



# DISABILITY INCLUSION ACTION PLAN



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# Disability Inclusion Action Plan 2017-2020

## DOCUMENT CONTROL

### Document Purpose

Hornsby Shire Council Disability Inclusion Action Plan 2017-2020 outlines Council's commitment to improving opportunities for people of all ages who live with disabilities to access the full range of services and activities available in the community.

### Document Identification

Disability Inclusion Action Plan, 2017-2020

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### Version History

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Version 2	10/4/17	David Johnston	Draft for external consultation

Produced in consultation with the people of Hornsby Shire

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# Contents

<b>Statement of Commitment .....</b>	<b>5</b>
<b>Definitions .....</b>	<b>6</b>
<b>Hornsby Shire Council Disability Inclusion Plan .....</b>	<b>7</b>
Vision.....	7
Overview .....	7
Consultation Informing the Plan.....	7
<b>Links to Integrated Planning and Reporting.....</b>	<b>8</b>
<b>Policy Context .....</b>	<b>9</b>
United Nations Convention on the Rights of Persons with Disabilities.....	9
National Disability Strategy 2010-2020.....	9
NSW NDS Implementation Plan 2012-2014 .....	10
NSW Disability Inclusion Act 2014.....	10
NSW Disability Inclusion Plan (NDIP).....	11
Disability Discrimination Act (DDA) 1992 and Amendments (2009) .....	11
National Disability Insurance Scheme (NDIS) .....	12
<b>Community Profile .....</b>	<b>13</b>
Region.....	13
Population.....	14
Number of People with Disability.....	15
<b>How We Consulted .....</b>	<b>18</b>
The Results .....	18
<b>The Action Plan.....</b>	<b>21</b>
Summary of Outcomes and Strategies.....	21
Focus Area 1: Attitudes and Behaviours.....	22
Focus Area 2: Liveable Communities .....	25
Focus Area 3: Systems and Processes .....	32
Focus Area 4: Employment .....	39
<b>Monitoring and Evaluation .....</b>	<b>40</b>
<b>References .....</b>	<b>41</b>

## List of Figures

<i>Fig 1: Relationship Between Disability Action Plan and other Council Plans.....</i>	<i>8</i>
<i>Fig 2: Office of Local Government (2017), Hornsby Shire Council .....</i>	<i>13</i>
<i>Fig 3: Age and Sex Pyramid, 2011 .....</i>	<i>14</i>
<i>Fig 4: Estimated Number of Primary Carers in Hornsby Shire by Age and Sex (2012).....</i>	<i>17</i>

# Statement of Commitment

Mayor

Hornsby Shire Council is committed to being an inclusive and accessible shire for the community, now and in the future in our new Disability Inclusion Action Plan.

Council plays an integral role in supporting members of the local community who have access challenges by identifying and addressing access issues that create barriers to community participation.

Our plan sets out practical ways we can create a more inclusive community making sure we can connect with each other.

Local government plays an important role in building sustainable and inclusive communities which will improve participation outcomes for people with a disability.

Hornsby Shire Council's Disability Inclusion Plan is a four year framework outlining key strategies and actions to be delivered by Council in its commitment to disability access and inclusion within the Hornsby local government area.

Council plays an integral role in supporting members of the local community who have access challenges by identifying and addressing access issues that create barriers to community participation.

This will be achieved by:

- Ongoing dialogue and consultation with people with a disability, the community and members of the public
- Improved inclusion and access to the Shire's facilities and services
- Increased awareness and understanding of access and inclusion issues

For more information on Council's Disability Inclusion Action Plan please consult the Hornsby Shire Council website.

## Definitions

### *Disability*

This document regards disability as the consequence of societal barriers to inclusion. Legislative definitions of disability include:

The **Disability Inclusion Act (NSW) 2014**, which 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 **Disability Discrimination Act (Commonwealth) 1992** 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”

### *Inclusion*

Inclusion ensures children and adults who live with disabilities can participate fully in the social, cultural and economic life of the community. Inclusion is evident when all people, irrespective of the disability status, are able to participate completely in all aspects of an activity, service, or location, in the same way as any other member of the community.

# Hornsby Shire Council Disability Inclusion Plan

## Vision

Hornsby Shire Council's Disability Inclusion Action Plan (2017-2020) provides a vision for an inclusive Hornsby Shire in which the social, cultural and economic life of the community is accessible to people of all ages and abilities.

## Overview

Society creates many barriers that affect the ability of people who live with disabilities to be included in community life. The Hornsby Disability Inclusion Action Plan 2017-2020 acknowledges the extent of these barriers and seeks to address them through practical actions to build greater access and inclusion.

Hornsby Shire Council respects the rights of people with disabilities and upholds the Principles of the NSW Disability Inclusion Act 2014, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and the Commonwealth Disability Discrimination Act, 1992. We promote the participation of people who live with disabilities in the community and the Australian society by increasing accessibility to our services and facilities, and by removing systemic barriers.

This Action Plan is aligned with the National Disability Strategy (NDS), a 10-year plan created by the Council of Australian Governments (COAG). The NDS ensures that people with disabilities will have opportunities equal to Australians without disability, in areas of economic security, personal support, inclusive communities, and improved health and well-being.

The Hornsby Shire Council Disability Inclusion Action Plan supports inclusion through improved community accessibility, providing information in alternative formats, providing employment opportunities, and engaging in awareness campaigns to foster positive behaviours and attitudes towards people with disabilities in Council and more broadly in the community.

The needs of people with disabilities from culturally and linguistically diverse backgrounds and Aboriginal and/or Torres Strait Islander people with disabilities are also recognised. We aim to be culturally appropriate as we promote inclusion, and provide accessible services.

## Consultation Informing the Plan

At the core of our Disability Inclusion Action Plan is the experience of people who live with disabilities. Our consultation methods ranged from community consultation sessions, surveys and one-on-one appointments with our Community Connections Hot Desk (Hornsby Library). Of the 200 people who contributed their feedback, 1 in 4 identified as living with disability. From this feedback we generated:

- Statements on what we want to achieve (Community Outcomes)
- Strategies for each Community Outcome (how we will achieve it), and
- Actions for each Strategy (steps we will take, who will take them and when)

## Links to Integrated Planning and Reporting

The Disability Inclusion Action Plan will be reviewed and monitored on an ongoing basis through our Integrated Planning and Reporting processes. We will measure progress every 6 months and report on our progress to the community on an ongoing basis, and more formally in our annual reports. In addition, we will establish an Inclusion Reference Group to support Council staff to review and implement the Plan, and provide feedback on progress.

**Figure 1: Relationship Between Disability Action Plan and other Council Plans**



## Policy Context

Hornsby Shire Council's Disability Inclusion Action Plan fits within a broader context of laws and policies that aim to build inclusion and accessibility, so that people of all ages living with disability can have equal access to mainstream systems and services.

The need for change was evident when, in 2009 Australia ranked last (27 out of 27) amongst the member nations of the Organisation for Economic Co-operation and Development (OECD) assessed for relative risks of poverty for citizens living with disabilities. Australians living with a disability were 2.7 times more likely than other people living with disabilities in the OECD, and 1.6 times more likely than the general populations of OECD members, to be living below the poverty line.<sup>i</sup>

**In 2009, Australia ranked last amongst OECD member nations assessed for relative risks of poverty for citizens living with disability (27th out of 27).**

This next section outlines the key laws and policies Australia has put in place to address these issues. It outlines the policy context that frames the Hornsby Shire Council Disability Inclusion Action Plan.

### **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**

The United Nations Convention on the Rights of Persons with Disability (UNCRPD) was an international statement reasserting the human rights of people with disability. It provided a list of rights guaranteed to persons with disabilities to improve their access to society, education and employment. In 2009, Australia ratified the articles and committed to making, and reporting on, practical changes to laws and policies so that people who live with disabilities can equally enjoy all human rights.<sup>ii</sup>

### **National Disability Strategy 2010-2020**

The National Disability Strategy (NDS) was developed by the Council of Australian Governments (COAG)'s to meet Australia's obligations under the UNCRPD. It outlines a national approach to ensuring that people with disabilities will have equal access to opportunities to reach their full potential and participate equally in Australian society.<sup>iii</sup>

This six policy areas of the NDS are:

- Rights protection, justice, and legislation
- Personal and community support
- Learning and skills
- Inclusive and accessible communities
- Health and wellbeing
- Economic security

**The National Disability Strategy provided a "unified, national approach to policy and program development" to implement the UNCRPD (NDS, 2010).**

### **NSW NDS Implementation Plan 2012-2014<sup>iv</sup>**

The NSW National Disability Strategy Implementation Plan (NDIP) aims to ensure people of all ages living with disability in NSW effectively exercise their human rights. The Plan makes practical changes to law and policy in NSW to make mainstream agencies and services more inclusive. Some strategies under the NDIP that involve local government include:

- Ensure local planning creates more accessible and inclusive communities.
- In partnership with local government, make practical changes to transport, housing, health and education at the local level, to enhance access by people living with disability.
- Enhance the involvement of people with disabilities in the democratic processes of local government (engaging in consultations, voting, standing for election etc.).
- Enable more people living with disability to be employed within Councils.
- Enable people living with disability to more easily make complaints and be involved in the development of policies on all issues.
- Ensure websites of all NSW government agencies (and local governments) are Web Content Access Guideline 2.0 AA compliant.

### **NSW Disability Inclusion Act 2014<sup>v</sup>**

The NSW Disability Inclusion Act (DIA) aims to create more inclusive communities by requiring all state government agencies and local governments to develop a disability inclusion plan that aligns with National objectives. The Plans must:

- Involve consultation with people living with disability
- Say how the Plan will support the General Principles of the DIA in practice
- Be consistent with the NSW Disability Inclusion Plan
- Have specific strategies to address access to events, buildings, information, employment and opportunities to access the full range of services and activities available in the community
- Be reviewed every four years in consultation with people with disabilities.

The General Principles of the DIA that are particularly relevant to Hornsby Shire Council's first DIAP are that people living with disability have the right to exercise the same rights as all other community members, including to:

- Participate in and contribute to social and economic life
- Realise their physical, social, emotional and intellectual capacities
- Have access to information to support their choices

- Make decisions that affect their lives, and are supported to do so if wanted or needed
- Have their privacy respected and protected.

This Hornsby Shire Council Disability Inclusion Action Plan also recognises that the needs and interests of people living with disability will change throughout their life. The Plan seeks to address the interests and needs of people of all ages living with disability including the needs of children, youth, adults and seniors. We also recognise the role of families, carers and other significant persons in the lives of people with disability.

## **NSW Disability Inclusion Plan (NDIP)<sup>vi</sup>**

The NSW Disability Inclusion Plan (NDIP) outlines how the NSW Government will work towards ensuring that people with disabilities enjoy the same opportunities and choices as everyone else. The NDIP has four focus areas which were identified in consultation with people living with disability as the areas where they experience barriers to access and inclusion.<sup>vii</sup> All Disability Inclusion Action Plans created under the NSW Disability Inclusion Act (2014) must link to the NDIP by addressing the Focus Areas. The focus areas and their aims are:

### ***Attitudes and Behaviour***

Aim: To build community awareness of the rights and abilities of people who live with disabilities, and to support the development of positive attitudes and behaviour towards people who live with disabilities.

### ***Liveable Communities***

Aim: To increase participation of people who live with disabilities in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing."

### ***Employment***

Aim: To increase the number of people who live with disabilities in meaningful employment, thereby enabling them to plan for their future and exercise choice and control with economic security.

### ***Systems and Processes***

Aim: To ensure that people who live with disabilities can easily and efficiently access mainstream government services and other opportunities in the community.

## **Disability Discrimination Act (DDA) 1992 and Amendments (2009)**

The Disability Discrimination Act, 1992 (C'with) (DDA) seeks to guarantee freedom from discrimination on the basis of disability and providing mechanisms that support its enforcement. The DDA also extends coverage to relatives, friends, carers, co-workers or associates of the person with a disability.

Under Section 61, the DDA requires government agencies to ensure their plans address the following:

- Setting locally appropriate goals and targets to measure success of the Plan
- Regular reviews to identify and rectify discriminatory practices
- Information dissemination within councils, and implementation of policies and programs that implement the objectives of the Act
- Appointment designate within councils, responsible for implementation of the provisions
- Meeting the Disability Standards 2010 (Access to Premises/Buildings Standards).

The requirements of Section 61 can be expressed and incorporated into Council's Disability Inclusion Action Plan.

## **National Disability Insurance Scheme (NDIS)<sup>viii</sup>**

The National Disability Insurance Scheme (NDIS) makes funding available to provide for reasonable and necessary specialist support for those who meet NDIS eligibility requirements. Importantly, the threshold to access individualised funding under the NDIS is higher than the definition of disability under the NSW Disability Inclusion Act, 2014. Hence the Hornsby Shire Council Disability Action Plan is relevant to more people than are accessing NDIS funds in the local area.

The NDIS also provides funding for grant funds under Information, Linkages, and Capacity Building Framework, for initiatives that will enhance inclusion of all people living with disability (not just those eligible for individualised NDIS funding) in local community life.

The Hornsby Shire Council will support the objectives of the NDIS by:

- Delivering programs and services that are accessible and inclusive
- Providing accessible and inclusive community facilities and environments
- Delivering information across a variety of formats
- Creating employment opportunities for people with disabilities
- Fostering positive behaviours and attitudes towards people with disabilities.

# Community Profile

## Region<sup>ix</sup>

The Shire of Hornsby is located in the Northern part of the Sydney metropolitan area. As of 2015, it had a total land area of 510km<sup>2</sup>, with approximately 70% devoted to national parks and reserves. The Shire includes metropolitan and semi-rural areas comprising 42 suburbs and rural localities.

Figure 2 - Office of Local Government (2017), Hornsby Shire Council



# Population

In 2015, the Australian Bureau of Statistics (ABS) estimated Hornsby Shire's population at 170,563.

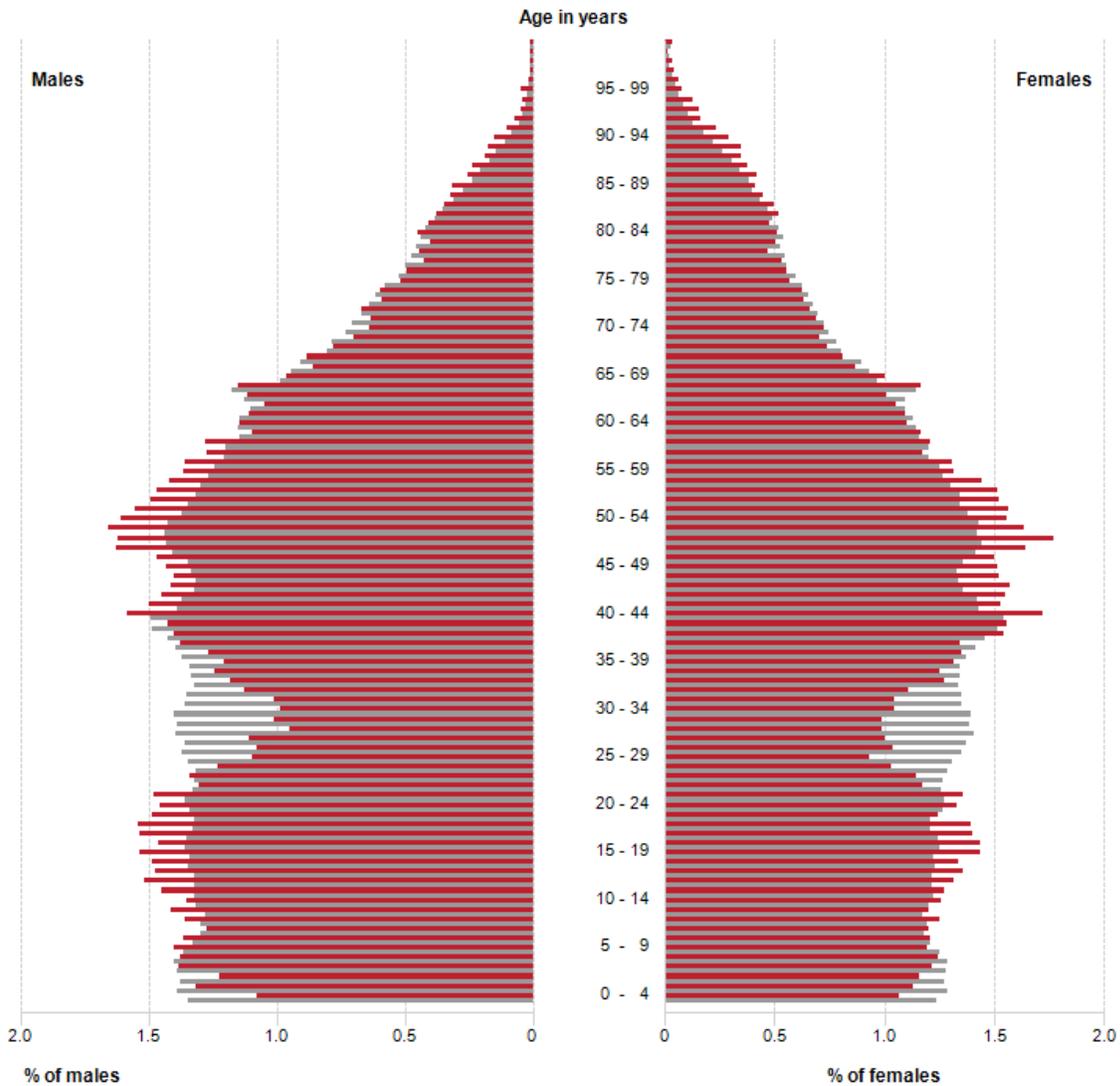
## Age Profile

In 2011, Hornsby Shire was a relatively 'young' population with almost half (47%) aged between 25 and 60. In 2011, the number of children aged 0 to 18 was at or slightly greater than the NSW average. There were however, fewer people aged 25-35 than might be expected compared to national averages.<sup>x</sup>

Figure 3 – Age and Sex Pyramid, 2011

### Age and sex pyramid, 2011

■ Hornsby Shire ■ New South Wales



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.



## **Aboriginal and/or Torres Strait Islander Persons**

In Hornsby Shire the 2011 Census indicated a resident Aboriginal and/or Torres Strait Islander population of 562 persons. This is significantly lower than the 2.5% Aboriginal and/or Torres Strait Islander population in NSW and Australia as a whole.

## **People who Speak a Language other than English at Home**

In Hornsby Shire 28% of residents speak a language other than English at home. The most widely spoken non-English languages include Cantonese, Mandarin, and Korean, all of which in much greater proportion than elsewhere in Sydney.

## **Number of People with Disability**

In the 2011 census, 5,837 people in Hornsby Shire identified as needing assistance with core activities of living. This represents 3.7% of the population, and is lower than the 2011 Australian and NSW average disability rates of 4.6%, and 4.9% (respectively).

The Census data on disability is likely to be lower than the actual number of people living with disability as defined by the NSW Disability Inclusion Act 2014. Consider for example:

- Based on the results of the Survey of Disability, Ageing, and Carers (SDAC, 2015), 18.3% of the Australian population are living with disability. If Hornsby Shire is typical of the Australian population, there were 31,213 people living with disability in Hornsby in 2015.
- The NSW Roads and Maritime Service issued 5,832 individual and 257 organisational Mobility Parking Scheme permits in Hornsby Shire in 2016.<sup>xi</sup> Many people with disability and their families do not apply for MPS permits.
- It is estimated that by 2019, 8,400 individuals in the Northern Sydney Local Health District will access individualised NDIS funding.<sup>xii</sup> Of these:<sup>1</sup>
  - 29% (2,042) are expected to have intellectual disability
  - 23% (1,932) are expected to be on the Autism Spectrum
  - 13% (1,092) will have neurological disorders
  - 9% (756) will have psycho-social disorders
  - 5% (420) other sensory/speech disability
  - 5% (420) developmental delay
  - 5% (420) other physical disability
  - 5% (420) cerebral palsy
  - 3% (252) deafness/hearing loss
  - 2% (168) global delay
  - 2% (168) other disability

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<sup>1</sup> These estimates are based on 2015 figures of actual NDIS Participant characteristics.

- NDIS projections state that 83.6% of people living with disability in Australia will not be eligible for individualised funding. This group (about 25,000 in Hornsby Shire) require state government agencies, including local government, to consider their needs under the NSW Disability Inclusion Act, 2014, specifically by way of Council's Disability Inclusion Action Plan.

### **"Hidden" Disabilities**

The SDAC suggests that 18.3% of the Australian population live with disability. Many of these individuals will have disabilities that are sometimes called "hidden" because the person doesn't have a physical or sensory disability that is obvious. Examples of "hidden" disabilities include:

- Mental ill-health
- Acquired brain injury (including cognitive disability from a stroke)
- Autism Spectrum Disorder (and Asperger's Syndrome)
- Learning Disability (there are many, and they can in different ways affect reading, writing, understanding, paying attention, sitting still, adding etc.)
- Dementia (of various types?)
- Early stages of Multiple Sclerosis, Motor Neurone Disease and other conditions
- Forms of Arthritis (may not be visible, but may cause pain and restriction)

It is important to recognise that people with disability may not look like they have a disability - but all the rights, laws and policies mentioned include people whose disability may not be visible, or that others may regard as "mild".

In consultations, people who described themselves as having 'invisible' or 'hidden' disability said they have difficulty accessing every day services and activities because of stigma, stereotypes, or simply that their specific needs are never considered. The Hornsby Shire Council Disability Inclusion Action Plan is taking steps to change this, and we hope to continue to involve the community to help us.

### **Children and Disability**

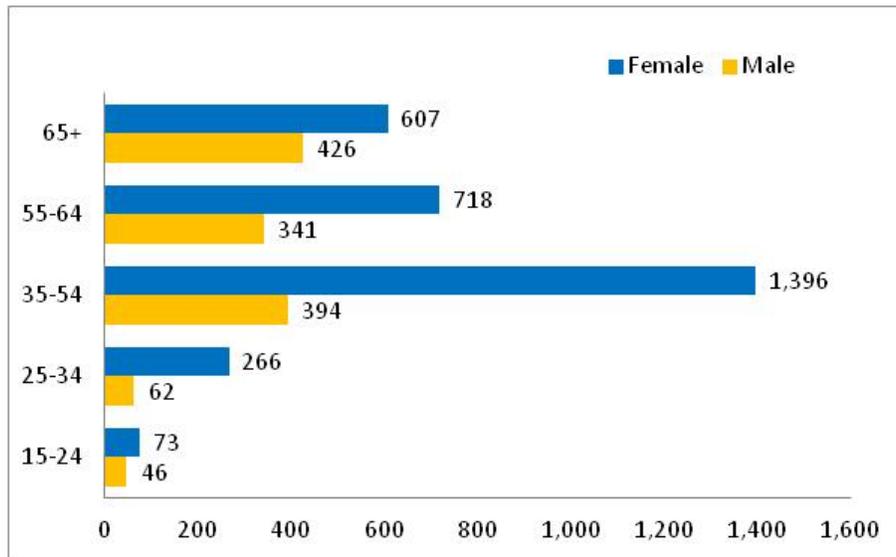
The Australian Early Development Census (AEDC) provides information by Local Government Area on how children have developed by the time they start school. The AEDC looks at five domains of early childhood development: physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge. Some key points about Hornsby Shire are:

- Almost 1 in 5 children (18.4%) are developmentally vulnerable in one or more developmental domains
- 1 in 4 children are not developmentally on track in communication domain (18.1% are developmentally at risk in this domain)
- 1 in 5 children are not developmentally on track in physical domain (13.8% are developmentally at risk in this domain)
- 1 in children are not developmentally on track in social domain (14.7% are developmentally at risk in this domain)

## Carers

In the 2015 SDAC, 11.4% of Hornsby Shire residents identified as being the carer of a person with disability, chronic illness, or who is frail aged.<sup>xiii</sup> This is the same proportion as for NSW residents who identify as carers. According to estimates derived from the 2012 SDAC, most carers in the Hornsby Shire are female and most are aged 35 to 54 years (i.e. likely to be working carers).

**Figure 4. Estimated Number of Primary Carers in Hornsby Shire by Age and Sex (2012)**



## How We Consulted

Hornsby Shire Council consulted with the community and in particular people living with disabilities, their families and other significant people. Consultations explored what was important to them, what isn't working for disability inclusion, and how Council could improve inclusion.

We provided a variety of consultation methods which, supported by Council staff, allowed people to provide information in a format which suited them. Our consultation methods, included:

- An online survey
- Hard copy survey
- Focus groups
- Community consultation sessions
- Appointments at the Community Connections Hot Desk in Hornsby Library, allowing for one on one input.

We advertised through a range of media, including:

- Online via our website and social media (Twitter and Facebook)
- In newspapers (Hornsby Advocate, Chronicle, and Bush Telegraph)
- Via our networks and events (including the Access Committee, service providers, and Hornsby Ku-ring-gai Youth Network)
- Notices in seven publicly accessible council locations (including libraries, leisure and aquatic centres, and Council Chambers)
- Existing distribution lists including through the eNews distribution list

A total of 140 people completed the online survey, and 60 responses were collated into the survey by Council staff. Almost 1 in 4 respondents identified as being a person with disability.

## The Results

Most survey respondents said Hornsby Shire Council facilities were 'ok'; very few people thought that services and facilities were 'not at all' disability friendly.

*"Acknowledging and promoting your excellent built facilities for people with physical disabilities that are located in natural environments - board walks at Brooklyn & Crosslands Reserve; the Mambara Track at Pennant Hills & the excellent facilities at Fagan Park in order to get people out into nature for restorative benefits."*

People told us that the libraries in particular were 'great', as were the aquatic and leisure centres. Suggested improvements included: making the pools more affordable for people with disability; need for modifications to the design; providing more accessible parking; adjusting opening times; and advocating for better public transport links.

*"The new pool operates 'Swim classes' a lot of the time in the only pool with a ramp which has the warmer water for my son. I could only access this pool ramp if I paid over \$30 for a 15min private swim lesson. It was cheaper to have a private swim lesson ...*

*...He cannot sit without further support in the pool wheelchair which assumes the disabled person has trunk and head control."*

### **Footpaths**

Feedback about footpaths was equally positive and negative. People's comments included uneven, narrow, or weed overgrown, and in some places an absence of footpaths.

*"footpaths are uneven and lack visibility when crossing roads"*

### **'Don't Know' Responses**

People were least able to provide their opinions on the Council's Waste Services, Sporting Facilities, and the Customer Service Centre. When lots of people respond that they 'don't know', it is more likely that they have had less contact with that particular service, so we compared the groups to see if any were more likely to have used these services.

### **Waste Services**

People who live with a disability were more likely than respondents without disability to rate waste services as 'great' (14 people reported waste services as 'great', half identified as living with a disability). People with disability were less likely to have reported 'don't know' in relation to waste services.

### **Sporting Facilities**

People living with disabilities and carers were more likely to respond 'don't know' in relation to how disability friendly the sporting facilities in the area were.

Amongst those who provided their opinion, most were happy with the sporting facilities. These responses were mostly from interested members of the community or disability sector workers. Carers and people who live with disabilities were much less likely to say that sporting facilities were 'ok' or 'great'.

*"More disability friendly sporting classes or events."*

### **Customer Service Centres**

Respondents with disability were neither more nor less happy with the disability friendliness of Council's Customer Contact Centres. Of the people who gave any answer, very few said that customer services were 'poor' or 'not at all' disability friendly. However, half of the respondents answered 'don't know', suggesting they do not interact with Council, or have not had the need to contact the Customer Services Centres.

## ***Non-Visible Disabilities***

Some people who live with disabilities suggested that Council staff would benefit from training to better understand the needs and experiences of people who live with "non-visible" or "hidden" forms of disability, both in raising public awareness and in their own dealings with the community.

*"Not all disabled people use wheelchairs or walking sticks...If staff members deal with members of the public they need to undertake 'awareness & responsiveness' training."*

<b>Question 1. How disability friendly do you think the following Council facilities and services are?</b>						
<b>Answer Options</b>	<b>Great</b>	<b>Ok</b>	<b>Don't know</b>	<b>Poor</b>	<b>Not at all</b>	<b>Response Count</b>
Information about Council events, facilities and services	18	88	67	19	3	195
Council Customer Service Centre	20	65	98	9	1	193
Community Centres and Halls	26	88	59	17	3	193
Libraries	71	93	23	8	1	196
Aquatic and Leisure Centres	49	73	59	9	3	193
Sporting facilities	17	78	79	16	4	194
Parks and playgrounds	21	99	38	30	3	191
Public toilets	14	57	61	55	6	193
Footpaths	7	79	27	77	6	196
Bus shelters and drop off/pick up areas	11	61	52	62	7	193
Road crossings	16	89	37	46	3	191
Car parking	17	73	33	64	6	193
Council events such as Australia Day, Hornsby Mall, Library, Community or Recycling events	25	83	73	10	3	194
Waste services - bins etc	14	70	81	23	4	192
Comments or suggestions						62
						<b><i>answered question</i></b>
						<b>198</b>
						<b><i>skipped question</i></b>
						<b>2</b>

# The Action Plan

Our commitment is to an inclusive Hornsby Shire in which the social, cultural and economic life of the community is accessible to people of all ages and abilities.

## Summary of Outcomes and Strategies

### Outcome 1: (Attitudes and Behaviours)

People with disability experience positive, inclusive attitudes and behaviours from Council staff and they agree that Council promotes inclusive attitudes in the broader community.

- 1.1 Contribute to developing an inclusive community by promoting inclusion awareness and inclusive activities across Hornsby Shire.
- 1.2 Create a workplace culture in Council that is aware of the inclusion needs of people of all ages with disability and has the skills to implement the improvements to inclusion suggested by people with a disability.

### Outcome 2: (Liveable Communities)

People with a disability have greater access to the built and natural environments of the Shire, and have opportunities to participate in a greater variety of accessible and inclusive events and activities within the Shire.

- 2.1 Provide and maintain accessible paths, kerb ramps, crossings and toilets to support independent travel across the Shire.
- 2.2 Improve the accessibility of buildings and public spaces across the Shire.
- 2.3 Increase the number of accessible and inclusive workshops, programs and events available in the Shire.

### Outcome 3: (Systems and Processes)

People with disability agree that Council services are easier to access, and that they have greater opportunities to give their input to Council on a range of issues, to give feedback or to make complaints.

- 3.1 Provide Council information in an easy to understand style, available in accessible formats, using a variety of media.
- 3.2 Increase opportunities for people with disability to be involved in the design and/or implementation of built environments, Council systems, processes and/or services.
- 3.3 Improve the accessibility of the Council processes, and use feedback and complaints data to continually enhance access and inclusion.
- 3.4 Continue to advocate for the local community by informing other agencies and levels of government about local access and inclusion needs.

### Outcome 4: (Employment)

People with disability have opportunities to gain employment with Council.

- 4.1 Ensure people with disability have greater access to employment opportunities with Council.

## Focus Area 1: Attitudes and Behaviours

**Outcome 1:** People with disability experience positive, inclusive attitudes and behaviours from Council staff and they agree that Council promotes inclusive attitudes in the broader community.

**Strategy 1.1:** Contribute to developing an inclusive community by promoting inclusion awareness and inclusive activities across Hornsby Shire.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.1.1 Develop an Inclusive Communications Strategy	- Community Services (lead) - Communications (support)	X				1.1.1.1 Annual report on inclusion awareness raising strategies Council has contributed to.
1.1.2 Promote access improvements made as a result of DIAP community feedback in Council newsletters, on the web site and in other media	- Communications (lead) - All Branches (support)	X	X			1.1.2.1 Quarterly report - list of articles, web based promotions and media stories promoting access improvements made as a result of DIAP feedback
1.1.3 Publicise the activities of other agencies hosting inclusive events or activities	- Strategy and Communications (lead) - Community Services (support)	X	X			1.1.3.1 List and description of new stock photos reflecting a diversity of community members of all ages and differing disabilities by September 2017
1.1.4 Increase Council's photo stock to reflect community disability diversity	- Communications - Corporate Support Division (lead) -	X	X			1.1.4.1 List and description of new stock photos reflecting a diversity of community members of all ages and differing disabilities

**Strategy 1.2:** Create a workplace culture in Hornsby Shire Council that is aware of the inclusion needs of people of all ages with disability and has the skills to implement the improvements to inclusion suggested by people with disability.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.2.1 Incorporate inclusion awareness (in relation to people with disability including 'hidden disability') into the staff induction program	- People and Culture (lead)	X				1.2.1.1 Inclusion of people with disability is incorporated in current Induction Program  1.2.1.2 Incorporate inclusion of people with disability into any future Onboarding Program, including survey of new staff
1.2.2 Inclusion of EEO Awareness KPIs, including inclusion of people with disability, in all managers performance reviews	- Executive Committee - People and Culture	X	X	X	X	1.2.2.1 % of manager performance reviews that included EEO Awareness KPIs completed
1.2.3 Review the customer service processes and procedures to include awareness of the communication assistance commonly required by people with various disabilities of all ages (including 'hidden disabilities')	- Customer Service (lead) - People and Culture(support)	X				1.2.3.1 100 % of Customer Service processes and procedures review for DIAP

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.2.4 Include skills for awareness of disability inclusion in current training needs analysis processes and in appropriate training programs	- People and Culture	X	X	X	X	1.2.4.1 Review of current training needs analysis to include DIAP required skills, completed

## Focus Area 2: Liveable Communities

**Outcome 2:** People with a disability have greater access to the built and natural environments of the Shire, and have opportunities to participate in a greater variety of accessible and inclusive events and activities within the Shire.

**Strategy 2.1:** Provide and maintain accessible paths, kerb ramps, crossings and toilets to support independent travel across the Shire.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.1.1 Incorporate the location of specific information about footpaths, kerb ramps, and crossings, provided by DIAP respondents, into the Pedestrian Access and Mobility Plan (PAMP)	- Assets & GIS	X	X			2.1.1.1 Location specific information provided by DIAP incorporated into PAMP by December 2018
2.1.2 Provide and maintain continuous accessible paths of travel across the Shire, in consultation with people with disability	- Assets & Maintenance			X	X	2.1.2.1 # of accessible paths of travel to key destinations added to the PAMP 2.1.2.2 % of accessible paths of travel completed
2.1.3 Investigate including location specific access information on our web site (toilets, kerb ramps, crossings)	- Strategy and Communications	X	X			2.1.3.1 Brief report on investigation to include location specific access information on our web site (toilets, kerb ramps, crossings) completed

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
<p>2.1.4 Continue to work with the community to keep footpaths clear from obstructions caused by parked cars, rubbish and bins, rubbish, uneven or broken panels, encroaching trees and vegetation etc.</p>	<ul style="list-style-type: none"> <li>- All Department (Lead)</li> <li>- Assets Management and Maintenance (footpath maintenance/road openings/restorations)</li> <li>- Parks and Recreation (vegetation/trees)</li> <li>- Traffic and Road Safety (Rangers – obstruction by cars/illegal parking)</li> <li>- Compliance (Illegal construction/unsafe footpaths outside building sites)</li> <li>- Waste Management (Illegal dumping/bins)</li> <li>- Customer Service</li> </ul>	X	X			<p>2.1.4.1 # initiatives to address obstructions to pathways and kerb ramps</p>

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.1.5 Accommodate accessibility needs as new public toilets are established or refurbished	- Asset Management and Maintenance? - Parks & Recreation -	X	X	X	X	2.1.5.1 # of new or refurbished public toilets where accessibility needs are accommodated
2.1.6 Provide adult change tables, with appropriate signage and way finding, in toilets in key locations, and encourage retailers and entertainment venues to do the same	- Asset Management and Maintenance - Parks & Recreation - Community Services - Development Assessment			X	X	2.1.6.1 PAMP includes identification of suitable sites for the potential installation of adult change tables identified in consultation with people  2.1.6.2 # of adult change tables installed
2.1.7 Advocate for increased provision and improved local accessible public transport	- Traffic & Road Safety (lead) - Community Services - (support)	X	X	X	X	2.1.7.1 # of bus stops that have access improvements (implementing the Disability Standards for Accessible Public Transport)  2.1.7.2 # of representations made to Transport NSW relating to accessible public transport

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.1.8 Increase the availability of mobility parking (complying with AS 2890) across the Shire	- Traffic & Road Safety			X	X	2.1.8.1 % of Map of accessible parking across the Shire complete  2.1.8.2 Report with recommendations on accessible parking provided as an addendum to the Scoping Report and Parking Management in Hornsby Shire  2.1.8.3 Parking Strategy (2002) updated to strategically address the placement of accessible parking
2.1.9 Develop a strategy for Ranger Services to patrol mobility parking spaces particularly in commercial centres and in key destinations (including accessible parks and reserves)	- Traffic & Road Safety on road and Council free car parks - Parks and Recreation in parks and reserves	X	X	X	X	2.1.9.1 % of Ranger patrol strategy completed

**Strategy 2.2:** Improve the accessibility of buildings and public spaces across the Shire

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.2.1 Complete accredited access audits of Council buildings and facilities whenever upgrades are planned, indicate risks to people with disabilities due to poor building access and ensure updated access information is included on Council's web site	- Asset Management and Maintenance	X	X	X	X	2.2.1.1 Location specific information from the DIAP included in access audit 2.2.1.2 # of accredited access audits completed 2.2.1.3 # of complaints received or incident reports related to poor building or facility access
2.2.2 Continue to work with the NSW Electoral Commission to support their role in assessing the accessibility of venues that could be used as voting centres, including by passing on comments from local people with disability	- Governance Customer Service			X	X	2.2.2.1 # of representations made to NSW Electoral Commission
2.2.3 Update the Public Domain code to incorporate feedback from people with disability on improving accessibility and connections to centres, transport and open spaces	- Strategic Planning & Parks & Recreation			X	X	2.2.3.1 # of amendments made to Public Domain code

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.2.4 Advocate for the principles of universal design and their application within private and public developments noting the inclusion of this principle in the DCP.	- Planning - Development Assessment	X	X	X	X	2.2.4.1 # of designs implementing universal design principles
2.2.5 As park upgrades and renewals are undertaken, accommodate accessibility needs (tracks, picnic facilities etc.)	- Parks and Recreation (lead)	X	X	X	X	2.2.5.1 Rolling Schedule or focus on reports
2.2.6 Implement accessible trails as part of Council's Track and Trail Masterplan	- Natural Resources (support for inclusion on bush tracks)	X	X	X	X	2.2.6.1 Reports on implementation of accessible trails in Track and Trail Masterplan
2.2.7 As playgrounds are renewed, identify opportunities to incorporate inclusive play equipment	- Parks and Recreation (lead)	X	X	X	X	2.2.7.1 # of renewed playgrounds upgraded to incorporate inclusive play equipment
2.2.8 In larger playground projects, implement design principles for inclusive design, in consultation with families including children with developmental delay or disability and their specialist disability service providers	- Parks and Recreation (lead)	X	X	X	X	2.2.8.1 # of playgrounds projects that implement inclusive design principles

**Strategy 2.3:** Increase the number of accessible and inclusive workshops, programs and events available in the Shire

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.3.1 Incorporate Access and Inclusion Plans into all Council hosted programs, events and meetings	- Community Services (lead) - Other Council Branches providing events for the community.			X	X	2.3.1.1 % of major events and meetings hosted at inclusive venues
2.3.2 In partnership with multicultural organisations, provide and promote inclusive activities and programs in Library, Waste Education, and Natural Resources workshops and programs	- All departments (lead)			X	X	2.3.2.1 # of workshops delivered in partnership aged and/or disability support services or agencies
2.3.3 Plan and promote inclusive sport and recreational activities for young people with a disability, through partnerships with providers	- Parks and Recreation (lead)		X	X	X	2.3.3.1 # of accessible and inclusive sport and recreation events delivered in partnership aged and/or disability support services or agencies

### Focus Area 3: Systems and Processes

**Outcome 3:** People with disability agree that Council services are easier to access, and that they have greater opportunities to give their input to Council on a range of issues, to give feedback or to make complaints.

**Strategy 3.1:** Provide Council information in an easy to understand style, available in accessible formats, using a variety of media.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.1.1 Provide guidelines and templates to enable staff to make all communications easy to read, accessible and inclusive (including to enable web accessibility)	- Strategy and Communications (lead) - Information, Communication and Technology (support)		X	X	X	3.1.1.1 Review brand guidelines, particularly fonts and backgrounds by March 2018
3.1.2 Develop a policy and procedure(s) for responding to requests for information in alternative formats	- Governance and Customer Service (lead)			X	X	3.1.2.1 Policy and procedures for responding to requests for alternative formats completed
3.1.3 Ensure all contact details on Council websites also refer to the National Relay Service and how to access or request alternative format documents	- Strategy and Communications	X	X	X	X	3.1.3.1 # of contact details on Council website now referring to the National Relay Service 3.1.3.2 # of web pages providing information on how to access or request alternative format documents

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.1.4 Audit Council's website and intranet against Web Content Accessibility Guidelines 2.0 AA standards	- Strategy and Communications	X	X	X	X	3.1.4.1 % of audit to Web Content Accessibility Guidelines 2.0 AA completed by June 2018
3.1.5 Create a dedicated page on Council's website providing information on "Getting Around - Accessibility" including an accessibility map	- Strategy and Communications				X	3.1.5.1 Getting Around Hornsby webpage completed. by March 2018
3.1.6 Promote accessible and inclusive workshops, programs and events widely, including in newsletters, local papers, radio, community language radio, and via organisations supporting people of all ages with disability and their carers	- Strategy and Communications (lead)	X	X	X	X	3.1.6.1 Lists of media targets for accessible and inclusive workshops, programs and events (including community language targets for multicultural events) updated annually  3.1.6.2 # of accessible and inclusive workshops, programs and events promoted

**Strategy 3.2:** Increase opportunities for people with disability to be involved in the design and/or implementation of built environments, Council systems, processes and/or services.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.2.1 Centralise oversight of community engagement activities to ensure surveys and other engagements consider inclusivity and accessibility in planning and in evaluation	- Strategy and Communications (lead) - All Departments			X	X	3.2.1.1 Community engagement web page on intranet by 17 December 3.2.1.2 Monthly listing of community engagements included in CWC
3.2.2 Review the accessibility of the Council Meetings process (including by providing accessible PDF documents on the Council Meeting page)	- Mayor and Councillor support (lead) - Governance and customer service		X	X	X	3.2.2.1 Council Meetings process reviewed and accessible/ inclusive amendments made 3.2.2.2 Documents supporting participation in Council meetings are available in accessible PDF format
3.2.3 Establish an Inclusion Reference Group when required to review DIAP	- Community Services	X	X	X	X	3.2.3.1 Inclusion Reference Group with Terms of Reference established
3.2.4 Conduct more targeted strategy reviews of the Pedestrian Access and Mobility Plan with the involvement of focus group(s) that include representatives with mobility, sensory and/or other disabilities	- (lead) - Assets & Maintenance (support)		X	X	X	3.2.4.1 Report on targeted strategy review of PAMP

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.2.5 Ensure any committee or reference group to the traffic and/or safety committees include representation by people with disability	<ul style="list-style-type: none"> <li>- Traffic and Road Safety (support)</li> <li>- Community Services (lead)</li> </ul>		X	X	X	3.2.5.1 Terms of Reference for traffic / safety committees include need to have representation by people with disability

**Strategy 3.3:** Improve the accessibility of the Council processes, and use feedback and complaints data to continually enhance access and inclusion.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.3.1 Review the procedures for handling complaints with Council (including all libraries, galleries and pools) to ensure better access for people with disability	<ul style="list-style-type: none"> <li>- All Departments with feedback / complaints procedures (lead)</li> <li>- Lead Governance and Customer Service (support)</li> </ul>		X	X	X	3.3.1.1 # of procedures for handling complaints with Council (including all libraries, galleries and pools) reviewed
3.3.2 Identify any access and inclusion related trends in data from feedback and complaint processes, and ensure issues are addressed in quality improvement cycle	<ul style="list-style-type: none"> <li>- All Departments with feedback / complaints procedures (lead)</li> <li>- Governance and Customer Service (support)</li> <li>- Community Services (support)</li> </ul>				X	3.3.2.1 Data on feedback / complaints, with trends identified, relating to access and/or inclusion
3.3.3 Increase the feedback options for people with various disability for the "Join the Conversation" process and the 'Contact Us' (e.g. web page has National Relay Service link, accessible PDF documents)	<ul style="list-style-type: none"> <li>- Strategy and Communications (lead)</li> </ul>	X	X			3.3.3.1 Enhancements to feedback options for "Join the Conversation" and "Contact Us" processes completed. by September 2017

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.3.4 Review emergency evacuation procedures for all Council buildings to address the needs of people with disability	- Risk and Audit (lead) - All Departments (support)	X	X	X	X	3.3.4.1 % of Council buildings / facilities with reviewed emergency evacuation procedures addressing the safety evacuation of people with disability
3.3.5 Review process for the 'common enquiries' functions of Council for access and inclusion improvement opportunities	- Governance and Customer Service - All departments that provide front line customer service to the public			X	X	3.3.5.1 Enhancements to feedback options for " Common Enquiries" processes completed
3.3.6 Source or develop guidelines for incorporating accessibility and inclusion considerations in procurement contracts	- Finance				X	3.3.6.1 Guidelines for incorporating accessibility and inclusion considerations in procurement contracts completed

**Strategy 3.4:** Continue to advocate for the local community by informing other agencies and levels of government about local access and inclusion needs.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.4.1 Advocate for the needs of local residents with disability to other levels of government, where needed	- All Departments	X	X	X	X	3.4.1.1 # of representations made about access and inclusion of local people with disability, to other levels of government and other agencies
3.4.2 Advocate for the needs of local residents with disability in emergency planning committees	- Local Emergency Management Officer		X	X	X	3.4.2.1 Representations made to emergency planning committee(s) about emergency planning for people with disabilities in the Shire

## Focus Area 4: Employment

**Outcome 4:** People with disability have opportunities to gain employment with Council.

**Strategy 4.1:** People with disability have greater access to employment opportunities with Council.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
4.1.1 Implement the free resources from the Australian Network on Disability: <ul style="list-style-type: none"> <li>◦ Sharing and monitoring disability information in the workplace; and</li> <li>◦ Employers' Guide to Partnering with Disability Employment Services</li> <li>◦ Manager's Guide: Disability in the Workplace</li> </ul>	<ul style="list-style-type: none"> <li>- People and Culture (lead)</li> <li>- Community Services (support)</li> </ul>	X	X	X	X	4.1.1.1 Information on sharing and monitoring disability information in the workplace included in policies and procedures  4.1.1.2 All managers are provided with Manager's Guide: Disability in the Workplace
4.1.2 Continue to ensure job task analyses/position descriptions carefully describe the inherent requirements of the position	<ul style="list-style-type: none"> <li>- People and Culture</li> </ul>		X	X	X	4.1.2.1 Job task analyses/position descriptions with inherent requirements described and available for all jobs
4.1.3 Continue to work with disability employment agencies to provide work placement or workplace training opportunities in Council	<ul style="list-style-type: none"> <li>- People and Culture</li> </ul>			X	X	4.1.3.1 Record of meetings or contacts with Disability Employment Services

## Monitoring and Evaluation

The Disability Inclusion Action Plan will be monitored through the Integrated, Planning and Reporting monitoring systems linked to our Delivery Program and Operational Plans. Data will be collected every six months, and progress will be reported in the Annual Reports.

In addition, Council will establish an Inclusion Reference Group, consisting of people with disabilities, and parents of children with disability. The Reference Group will also monitor the progress of the Plan, and provide additional information to assist us with implementation.

**Hornsby Shire Council will work together with people who live with disabilities to ensure that the inclusion plan is working as planned, and inclusion will be an important part of Hornsby Shire Council staff's jobs.**

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