

# Disability Inclusion Action Plan

**Progress Report 2017/18**



northern  
beaches  
council

Liberty Swing, Collaroy Beach



## Disability Inclusion Act 2014

### S13 (1) Report on Implementation

#### Disability Inclusion Action Plan - Progress Report 2017/18

This section reports on Council's first year of implementing its Disability Inclusion Action Plan, and will be provided to the Minister for Disability Services and the NSW Disability Council. The Action Plan is reviewed and updated every four years. During 2017/18 Council undertook 39 actions.

The Plan can be found at [northernbeaches.nsw.gov.au](http://northernbeaches.nsw.gov.au)

#### Focus Area 1: Support and develop positive community attitudes and behaviours

Action	Highlighted Progress
FA1-01 Council will develop and support disability education and awareness initiatives	<p>A range of community programs and projects support disability awareness, including a regular newsletter, International Day of People with Disability, Mental Health Awareness Week, and National Carers Week events. Several Expos were also run, focussing on the new National Disability Insurance Scheme (NDIS).</p> <p>The Library service also continues to work in partnership with organisations such as 'Ability Links' and 'One Door' to build awareness and programs for participation by people of all abilities. Council events and initiatives for people with disability are promoted across print and digital media</p>
FA1-03 External education and training programs	<p>Council designed and facilitated inclusion education and training programs, including:</p> <ul style="list-style-type: none"> <li>• A series of Expos for the community, businesses and local services about the NDIS.</li> <li>• Library Service employed two part-time staff from 'One Door', to re-train and coach them into meaningful future work opportunities. We also supported and promoted the work of artists from Unisson Disability, Arranoubai School, The Beach School and Artability.</li> <li>• Toolkit and education program being developed to ensure all events are accessible and inclusive.</li> </ul>
FA1-04 Inclusive events and activities	<p>Selecting accessible venues is a priority in planning our events and community engagement. Disability access and online access is also provided for all formal Council meetings, to enable full participation in meetings by the public and Councillors.</p> <p>Our major events and activities have accessible venues and bathrooms. Council also promotes alternative transport options, with locations on or near public transport for those without a car. Highlighted events this year at fully accessible venues included:</p> <ul style="list-style-type: none"> <li>• DiscoBility (for under 18's) and Club All In (over 18's) held four times each year</li> <li>• Community engagement to develop the Community Strategic Plan and Delivery Program.</li> <li>• Library Service programs and events.</li> <li>• Sustainability events: film screenings at the Dee Why PCYC; the Whale talk at Manly Spirits Brookvale; Science and Summerama talks at Manly Library; storytime sessions at 3 libraries; and the Cool and Comfy Homes workshop at a community centre.</li> </ul>
FA1-08 Report on Council initiatives	<p>This progress report is included in Council's annual report and will be available on the website</p>

### Focus Area 1: Support and develop positive community attitudes and behaviours

Action	Highlighted Progress
FA1-09 Diverse imagery and representation	Council uses positive images of people with disability in its media and publications, to ensure diversity and inclusivity are represented. By using fonts that are bold or are a larger size on signage and in publications, Council's messages are more visually accessible.

### Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-04 Inclusive, accessible and universal design of Council projects	Inclusive, accessible and universal design principles are included in all new and renewal infrastructure projects. Compliance with AS 1428 is at the core of their design. The planning processes for our projects refer to sound stakeholder analysis and particular provision for DIAP actions in our capital projects. Other aspects include signage with braille to be more visually accessible.
FA2-05 Accessible coastal walkway	Council commenced consultation and construction on sections of this coastal walkway under our Connected Communities Program. The works are linking up with existing walkways to create a continuous 36km walkway from Palm Beach to Manly. For progress see the map and updates at <a href="http://yoursay.northernbeaches.nsw.gov.au/ConnectingNorthernBeaches">yoursay.northernbeaches.nsw.gov.au/ConnectingNorthernBeaches</a>
FA2-06 Implementation of the recreational trails renewal program	Recreational trail renewals are aimed at improving pathway connections and improve accessibility. Works completed at the Dee Why Headland walkway have made it accessible for users of all abilities. Design work has also commence for walkways at Harbord Headland and Narrabeen Lagoon.
FA2-09 Narrabeen Lagoon Trail Aquatic Boardwalk	Design work and community engagement were completed for this section of walkway which will improve access to the northern shore of the lagoon. The existing 8.4km trail is accessible and circumnavigates the lagoon, one of Sydney's premier multi-use trails.
FA2-10 Program of upgrades to footpaths, kerb ramps and bus stops	Works on our footpaths and kerb ramps are made accessible where possible. Kerb ramps are also installed at all crossing areas on renewed footpaths. The design of all town centre upgrades, pathways and shared paths consider providing accessible routes where the topography allows. The accessibility highlights this year are new works and upgrades at: <ul style="list-style-type: none"> <li>• Constructed the 500m Blackbutts Road shared path, Frenchs Forest</li> <li>• Constructed the 600m Fitzpatrick Avenue East shared path, Frenchs Forest</li> <li>• Renewed 7 priority bus stops to meet Disability Standards for Accessible Public Transport (DSAPT)</li> <li>• Tactile indicators installed at all bus stop upgrades</li> <li>• Visual cues provided at all accessible ramps on footpaths</li> <li>• Currently constructing pathway on Beach Road between Collaroy Surf Club and the Sargood Centre to link with accessible change rooms / bathrooms and rock pool</li> </ul>

## Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-11 Develop and implement Pedestrian Access and Mobility Plans (PAMP)	The review of PAMPs has commenced with an assessment for accessible parking. This information will assist in the preparation of a Parking Plan to be developed during 2018/19.
FA2-14 Develop and implement an Affordable Housing Policy and action plan	Council's policy and action plan were approved in June 2017. Actions implemented during the year enhance our town planning instruments to cater for affordable housing: <ul style="list-style-type: none"> <li>• Addition of the Northern Beaches to the related State Environmental Planning Policy (no. 70);</li> <li>• Preparation of affordable housing contribution schemes in our Structure Plans for Frenchs Forest and Brookvale</li> <li>• Working with the Government on a local housing strategy and affordable rental housing targets.</li> </ul> Council also sought expressions of interest from Community Housing Providers to operate in the Northern Beaches area.
FA2-16 & FA2-17 Maintain improve access to Council's aquatic centres, rock pools and beaches	A Rockpool Wheelchair was purchased to provide accessibility to Collaroy Rockpool. A beach FreeWheeler was replaced at Manly Beach. Others are available at Collaroy, Newport and Bilgola beaches. A new mobile disability change table was installed at Manly Andrew Boy Charlton Aquatic Centre.
FA2-18 Implementation of the Rock Pool Renewal Program	The program focuses on improving the safety, access and useability of Council's rock pools, for people of all abilities. Upgrades to Collaroy rock pool progressed. Opportunities to improve access to the Freshwater rock pool are continuing though the Freshwater Masterplan.
FA2-19 Process to book use of the beach FreeWheeler	A process for booking the FreeWheelers at four beaches was implemented and available on the website, including an application form plus email and telephone contacts. This is available for beaches at Manly, Collaroy, Newport and Bilgola.
FA2-23 Implementation of the playground renewal program	Through our Connecting All Through Play program, more playgrounds were upgraded for accessibility. Now 28% of Council's playgrounds are accessible, an increase of 9% from last year. A pilot project was also completed on accessibility for five local playgrounds in Belrose, focusing on sensory play.
FA2-29 Integrated accessible amenities & FA2-38 Public amenities works program	Accessible amenities are being integrated into all new and improved Council buildings and facilities. Works this year included amenities at Marine Parade coast walk in Manly; Harbourview Childcare Centre; Collaroy Rock Pool; Manly Soldiers Building and Cromer Park sports building. At Narrabeen they included Warriewood Rugby Park, Tramshed Community Centre and Berry Reserve amenities. The new PCYC building in Dee Why is also fully accessible with lifts, ramps, tactile indicators and braille signage.



## Focus Area 2: Support the creation of liveable communities

Action	Highlighted Progress
FA2-41 Council's library programs, resources and services are inclusive and accessible	Our libraries provide a range of accessible and inclusive programs such as home library services and children's programs, as well as appropriate resources and catalogue formats.  This year over 400 items were added to our inclusive collection, such as large print, dyslexic-friendly font, audio and braille books and low vocabulary materials. Non-fiction items purchased cover subjects such as hearing impairment, developmental issues, Autism, Asperger's, ADHD, anxiety/ depression and sexual health.
FA2-42 Council's child care services are inclusive and accessible	Council's Children's Services are inclusive and accessible for children with high needs. This includes long day care, pre-school, vacation and family day care services and centres. Additional funding enabled 67 high needs children to receive education and care, with the additional staffing required. Brookvale Children's Centre updated its playground with an inclusive space providing for sensory, physical and exploration experiences.
FA2-43 Maintain and review as necessary the Children's Services policies relating to access and inclusion	Our Children's Services have an Inclusion Policy which is being reviewed in 2018.
FA2-44 Council's community focused programs are inclusive and accessible	Council's community-focused programs for youth, seniors and family are inclusive and accessible. Details are provided under Action FA1-04.
FA2-45 Provide disability liaison staff	Council continues to employ a Disability Information Officer to liaise with the community and provide up-to-date Information. Council libraries also provide a Disability Liaison service.
FA2-46 Produce and distribute a disability newsletter	Council continues to produce and distribute a disability newsletter on a regular basis, every 3 weeks to 1,400 recipients. Work is progressing on a Disability Information Hub to complement the newsletter.
FA2-48 Accessible and inclusive Council meetings	Disability access and online access is also provided for all formal Council meetings, to enable full participation in meetings by the public and Councillors. Meetings are held in the Dee Why Council Chambers, with disability access for parking, the gallery, speaker's microphone and amenities. The meetings are webcast live and can also be viewed later. Minutes of the meetings are available online within several business days.
FA2-49 Establishment of an expert Access Panel	Council is developing terms of reference for an expert Access Panel to support future planning and decision making.
FA2-50 Ongoing community engagement throughout the implementation of the DIAP	A project page on Council's website under Disability Information and Publications provides the community with updates on DIAP implementation, opportunity for further engagement and regular emails.  A draft Inclusive Participation guideline has been drafted and will undergo community engagement.

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Action	Highlighted Progress
FA2-51 Inclusion participation guidelines in Community Engagement Framework	A draft guideline was prepared, which will undergo community engagement next year.
FA2-52 Online disability inclusion and access information hub	As an interim measure, Council's webpage was updated: <a href="http://northernbeaches.nsw.gov.au/services/disability-services">northernbeaches.nsw.gov.au/services/disability-services</a> For the information hub, the software needs have been identified for its development next year.
FA2-53 Advocacy and partnership	<p>Council continues to liaise with all levels of government to build good outcomes for our community. Key liaison includes the Northern Sydney Disability Network, National Disability Insurance Agency (NDIA), Family and Community Services (FaCS) and Local Government NSW. Highlights of the year include:</p> <ul style="list-style-type: none"> <li>• Coordinated several NDIS Expo events in partnership with key services in the region.</li> <li>• Worked with Transport for NSW for accessible infrastructure at all B-Line bus stops.</li> <li>• Library Service partnership with 'Ability Links' and 'One Door' to build awareness and develop programs to enable participation by people of all abilities.</li> <li>• Our Children's Services work in partnership with and Inclusion Development Fund Manager (KU), to address any barriers to inclusion of high needs children. Our Family Day Care has a Service Inclusion Plan developed through the Federal Inclusion Support Program</li> </ul> <p>Our Children's Services advocate for high needs children, to support the family unit and consult with various organisations:</p> <ul style="list-style-type: none"> <li>• Cerebral Palsy Alliance</li> <li>• Catholic Care</li> <li>• Ability Links</li> <li>• Northern Beaches Interchange</li> <li>• Sony School Holiday Program</li> <li>• Australian Unity</li> <li>• Hire Up</li> <li>• Home Care Heroes</li> <li>• Community Health</li> <li>• Care About</li> <li>• St Lucy's Wahroonga</li> </ul>

### Focus Area 3: Support access to meaningful employment

Action	Highlighted Progress
<p>FA3-01 Advertise Council job opportunities within relevant networks</p> <p>FA3-02 Continue to offer equitable employment and volunteering opportunities across Council</p>	<p>Our Equal Opportunity Employment Policy ensures the equitable employment of staff with disability.</p> <p>Our Library Service welcomes volunteers of all abilities, and provides suitable measures and supervision to ensure their health and safety. There are currently three regular volunteers with disabilities, and Council provides for more through our relationship with Northside Enterprises Inc. and Cromer High School.</p>
<p>FA3-03 Establish best practice inclusion and access practices in Council workplaces</p>	<p>Council focusses on building a high performance, diverse and inclusive workforce through its Culture, Values and Behaviours Program. Flexible working options are available to staff e.g. part-time work, job sharing, working from home and flexible working hours. Specific policies developed during the year will aid staff that are disabled or are carers: the Diversity and Inclusion Operational Policy and the Working from Home Policy.</p>
<p>FA3-06 Manage growth and change in strategic and district centres and, as relevant, local centres</p>	<p>Access and inclusion is considered when managing growth and change in employment and urban services land. This includes transport access to and between centres, and affordable housing through Council's LEPs, development plans and related policies. Council also considers this in developing Place Plans - work has commenced in the Avalon Place Plan which will encompass inclusive and accessible objectives.</p>



#### Focus Area 4: Improving access to council services through better systems and processes

Action	Highlighted Progress
FA4-01 Research the user experience of systems and processes	Preliminary research was undertaken for the development of our Customer Experience Strategy, which was adopted in July 2017. This includes actions on responsiveness, to provide a range of inclusive and accessible communication channels including face to face, telephone, digital and print.
FA4-05 Digital Transformation Strategy	The Digital Transformation Strategy was adopted in July 2017. Various other supporting implementation plans are being developed, which will also provide for inclusion actions on our core systems, culture and collaboration, customer experience and partnerships.
FA4-06 Ensure Council's website complies with Web Content Accessibility Guidelines	An audit was completed in October 2017 and found that the website's Accessibility Compliance score increased from 78% to 88%. These results indicate that the website is accessible or near-accessible, and highlighted some minor issues which are being addressed.
FA4-08 Accessibility and inclusion in project planning	Using sound stakeholder analysis, Council considers accessibility and inclusion in early stage project planning. For our capital projects the templates for business cases and project briefs also refer to the DIAP.



Flora and Ritchie Roberts Reserve, Curl Curl