrades are progressively implemented based on an access audit by a specialist disability service, specialising in vision impairment.
- 6.1.3 Ensure information about accessibility is included in promotional material and signage.

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

Actions

- 6.2.1 Ensure Council's engagement and feedback systems are promoted and easy to use, and feedback is accurate and timely.
- 6.2.2 Council's Access and Inclusion Panel is supported and actively engaged in monitoring DIAP outcomes.



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04 / Delivering the plan

Implementation

The Waverley DIAP forms part of Council's Integrated Planning Framework and priority actions are cascading down from the high level Community Strategic Plan via the 4-year delivery program into the annual Operational Plan.

Council officers prepare an implementation plan to set out priorities, timeframes, resources, key indicators, and staff responsibilities to drive implementation, monitor progress, and enable Council and community to measure the success of the plan.

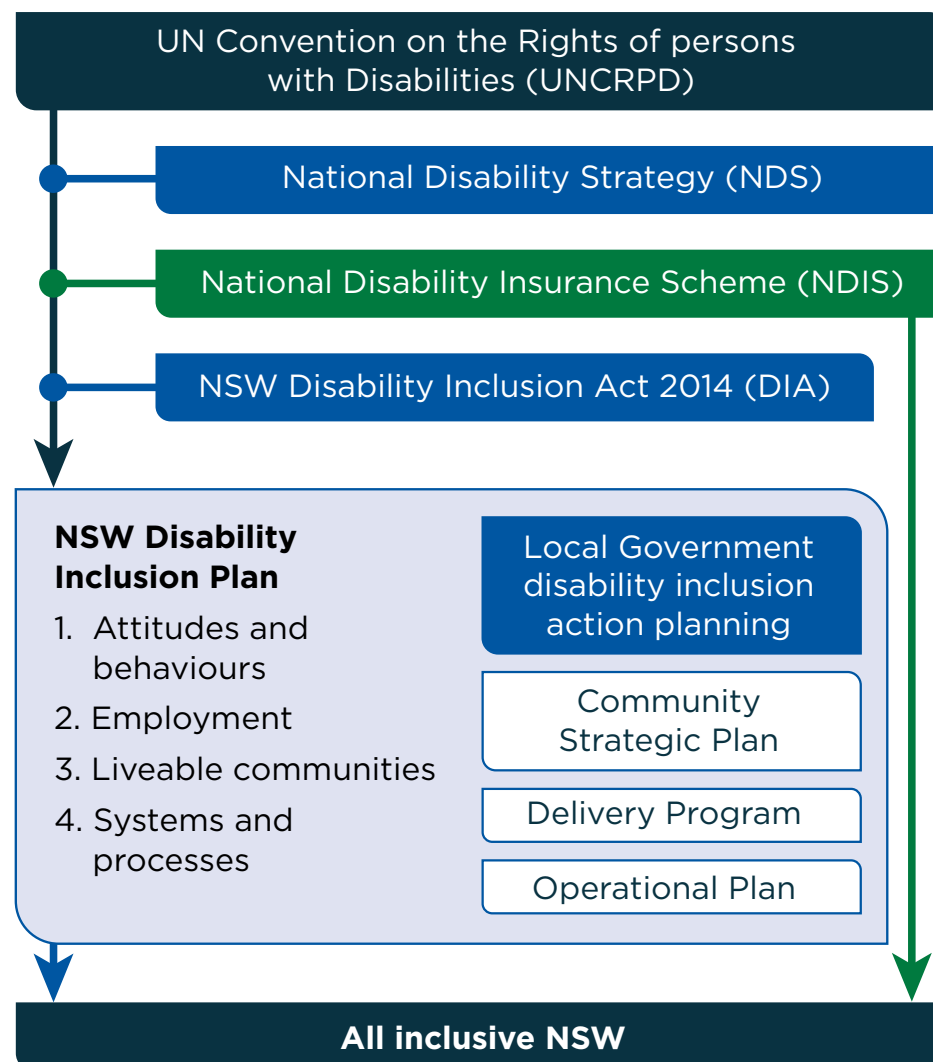
Monitoring and review

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

Reporting

A report detailing progress against annual actions will be made through Waverley Council's Annual Report, posted on the website and submitted to the NSW Disability Council.

Figure 1 illustrates the DIAP planning process.



Governance

Responsibility for DIAP actions is shared across Council directorates with executive officers leading the integration of access and inclusion priorities into their team's work plans and reporting on progress.

Council's advisory Access and Inclusion Panel has been reconstituted to provide feedback and input into the process with regular progress reports and briefings scheduled at its meetings. A cross Council working group will develop opportunities for collaboration and strategic partnerships that will help support DIAP implementation.

Waverley Access and Inclusion Advisory Panel monitor implementation through the provision of progress reports on key projects. Once endorsed by Council, the 2022-26 DIAP will be lodged with the NSW Disability Council which will receive and monitor Council's annual progress reports.

Resourcing the plan

Some actions in this plan are a continuation of work Council has already planned and is implementing. Some actions may not require funding and can be implemented through improved collaboration, staff training, prioritisation or modifying approaches.

We will continue to identify and develop partnerships with the community and business to achieve DIAP outcomes. Actions that require funding will be allocated through the annual budget. Grant or funding opportunities may also become available to help Council deliver some actions within this plan.

