

# **Disability Inclusion Action Plan**

## **2017-2021**



## Statement of commitment

I am pleased to present Mosman Council's Disability Inclusion Action Plan 2017-2021. This Plan outlines Council's actions over the next four years to making Mosman more inclusive of people with disability.

It forms part of other major reforms in the disability sector, in enacting positive change to the lives of people with disability to support their full participation in the life of the community.

The Plan will build on and complement the excellent work already being done to improve access and inclusion by Council's Access and Mobility Community Consultative Committee and Council's Access Strategy 2014 and Pedestrian Access and Mobility Plan 2012.

As a whole-of-Council planning tool, the Plan has engaged all functional areas, building Council's capacity to respond and be proactive in promoting positive community attitudes; creating liveable communities; supporting access to meaningful employment; and improving access to mainstream services. Community feedback has enriched the Plan, providing Council with valuable information on ways to make a positive difference.

The Plan will form part of Council's overarching Integrated Planning and Reporting Framework, and will therefore be formally reviewed and reported on annually.

Engaging the community will remain vital to the Plan's success and I urge community members and other local stakeholders to support its implementation.

An inclusive Mosman will benefit everyone and strengthen our community.

I commend the Plan to you.

A handwritten signature in black ink that reads "Peter Abelson". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Councillor Peter Abelson  
MAYOR

# Overview and vision

## About this plan

We want to make sure that people with disability are included in Mosman and that our community is made more accessible. In writing our Disability Inclusion Action Plan we have asked the community about the barriers that people with disability face in Mosman and their ideas for improvement. The plan explains the actions we will take to improve the lives of people with disability in our community.

## Mosman Council's commitment to improving access and inclusion

Mosman Council is committed to making our community more accessible and inclusive of people with disability. We will do this by

- promoting positive attitudes and behaviours toward people with disability
- making improvements to ensure our community is easier live in and to get around
- helping to facilitate access to volunteering and work opportunities by people with disability
- making sure the information we provide is easy to understand and our services are accessible and inclusive.

### ***Promoting positive community attitudes and behaviours***

Mosman Council recognises that attitudes and behaviours towards people with disability can represent a significant barrier to access and inclusion. We are committed to promoting positive attitudes and behaviours among staff and to working with other services to promote positive attitudes and behaviours in the community.

### ***Making our community easier to live in and get around***

Mosman Council recognises that liveable communities are important for all citizens. We have done a lot of work to improve access around the community. But we know from community feedback that accessibility issues remain in some locations and facilities, particularly where our natural landscape makes it difficult, such as beach

areas. We are committed to progressively making Mosman more accessible to people of all abilities. This will not only assist people with physical disabilities, but older people and people with prams.

***Helping to facilitate access to volunteering and work opportunities by people with disability***

Mosman Council recognises the importance of employment for people's financial security, as well as their feelings of self-worth, social inclusion and mental health. Council also recognises the value of a diverse workforce, and that people with disability often have higher attendance rates, lower turnover and good performance and safety records. However, people with disability often face barriers to accessing employment. We are committed to providing an accessible workplace for people with disability and to working with other services to support meaningful local volunteering and employment options for people with disability.

***Making sure the information we provide is easy to understand and our services are accessible and inclusive.***

Mosman Council recognises that people with disability often have difficulty navigating systems and processes to access services and supports in the community. We have some services designed for people with disability and older people. We are also committed to making information, events, services and consultation processes accessible to people with disability.

**How we developed this plan**

In mid-2016, Council conducted an initial internal review of its processes, services, facilities and information to identify barriers for people with disability and potential actions. This included a document review, two managerial workshops and service area mapping by managers in relevant functional areas.

Based on this, we developed a draft Disability Inclusion Action Plan and an Easy Read version. We then sought feedback from people with disability, their families, service providers, other community members and Council's Access and Mobility Community Consultative Committee. The consultation draft was published on the

Council's website on 16 August 2016. The consultation was promoted through Council's website, social media, Council facilities, the local paper, and emails, letters and phone calls to relevant stakeholders through Council's contact lists and networks.

We held three consultation forums on 14 September 2016—two for people with disability, their families and other community members and one for service providers. People who could not attend the forum could tell us what they thought through online survey.

Consultations were held in Council's Seniors Hall, which is physically accessible and has a hearing loop. We asked people who needed an Auslan interpreter to let us know when they registered so one could be booked if required. We also asked people to let us know if they had a vision impairment and needed support on the day.

We collated and analysed the consultancy feedback and presented this to Council's Access and Mobility Community Consultative Committee, and to a third workshop with Council's Managers and Executive Team.

## Policy and legislative context

At the moment, there are huge, positive changes taking place around Australia for people with disability. The need to support inclusion has now been recognised at many levels of legislation and policy in Australia.

In 2014, the NSW Government passed a law that said that all local councils must have a Disability Inclusion Action Plan. The law is called the *Disability Inclusion Act 2014*. Under the law, Councils must publish their plans by 1 July 2017.

### ***UN Convention on the Rights of Persons with Disabilities***

Recognises the rights of people with disability, including the right to respect for their inherent dignity and autonomy and to non-discrimination.

***Disability Discrimination Act 1992***

***Disability Services Act 1986***

***National Art and Disability Strategy (2009)***

***Disability (Access to Premises Standards – Buildings) Standards 2010***

***National Disability Insurance Scheme Act 2013***

### ***National Disability Strategy 2010–2020***

Articulates how Australia will meet its obligations under the UN Convention and sets out actions to improve inclusion and accessibility of buildings, homes, schools, employment, businesses, sports and community groups.

***NSW Anti-Discrimination Act 1977***

***NSW Government Sector Employee Act 2013***

### ***NSW Disability Inclusion Act 2014***

- Makes it clear people with disability have the same rights as other people.
- Promotes inclusion of people with disability by requiring NSW, state government agencies and local councils to undertake disability inclusion action planning in consultation with people with disability.
- Supports people with disability to exercise choice and control through individualised funding.
- Provides safeguards for people accessing NSW funded disability supports and services.

### ***NSW Disability Inclusion Action Plan (DIAP)***

#### ***Mosman DIAP***

Mosman's four-year plan to improve access and inclusion.

#### ***MOSPLAN 2013-2023***

***Access Strategy (2014) Pedestrian Access and Mobility Plan (2012)***

Supports for people with disability are also rapidly changing with the transition to the **National Disability Insurance Scheme (NDIS)**. The NDIS provides people aged under 65 years who have a permanent disability that significantly affects their ability to take part in everyday activities and people with disability who would benefit from early intervention with individualised funding to access reasonable and necessary supports to meet their goals. The Information, Linkages and Capacity Building component of the NDIS will provide information and supports to people with disability, their families and carers, and supports mainstream and community services to be more inclusive. But the NDIS does not replace the obligation on mainstream and community services to be inclusive.

## Mosman Council profile

Mosman Council is a vibrant Local Government Area located about 8 kilometres north-east of the Sydney CBD and with population of about 30,500 residents.

Council employs approximately 180 permanent staff.

In the 2011 census, 792 people in the Mosman Council area (2.9% of the population) reported needing assistance in core activities. This number does not include the residents who have a disability for which they do not need day-to-day support. In Australia, we know that approximately one in five people have some form of disability.

In addition to those who live here, people with disability may visit or work in Mosman Local Government Area. Mosman's growing population of older residents may also have difficulties navigating their local environment and accessing information and services. Disability inclusion action planning will help ensure an accessible and inclusive community.

Mosman Council's strategic priorities are set out in the 10-year Community Strategic Plan, *MOSPLAN 2013-2023*. The Delivery Program was most recently revised in June 2016. It is focused on achieving:



<b>Community wellbeing</b>	A thriving, connected and healthy community that celebrates and respects diversity in age, interest, culture and ability.
<b>Library and Information</b>	An informed and engaged community that values heritage, lifelong learning and literacy.
<b>Arts and Culture</b>	A place of cultural excellence that nurtures contemporary arts practices; that celebrates the richness of Mosman's distinctive local culture and heritage; and that delights, challenges, engages and inspires.
<b>Built Environment</b>	A unique urban environment that is maintained and protected through strong planning and regulatory practice, an appreciation of Mosman's heritage and a commitment to high quality infrastructure and development.
<b>Community Spaces</b>	Public spaces and places that anticipate and respond to community needs, that promote opportunities to connect and that complement other local services and facilities.
<b>Healthy Environment</b>	A healthy natural environment that is protected and managed through regulatory practice and the delivery of programs and services that promote cleanliness, health and positive environmental outcomes.
<b>Traffic and Transport</b>	Transport infrastructure and services that are safe, efficient, provide Mosman-friendly solutions, and promote access and mobility.
<b>Local Economy</b>	A strong local economy where businesses are in tune with local needs and where planning, services and infrastructure help support economic prosperity.
<b>Leadership and Engagement</b>	Providing excellent service and leadership to the Mosman community, actively involving community members in local affairs and decision-making.
<b>Governance and Risk</b>	An organisation that is well governed, accountable and managed in a way that is responsible, sustainable and attuned to the needs of the community, elected members and staff.

The actions in the DIAP are aligned with some of these priorities, in particular improving community wellbeing, built environment, community spaces and leadership and engagement. The actions in the DIAP will be integrated into the *MOSPLAN Delivery Program and Operational Plans*.

The Council has an existing Access Strategy (2014) and a Pedestrian Access and Mobility Plan (2012), which this plan will build on. Council also has an Access and

Mobility Community Consultative Committee that will continue to inform actions to improve access.

## Community consultation outcomes

Feedback from community members and providers strongly supported the actions Council identified in the consultation draft. The consultation also provided valuable insights into the barriers that people with disability can face to inclusion, accessing information and getting around the community. Feedback has informed the revised actions in this plan.

### Key findings

The consultation identified:

- the value provided by Council's existing services, including services for young people with disability, the Senior's Centre and community transport
- the potential for Mosman Council to be a leader in the inclusion of people with disability
- the importance of opportunities for social connection
- the need for further improvements to make the community more accessible, particularly beach/ water areas
- the need for employment, work experience and volunteering opportunities for people with disability
- the need to better promote existing opportunities for people with disability
- the need to improve Council's website for people with disability.

### ***Developing positive community attitudes and behaviours***

Community members and service providers stressed the importance of opportunities for people with disability and older people to socialise and be welcomed and included in their community. They spoke very highly of Council's current services and activities, particularly the Friday and Saturday youth groups, vacation care, and the Senior's Centre. They valued the way these services included excursions into the wider community, not just centre-based activities. They said it was important that these services are not lost in the event of amalgamation.

While some families had found the community inclusive, some community members said they had found that local sporting clubs, associations and groups are not always welcoming of children and young people with disability. They also mentioned that some preschools and schools were not inclusive, and some parents with children with disability had encountered negative attitudes in the community.

Several community members stressed the importance of social interaction to reduce the stigma people with disability face. They said that the more people with disability are 'out and about', the more the wider community will become familiar with and aware of their abilities and needs, and better understand different types of disabilities.

### ***Creating liveable communities***

There was strong support for transport services, particularly the Council community transport bus and Mosman Rider. People also valued companion cards and travel training. Community members said these types of services need better promotion. The role of Council's Access and Mobility Community Consultative Committee was acknowledged in improving access.

Key issues raised were access to the water; access to local shops because of steps and blocked doorways; having enough accessible parking spaces; the width of paths; and the need for more pedestrian crossings and a longer time to cross at certain sets of lights to make it safer to move around.

Other points included that access should be understood as the person with disability being able to access a venue *independently*, and that improving community access is needed to improve access to employment.

### ***Supporting access to meaningful employment***

Parents noted the importance of volunteering and work experience opportunities for their teenage and young adult children so they can know they are making a meaningful contribution to their community. One family said they and other families had found it hard to find opportunities. Providers noted the importance of Council being a leader on employment opportunities for people with disability. People also

mentioned they need to better educate businesses about the statistics that show people with disability can be great employees.

***Improving access to mainstream services through better systems and processes***

Community members noted that it is really hard to know what supports are available. For example, some were not aware of Council services for people with disability. People mentioned that they face information overload and are uncertain where to start. Some people said they valued printed information because they stopped to look at this.

Some particular access issues were raised with the Council website (in particular the layout, colour, font and navigation). Community members also identified the need to better promote existing services and events that are accessible.

Some also stressed that Council should continue consulting with people with disability about how to improve services.

## Actions 1. Developing positive community attitudes and behaviours

Action	Responsibility	Timeframe	Indicator
<b>Listen to people with disability</b>			
<ul style="list-style-type: none"> <li>Seek ongoing feedback from people with disability and community members about progress on access and inclusion.</li> <li>Make adjustments to the actions in this plan to respond to feedback as needed.</li> <li>Share feedback and actions to improve accessibility taken by Council with Council staff.</li> </ul>	Community Development; Community Services	Ongoing	Community satisfaction rates with information and support for people with disability in biennial survey
<b>Promote understanding and positive attitudes among Council staff</b>			
<ul style="list-style-type: none"> <li>Include disability awareness training in staff induction [New Starter Orientation Program] to ensure staff recognise providing accessible information, processes, services and facilities as a core responsibility; this includes ensuring frontline staff know where to refer customers for information.</li> <li>Provide more detailed training for relevant staff on access and inclusion for people with disability, with input from local disability service providers.</li> </ul>	Human Resources; Training for all Sections as relevant	2018/19	<ul style="list-style-type: none"> <li>N and % of staff trained per year</li> <li>% staff reporting increased confidence following training</li> </ul>

Action	Responsibility	Timeframe	Indicator
<b>Promote understanding, positive attitudes and connections in the community</b>			
Hold or link to events and activities that promote inclusion, such as events for International Day of People with Disability.	All Sections as relevant	Ongoing	N events held per year
Work with Ability Links and Local Area Coordinators to promote inclusion in the community.	Community Services	Ongoing	N activities per year
Work with Ability Links to investigate a volunteer program to connect people with disability and community members interested in the same activities or volunteering opportunities.	Community Services	2018/19	Program investigated
Promote positive stories of inclusion and actions taken to increase access. Include pictures of people of all abilities in promotional materials.	Community Services; Communications	Ongoing	N publications that promote inclusion and/or pictures that include people of different abilities
<b>Engage with groups in the community to promote inclusion</b>			
Connect the Chamber of Commerce with relevant providers to advise local businesses on inclusion and access.	Community Services	Ongoing	N linkages made
Connect sporting associations and clubs to advice on how they can increase access and inclusion. For example, refer them to the <a href="#">All In! The Inclusion Guide</a> online resource and connect them to advice through 6-monthly meetings with sporting associations.	Environment and Open Space	2017/18	N clubs and associations connected to advice

Action	Responsibility	Timeframe	Indicator
Connect with schools and preschools to promote inclusion. <ul style="list-style-type: none"> <li>• Continue to offer Council's International Day of People with Disability event for schools.</li> <li>• Draw on Children's Services network meeting to engage children's services</li> <li>• Engage with Principal's Liaison Group</li> </ul>	Communications  Community Services  Library Services	Ongoing	<ul style="list-style-type: none"> <li>• % children reporting improved knowledge of inclusion and accessibility</li> <li>• % services reporting more confidence with inclusion</li> </ul>



## Actions 2. Creating liveable communities

Action	Responsibility	Timeframe	Indicator
<b>Listen to people with disability</b>			
Continue to work with our Access and Mobility Community Consultative Committee to identify barriers and actions to improve access.	Community Services; Engineering	Ongoing	N actions taken to improve access
Investigate establishing formal criteria to more effectively assess and prioritise requests from the community for improvements to pathways or pram ramps.	Engineering; Community Services	2018/19	Process confirmed
<b>Progressively increase access in the local community and to Council facilities</b>			
Continue to implement actions in the Access Strategy and consult with the Access and Mobility Community Consultative Committee and the community when undertaking upgrades and planning new works, including: <ul style="list-style-type: none"> <li>• council facilities</li> <li>• sport and recreation facilities</li> <li>• playgrounds</li> <li>• public toilets and adult change facilities</li> <li>• accessible parking spaces</li> <li>• ramps</li> <li>• hand rails</li> <li>• continuous pathways.</li> </ul>	Engineering; Environment and Open Space	Ongoing	N and type of upgrades made per year

Action	Responsibility	Timeframe	Indicator
Investigate options to increase access to the water.	Engineering; Environment and Open Space; Governance; Community Services	2017/18	Investigation complete
Continue to implement strategies in the Pedestrian Access and Mobility Plan.	Engineering	Ongoing	N and type of actions implemented per year
Ensure Council's signage strategy for public domain, wayfinding and building and asset signage provides consistent and legible signage, including appropriate light reflective value (for people with vision impairment).	Communications, Engineering, Environment and Open Space, Compliance	Ongoing	N signage upgrades per year
<b>Improve process for providing access supports</b>			
Review eligibility criteria and process for requests for: <ul style="list-style-type: none"> <li>• assistance in handling of waste bins</li> <li>• mobility parking permits.</li> </ul>	Engineering	2018/19	Revised process in place
<b>Collaborate with state government to improve access</b>			
Make submissions to State Government about policy and legislation affecting access.	Urban Planning	As needed	<ul style="list-style-type: none"> <li>• N submissions made</li> <li>• Outcome of submissions</li> </ul>
Collaborate with State Government on accessible transport and safer road crossings.	Engineering	As needed	N improvements made during DIAP period

## Actions 3. Supporting access to meaningful employment

Action	Responsibility	Timeframe	Indicator
<b>Ensure council recruitment process is accessible</b>			
Ensure job advertisements promote Council as an Equal Opportunity employer.	Human Resources	Ongoing	Process in place by 2018
Ask candidates if they have any particular needs to make the application and selection process accessible.	Human Resources	Ongoing	% of requests for reasonable adjustment to process that are made
Include greater focus on inclusion in staff selection training and add a point in training around reasonable workplace adjustments.	Human Resources	2017/18	% training sessions including focus on inclusion and reasonable adjustment
<b>Ensure Council is an inclusive and accessible workplace</b>			
Promote an inclusive workplace culture through induction training.	Human Resources; all sections as relevant	Ongoing	N staff trained per year
Respond to any adjustment needs of staff with disability (including workplace ergonomics and physical access barriers to Council workplaces).	Human Resources; Engineering	Ongoing	% of requests for reasonable adjustment that are made

Action	Responsibility	Timeframe	Indicator
Consider accessibility of software and hardware in IT procurement.	IT Services	Ongoing	<ul style="list-style-type: none"> <li>• Standard accessibility conditions for procurement adopted</li> <li>• % systems that are accessible</li> </ul>
<b>Explore volunteering opportunities for people with disability</b>			
Actively explore options to support volunteering options for people with disability, for example, by connecting with Ability Links.	Community Services	2019/20	N volunteer connections made
<b>Support employment opportunities in the community</b>			
Explore opportunities to procure services from Australian Disability Enterprises and businesses employing people with disability.	Governance	As needed	N procurements from ADEs/ inclusive workplaces
Connect Chamber of Commerce with relevant providers to advise local businesses on inclusive employment e.g. by connecting businesses to advice from Disability Employment Services	Community Development	2018/19	Links established

## Actions 4. Improving access to services through better systems and processes

Action	Responsibility	Timeframe	Indicator
<b>Policy and corporate practice</b>			
Ensure access and inclusion are considered when new policies or corporate practices are written or existing policies or corporate practices are changed.	Governance	2017/18	% policies in which access and inclusion are considered
<b>Improve Council website and information access</b>			
Work toward WCAG 2.0 compliance for Council's websites. <ul style="list-style-type: none"> <li>Involve people with disability in usability testing of web services where feasible.</li> </ul>	IT Services; Communications	2019/20	% Website WCAG 2.0 Compliant
Inventory existing software for ease of accessibility.	IT Services	2017/18	Inventory completed
Encourage all software suppliers to improve accessibility with new updates.	IT Services	Ongoing	% new systems procured that are accessible
Continue Council digitisation process to improve accessibility of records and information.	Governance	Ongoing	Digitisation complete by July 2021
Develop standard templates for Council documents and forms to ensure accessibility of both print and online versions. Provide support to submit forms if needed.	Communications, with input from Customer Services, Finance and IT Services	2017/18	<ul style="list-style-type: none"> <li>System procured</li> <li>System implemented and forms are</li> </ul>

Action	Responsibility	Timeframe	Indicator
			accessible
Ensure customer facing staff identify people's preferred forms of communication and share this information across sections of Council, so people do not have to make the same request to different sections.	All sections	2018/19	Process developed
Explore upgrading content on Council's website that: <ul style="list-style-type: none"> <li>• collates information about what is accessible in Mosman Council area</li> <li>• provides links to advocacy and linkages services.</li> </ul>	IT Services; Communications	2018/19	<ul style="list-style-type: none"> <li>• Plan for page developed</li> <li>• Update process identified</li> </ul>
Investigate requirements for an interactive map of accessible locations in the Council area	IT Services; Communications Engineering	2018/19	Investigation complete
<b>Provide accessible events and services</b>			
Events planning: <ul style="list-style-type: none"> <li>• Ensure Council run and sponsored events are accessible, including an accessible information and registration process, access to transport/ accessible parking, continuous pathways, accessible toilets, and hearing loops (when located indoors).</li> </ul>	All Sections as relevant	Ongoing	% venues that are accessible to people with disability
<ul style="list-style-type: none"> <li>• Include a checklist in documents to consider accessibility in planning stage.</li> </ul>	Communications; Community Services to assist with development of checklist		

Action	Responsibility	Timeframe	Indicator
<ul style="list-style-type: none"> <li>Promote accessibility of events in advertising; use universal icons and highlight accessible locations (e.g. toilets, parking)</li> </ul>	All Sections as relevant		
Continue our current services for young people with disability and older people.	Community Services		N participants in services per year
Encourage local service providers to identify options for activities that are inclusive of people with disability, e.g. art workshops.	Community Development; Environment and Planning	2018/19	N activities run per year
Investigate opportunities for local organisations to use Council facilities for meetings, training and other activities.	Community Services	2018/19	Review complete
Promote local supports for people with disability through <ul style="list-style-type: none"> <li>community stalls at monthly Mosman market</li> <li>investigating the establishment of a monthly community hot desk in Council to give service providers the opportunity to discuss their services with residents.</li> </ul>	Cultural Services; Community Services	2017/18 2017/18	<ul style="list-style-type: none"> <li>N providers participating in stall</li> <li>Hot desk trialled</li> </ul>
<b>Feedback, consultation and meetings</b>			
Review compliments and complaints and feedback processes to ensure these are accessible to people with disability.	Governance; Communications; Customer Services	2017/18	Process reviewed and any necessary changes made
Use accessible venues for public meetings and consultations	All Sections	Ongoing	% meetings held at accessible venues

# Governance and accountability

## Governance

All sections of Council have responsibilities for supporting access and inclusion. The actions that specific sections of Council are responsible for are noted in this plan. The Manager Community Services will oversee Council's ongoing implementation of this plan and will report to the Executive.

## Accountability

Council will:

- Review implementation annually
- Seek feedback on progress from people with disability and other community members
- Seek feedback from our Access and Mobility Community Consultative Committee
- Modify strategies according to review and feedback findings
- Present results of the review process to the Access and Mobility Consultative Committee
- Provide an annual report to the community and the Minister for Disability Services
- Conduct a full review after four years

## Feedback on this plan

We will seek feedback from people with disability and community members through:

- the surveys we use at events
- the 'complaints and compliments' section on our website.

You can also contact Council's Community Services Team by emailing [council@mosman.nsw.gov.au](mailto:council@mosman.nsw.gov.au)