

Social Plan 2000 Assessment



City of Ryde

December 2005

Introduction

In June 2000, the City of Ryde published the Ryde City Council Social Plan 2000 in line with the Local Government (General) Amendment (Community and Social Plans) Regulation 1998 that required all Councils in NSW to develop a Social or Community Plan to be included in their management plan and annual report.

The main aim in developing Social Plan 2000 was:

“To develop a Social Plan which will provide a strategic framework to guide Council and other key agencies in the provision of appropriate and accessible services and facilities which meet the social needs of people within Ryde in an equitable manner”.

The City of Ryde considers that social or community planning is a vital corporate tool to help Councils increase their accountability, guide the future of the community, and develop effective planning partnerships with other Government and non-Government agencies.

The objectives of Social Plan 2000 were to:

- To identify the specific needs of each of the seven target groups (see below)
- To assist Council and other service providers to gain a better understanding of the diverse nature and needs of the community they serve
- To make recommendations to address the needs of the seven mandatory target groups that included:
 - Children (0-11 years)
 - Young people (12-24 years)
 - Women
 - Older people (55 years and older)
 - People with disabilities
 - People from culturally and linguistically diverse (CALD) Backgrounds
 - Aboriginal people.

This report provides an assessment of the effectiveness of the Social Plan 2000 and reviews the recommendations made in the plan.

Social Plan 2000 Assessment

In implementing Social Plan 2000 there have been some significant examples of access and equity activities and these should be noted. Below are some of the achievements attained. For a complete list of the recommendations, implementation strategies and performance indicators of outcomes, please refer to **Attachment 1 Social Plan 2000 Recommendations Assessment**.

Establishment of the Children's Services position

Recommendation 1 of the Children's Needs Paper identified the need for a Children's Services position to respond to the issues raised during consultations and from survey results. The Children's Needs Paper provided the framework for the Community Project Officer – Children's Services job plan. The Community Project Officer – Children's Services was employed in August 2000.

Establishment of Children's Services networks

Recommendation 18 of the Children's Needs Paper responded to the need for networks of early childhood professionals to facilitate a coordinated response to service delivery. The City of Ryde now facilitates a number of professional networks specifically on children's issues. For example the 'Directors of Child Care Services' network in the Ryde LGA, has grown both in attendance and in responsiveness to issues faced by many services. The network has provided information on issues such as special needs children, curriculum framework and changes to funding.

Establishment of the Ryde Youth Council

Recommendation 1 of the Young People's Needs Paper identified the need to establish consultative mechanisms with young people and to encourage their involvement in decision-making processes. The establishment of the Ryde Youth Council has assisted this process and representatives recently made a presentation to Council on its progress.

Macquarie Shopping Centre Youth Activities

Recommendation 10 of the Young People's Needs Paper encouraged Council to develop partnerships between shopping centres and young people to prevent vandalism and encourage the positive use of public space. Council continues to facilitate the development of 'youth activities' with Macquarie Shopping Centre and has, in partnership, held a number of skateboard competitions on the roof of the facility.

Ryde Safe Communities Project – Driveway Safety

Recommendation 4 of the Women's Needs Paper called for City of Ryde to continue to resource and support the Ryde Safe Communities Project. Council continues support and involvement in this project; one significant achievement has been the formation of the Driveways Safety Working Group. The working group successfully secured \$4,000 of sponsorship from CCH Publishing and, with an additional grant of \$1000 from City of Ryde's Community Grants Program, the group developed post-it-notes, key rings, car tidy bags and information sheets. The campaign products aim to raise awareness about toddler safety and encourage drivers to take extra precautions when reversing out of their own driveway. The awareness kits are being distributed to General Practitioners, Children's services, Early Childhood Health centres, RTA child restraint fitters and libraries.

Continued Resourcing of the Domestic Violence Committee

Recommendation 7 of the Women's Needs Paper identified the issue of domestic violence for women in the Ryde local government area. The City of Ryde was able to respond to this problem by providing funding to resource the 'Domestic Violence Handbook'. The handbook gives practical information on victims' rights, victim support, telephone support, legal support, multicultural services, children in crisis, refuges, marriage counselling and other services. There is continued Council staff presence on the Domestic Violence Committee.

Disability Discrimination Act Action Plan (DDA Action Plan)

Following work undertaken by the Access and Equity Strategy Steering Group and Community Project Officer – Aged/Disability the DDA Action Plan 2002 responds to Recommendations 3 – 11 of the Disability Needs Paper. The DDA Action plan focuses on organisational change, participation in City of Ryde activities, equal access to employment opportunities, community development, direct service provision, public information, waste management, asset management and urban development.

Provision of Access Maps

Recommendation 5 of the Disability Needs Paper identified the need for access maps to show accessible features in Ryde, with the City of Ryde Access Committee to have involvement in the process. These were launched in June 2002 and have been made available on Council's website and hard copies through customer service and libraries. The maps have been produced enabling updating as required at minimal cost. The City of Ryde Access Committee is continuing the task of identifying accessible features of our locality to be included at a future date.

Access and Equity Strategy Steering Group

A number of recommendations in the CALD Needs Paper sought improvements to the way the City of Ryde communicates effectively with people from CALD backgrounds. In November 2001, the Access and Equity Strategy Steering Group was formed with representatives from each Council section unit. The role of the Steering Group is to recommend and implement improvements to services and improve work practices to guarantee that they are fair and equitable. This has led to the development of a number of projects including information sessions for staff on Translator and Interpreter Services, Language Aide Officers and the provision of translated information on Council's letterhead. These are just some of a number of projects taking place under the umbrella of the Access and Equity Strategy which will also include development of a Multicultural Policy and investigation into the role of a Disability Discrimination Act Action Plan.

Ethnic Community Partnership

Recommendation 3 of the CALD Needs Paper called for the City of Ryde to build strong partnerships with ethnic community groups. This has been evidenced through the joint hosting of 'Harmony Day' activities annually. Harmony Day is celebrated on March 21 each year and coincides with United Nations International Day for the Elimination of Racism. It is a day to oppose racism, prejudice and intolerance and help build a peaceful future for our children through example; to celebrate our racial, cultural, social and religious diversity; and practise traditional values of justice, equality, fairness and friendship. The day has involved representatives from the Chinese, Korean, Italian and Armenian community's coming together to celebrate cultural diversity in Ryde. Also, the Ryde Hunters Hill Multicultural Network has gained further support from the City of Ryde through staff and financial resources.

Coordinated Service Delivery for Older People

Council continues to facilitate the Ryde/Hunters Hill Home and Community Care (HACC) Sub-regional Forum to ensure that there is a coordinated and responsive delivery of services for older people in the Ryde LGA. This achieves the objectives set out in Recommendation 2 of the Older People's Needs Paper. At this forum the Community Project Officer – Aged/Disability initiated a planning session between Ryde HACC services, agencies involved in service delivery to older people and the Department of Ageing, Disability and Home Care (DADHC) to examine evidence-based need in the area. The information gathered from the consultation, added to results from the Social Plan, was used as reference for the development of DADHC's regional planning. As a result, funding was increased to a number of HACC services in the Ryde LGA.

Provision of the Directory of Services for Older People

Recommendation 1 of the Older People's Needs Paper called for an improvement of information provision to older people in the area. Consequently, the Directory of

Services for Older People 2001 was completed in March 2002 and updated in 2004. This document provides information on accommodation, advocacy, counselling, health, legal, leisure, home support, respite, day care and transport services for older people in the Ryde LGA. The Directory has proven a valuable resource for residents, service providers and health care workers. Distribution took place through General Practitioner's, community groups and community services.

Methodology

Assessment of the methodology of Social Plan 2000 identified a number of areas that could be improved and these included:

- 'Men' identified as a target group with particular needs. The response has been Social Plan 2005 including a needs paper on Men.
- Challenges in implementation of the Northern Sydney Aboriginal Social Plan 2000 developed at a regional level. The response has been to develop a Aboriginal Needs Paper, focused on Ryde, for Social Plan 2005.
- Improvements in the level of consultation with people from culturally and linguistically diverse backgrounds.

The development of Social Plan 2005 recognised that there were aspects of the methodology of Social Plan 2000 that were important to duplicate, in particular the model of developing separate needs papers. This was identified as being important in recognition that this was only the second cycle of developing social plans in Ryde and there needed to be a level of continuity for the plan to be accepted by the organisation, community and other service providers.

Summary

Of the 74 recommendations made in the Social Plan 2000, 72 have been successfully acted upon with positive outcomes.

A number of tasks are fully completed, but it needs to be recognised that there are a number of recommendations that will be ongoing to facilitate a continued response to meet community expectations and needs.

The Social Plan focused on community service delivery activities to the seven mandatory target groups. This has ultimately led to an improvement and awareness of customer service delivery across all City of Ryde functions.

In April 2001, Mr Gary Payne, Director General of the Department of Local Government, wrote to Council informing the General Manager that the Ryde Social Plan 2000 had been reviewed. The review determined the Social Plan 2000 complied with the essential requirements of the Local Government (General) Amendment (Community and Social Plans) Regulation and found the Council's Plan to be very good and comprehensive.

ATTACHMENT 1 – SOCIAL PLAN 2000 Recommendations Assessment

Recommendations – Children’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Review and re-allocate existing resources to target children services in view of issues and potential job plan identified in the Needs Paper	Establishment of Children's Services Position	Position established	✓
Recommendation 2: Develop internal mechanisms to allow for Community Services to have input into development applications re children services	Establishment of an inter-departmental working group	No requirement for an inter-departmental working group to date. CPO – Children – involved in childcare centre development CPO – Aged/Disability involved in SEPP 5, Urban Housing and Access DCP	✓
Recommendation 3: Develop mechanisms to ensure accurate and relevant planning information is available to prospective developers of children’s services	Council publicise its DCP to prospective developers of children’s services	DCP distributed to all developers	✓
Recommendation 4: Engage a consultant to complete a concept plan on the proposed multi-purpose children’s facility in West Ryde	Develop a concept plan	Concept plan developed	Ongoing
Recommendation 5: Continue conducting regular building inspections of West Ryde Neighbourhood Children’s Centre to ensure the property remains safe for children and staff	Regular inspections conducted and relevant reports submitted to Council for information. Working group with stakeholders established	Quarterly inspections undertaken	✓

Recommendations – Children’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 6: Continue to support family day care through the Development Approvals process and promote family day care	Council continues to exempt new carers from submitting DA’s and assists in promoting family day care through the distribution of Children’s Services brochure	Family Day Care well promoted	✓
Recommendation 7: Investigate and identify future opportunities to increase the provision of occasional care in places difficult to access via public transport	Council, in partnership with the community, lobby for government funding for the provision of occasional child care at different locations	Maintenance of current levels in occasional care places prioritised. Resource and support to current centres provided	✓
Recommendation 8: Support Miyerra Pre School to maintain continued operation	Council lobby for government assistance	Council extensively lobbied state government and explored options within the LGA	N/A - Service unable to find resources and closed
Recommendation 9: Continue to provide vacation care programs in the LGA and investigate future opportunities to increase service delivery as they arise	Council continues to run the vacation care program	Quarterly reports to Council	✓
Recommendation 10: In conjunction with Area Health and local schools, develop a marketing plan with the aim of increasing the number of immunisations	Council works in partnership with Area Health to develop plan. Evaluation of program conducted	Promotion taken place. Partnership with playgroups and schools developed	✓
Recommendation 11: Investigate the feasibility of providing a broad range of recreational activities for children aged 5 to 12 years, with particular emphasis on 10-13 year olds	In consultation with young people, Council designs a range of recreational activities appropriate to their needs	Program being developed. Report completed December 2002	✓

Recommendations – Children’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 12: Investigate opportunities to provide immunisation program at other venues and times in addition to the current service delivery	Council undertakes the feasibility study re running the immunisation programs at different venues.	Moved to the Argyle Centre and extended hours	✓
Recommendation 13: Work with the Playgroup Association to investigate opportunities to develop new playgroups including ethnic specific playgroups, and opportunities to increase utilisation of Council-owned buildings	Council works in partnership with the local playgroups and Playgroup Association to determine the possibility of running new playgroups using Council premises	Support given to new Jewish playgroup. Investigation into interest other ethnic playgroups undertaken. At this time no need identified	✓
Recommendation 14: Develop a long-term strategy to ensure Council facilities meet the necessary requirements for disability access and occupational health and safety requirements	Council develops an Action Plan to upgrade all Council facilities in compliance with disability access, health and safety requirements	DDA Action Plan developed for September 2002	✓
Recommendation 15: Develop a long-term strategy for the re-development of playground facilities in the LGA	Council develops an Action Plan for upgrading playground facilities	Action and maintenance plan developed	✓
Recommendation 16: Continue to publish the Children’s Services Information Brochures to promote the broad range of children’s services operating in the LGA	Regular publishing, updating and distributing the Children’s Services Information Brochure	Brochures published and ongoing updating taking place	✓
Recommendation 17: Provide community information on children’s services in a range of community languages	In consultation with the community, determines the number of languages to be translated re the Children’s Information Brochure	Access and Equity Strategy Steering Group investigating strategies for Council services and information provision	✓

Recommendations – Children’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 18: Establish a local network for early childhood professionals working in services in the local government area	Council facilitates a children’s network involving early childhood professionals working in Ryde	A Directors of Children’s Services Network in place by June 2001	✓
Recommendation 19: Continue to lobby State Government for additional pre-school places in the Ryde LGA.	Council in partnership with the community continues to highlight needs to the State government for more pre-school places in the area	Undertaken as part of Out of School Hours (OOSH) Statewide Sub-committee activities	✓
Recommendation 20: Continue to support and resource the local OOSH and vacation care networks.	Council continues to facilitate and convene the OOSH network	Network convened	✓
Recommendation 21: Continue to lobby State-Federal Governments for resources and funds to support implementation of National Standards and on-going viability of OOSH and vacation care programs	Council, in partnership with local groups, highlights the needs re OOSH and vacation care to relevant government departments	Undertaken as part of OOSH Statewide Sub-committee activities	✓
Recommendation 22: Lobby the Commonwealth Government for additional funding to be allocated to the Special Needs Subsidy Scheme	Council, in partnership with the community, highlights the importance of special needs for families of Ryde	Undertaken as part of OOSH Statewide Sub-committee activities	✓

Recommendations – Young People’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Youth consultation mechanisms need to be developed which pro-actively involve young people from a variety of backgrounds in decision-making on matters which affect their lives in Ryde	Council sets up a Youth Council involving young people in the decision making process	Youth Council Established to assist in developing and implementing youth activities in the LGA	✓
Recommendation 2: Investigate the development of a skateboard facility in the Ryde area and young people be consulted in all the aspects of its design, location and implementation	Council develops a project plan re setting up a skateboard facility in the RYDE LGA.	Portable skateboard ramps purchased and used. Ongoing investigation for permanent site taking place	✓
Recommendation 3: Assist the development and provision of greater diversity in leisure and recreation services/facilities for young people in Ryde	Council, in partnership with Ryde/Hunters Hill Youth Interagency and other local stakeholders, develops a plan re provision of greater diversity in recreational activities for young people in Ryde	Ongoing consultation with the Ryde/Hunters Hill Youth Interagency in regards diversity of recreational activities for young people	✓
Recommendation 4: Continue to resource and support of the Ryde/Hunters Hill Youth Interagency.	Continued resources and support provided by Council	Continued resources and support provided	✓
Recommendation 5: Adopt a co-operative, team-based approach to planning Council’s public facilities and services to ensure that the needs of young people receive due consideration and are catered for	Council develops a Strategic and Integrated Planning Strategy involving different units of Council	Youth needs assessment completed by June 2003	✓

Recommendations – Young People’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 6: Continue to support the Ryde Safe Communities Project to tackle issues relating to young people and public/personal safety in Ryde	CPO Youth participates in the relevant working group of Ryde Safe Communities Committee	CPO – Youth attends with relevant items taken to Youth Council	✓
Recommendation 7: Provide appropriate information about the range of services available to young people and youth service providers in the Ryde area	Council develops an electronic directory of youth services in Ryde	Relevant information disseminated in electronic and hard copy format	✓
Recommendation 8: Work collaboratively with Department of Health to promote the well-being of young people in the area	Council liaises and meets regularly with DOH to discuss issues affecting the well-being of young people and develops strategies to address them	Implemented through Ryde Hunters Hill Youth Interagency and Ryde Safe Communities Committee.	✓
Recommendation 9: Lobby key stakeholders at State and Federal level to provide services to meet identified needs of young people	Council, in partnership with Ryde/Hunters Hill Youth Interagency, raises awareness of the needs of young people in the Ryde LGA	Implementation through the Ryde Hunters Hill Youth Interagency	✓
Recommendation 10: Encourage the management of shopping centres to develop public space policies and activities for young people	Council lobbies the management of shopping centres to raise their awareness of the importance of developing a public space policy for the young people	Successful with Macquarie Shopping Centre Ongoing	✓

Recommendations – Women’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Give full support to the recommendations of the Children’s Needs Paper in relation to childcare and related services	(Refer to recommendations of the Children’s Paper)		✓
Recommendation 2: An information co-ordination strategy is implemented within Council to ensure that the best use is made of information relating to existing services	Set up an inter-departmental working party to work on the strategy	Community Information Database posted on website January 2002	✓
Recommendation 3: Formalise a process for the Access Committee to have input on the state of footpaths, curb ramps, crossings and bus shelters and that a person within Council be designated as the contact on this issue	A nominated staff member from Access Facilities and Services represented on the Access Committee	Staff member from Access Facilities and Services attends all meetings	✓
Recommendation 4: Continue to resource and support the Ryde Safe Communities Project in addressing the concerns of personal safety and safety in public space expressed by women in Ryde	Council continues to facilitate and convene the Ryde Safe Communities Committee	Safety by design forum held. Driveway Safety Working Group established March 2001	✓
Recommendation 5: Continue to work closely with the local police to ensure that the particular issues of concern to the elderly population are taken into account when policing the local area	CPO - Aged/Disability to look at issues concerning personal safety of elderly people	CPO - Aged/Disability involved in community safety forums as appropriate	✓
Recommendation 6: Identify opportunities for contact between young people and older members of the community to reduce inter-generational tensions	Seek appropriate funding to initiate projects which promote the mutual understanding between the older and young people	Participation in Ryde Hunters Hill Interagency	✓

Recommendations – Women’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 7: Continue to resource and participate actively in the Domestic Violence Committee in raising the public awareness of issues relating to domestic violence and to provide support to service providers assisting victims of domestic violence	Council representation on the Domestic Violence Committee	Attendance at D.V. Committee. Provision of resources such as Domestic Violence Handbook	✓
Recommendation 8: Promote the “Abuse of Older People” protocol as widely as possible	Council continues to print and widely distribute the protocol to the community	Ongoing distribution as required. Involvement in development of regional protocol	✓
Recommendation 9: Continue to support the Domestic Violence Committee in updating and translating the Directory of Domestic Violence Support Services	Council provides financial assistance through the Community and Cultural Grants Program	Funding provided to Ryde Family Support Service	✓
Recommendation 10: Both the Community Project Officer, Aged and Disability, and the Co-ordinator, Home Modification and Maintenance Services work with the HACC forum to lobby for improvements to public transport in Ryde	Council, in partnership with the HACC Forum, lobby the relevant government departments and authorities to address the transport issues identified	Council and HACC Forum involved in needs planning with DADHC to lobby for transport issues. Ongoing	✓
Recommendation 11: The Home Modification and Maintenance Service undertake a feasibility study for an easy care gardening scheme	A feasibility study undertaken by Council	Increased funding received from DADHC. Gardening for clients done as required	✓
Recommendation 12: A feasibility study for a volunteer agency be undertaken and that the work of recruiting volunteers be continued at the Argyle Centre, re-located to the former Youth Outreach centre	A project plan developed for the Volunteer Referral Agency Project	Ryde Community Volunteers Service Developed and commenced	✓

Recommendations – Disability Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Continue the role of identifying local issues for people with a disability, raising awareness, networking with local services and other levels of government and lobbying to meet these needs	Council continue to convene and resource the HACC forum and the Access Committee	HACC Forum, Access Committee and Disability Network convened and resourced	✓
Recommendation 2: Facilitate communication between organisations, in particular those offering a community transport service, to achieve optimum use of resources	CPO – Aged/Disability liaise regularly with local service providers	Effective flow of information between the groups	✓
Recommendation 3: Consider taking a pro-active role in encouraging inclusion of people with a disability into mainstream services	Review policies regarding access to services and its employment policies	All statutory requirements met	✓
Recommendation 4: Develop a disability Discrimination Act Action Plan and, as part of this process, that it reviews all its policies, services and facilities to ensure people with a disability have equal access and are not being discriminated against. This process should occur with input from the Access Committee	Council develops the Disability Discrimination Act Action Plan	DDA Action Plan developed through Access and Equity Strategy Steering Group and CPO – Aged/Disability Dec 2002	✓
Recommendation 5: Conduct an audit, with input from the Access Committee, of accessible pathways and access to major facilities, shopping centres, parks, etc., within the city of Ryde to produce a mobility map for residents and visitors with a disability	Council produces a mobility map focusing on disabled access	Access Maps launched June 2002	✓

Recommendations – Disability Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 6: Review its policies regarding footpaths, curb ramps, crossings and bus shelters, with input from the Access Committee and professional expertise from an appropriate disability organisation	A nominated staff from the Access Facilities and Services represented on the Access Committee	Manager, Access, Facilities and Services in attendance at Access Committee	✓
Recommendation 7: That relevant staff undertake Disability Awareness Training	Council organises relevant staff training	Training plan in DDA Action plan December 2002	✓
Recommendation 8: That the City of Ryde build in to its DDA Action Plan strategies for systematically altering existing problems regarding footpaths, curb ramps, crossings and bus shelters, as they are identified	Relevant strategies incorporated into the DDA Action Plan	DDA Action Plan under development completed December 2002	✓
Recommendation 9: Audit of accessible buildings and facilities includes provision of designated parking for people with a disability and that Council develop a policy regarding provision and enforcement of designated parking	Council conducts an Access Audit of Council premises and facilities. Council develops a policy re provision and enforcement of disabled parking	Access audit conducted Enforcement is undertaken within legislative framework and on a regular basis	✓
Recommendation 10: Ensure all new public developments in the area have, as part of their conditions of consent, adequately provide designated parking places for people with a disability	Council includes the provision of disabled parking as one of the conditions of consent on development applications	Disabled parking included in the DA consent	✓

Recommendations – Disability Paper			
Recommendation	Strategies	Performance Indicators	Implementation
<p>Recommendation 11: In providing information to residents about its own issues, the City of Ryde develops strategies to be incorporated into the DDA Action Plan, such as:</p> <ul style="list-style-type: none"> • Provide information in a variety of formats. Eg large print, electronic, audio, etc • Employ a policy of plain English in its literature • Explore ways of providing access to Council papers and documents for those unable to view them on site 	Set up an inter-departmental working group to develop strategies for effective communication with people with disabilities	Access and Equity Strategy Steering Group formed and involved in development of DDA Action Plan	✓
<p>Recommendation 12: Provide information to residents about community issues, Council continues to produce Community Information booklets, and develops strategies to be incorporated into the DDA Action Plan facilitating community information expos, similar to those for aged services, aimed at younger people with a disability</p>	Increasing access to information through Internet access in libraries and providing training in libraries to familiarise people with computers. Facilitating community information expos, similar to those for aged services, aimed at younger people with a disability. Supporting Neighbourhood Information Agencies	Internet courses held by libraries. Facilitation of community information through Disability Network. Support to Community Aid Neighbourhood Information Agencies through community grants	✓
<p>Recommendation 13: Develop, with input from the Access Committee, a Disability Development Control Plan and considers issuing the Access Awareness Kit with all new Development Applications</p>	Compilation of the Disability Development Control Plan and the publication of the Access Awareness Kit	Access DCP developed with input from Access Committee and Access Brochure under development	✓

Recommendations – Culturally and Linguistically Diverse Background Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Review the existing LEAPS Policy as part of the process to develop an Access and Equity Policy	Council develops an Access and Equity Policy	Access and Equity Strategy Steering Group formed to develop Multicultural Policy	✓
Recommendation 2: Advocate for the specific needs of people from non-English speaking backgrounds (NESB)	Council continues to resource and support the Ryde Hunters Hill Multicultural Network	Ryde Hunters Hill Multicultural Network resourced and supported	✓
Recommendation 3: Build strong partnerships and open meaningful communication with ethnic communities / groups /organisations and relevant government department	Establishment of an ongoing link with the ethnic communities. Support Community Harmony Project and cultural events through Community Cultural Grants Program	Links with Chinese, Iranian, Afghani, Italian, Armenian communities. Links being developed with Korean community. Grants allocated to Harmony Day Project	✓
Recommendation 4: Develop appropriate mechanisms to communicate effectively and consult with the Non-English Speaking Background (NESB) communities	Promote Council activities/services by using the ethnic media	Information disseminated to ethnic groups. Multicultural policy developed 2002	✓
Recommendation 5: Develop effective internal communication strategies to deliver an improved information service to the NESB communities	Undertake audit of staff language skills leading to Language Aide accreditation. Provide training for staff on use of interpreting services	Audit undertaken, developed Language Aid Program and TIS information session	✓

Recommendations – Culturally and Linguistically Diverse Background Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 6: Ensure that community halls and facilities are equally accessed and well utilised by all community groups	Undertake an audit of utilisation of Council community halls and facilities. Development of Venue Support policy on cost recovery basis. Identify barriers faced by some ethnic groups in accessing Council facilities and develop solutions.	Venue Support reviewed fee structure. Increased utilisation	✓
Recommendation 7: Ensure that all residents, in particular NESB residents, are well informed of the library services	Develop community education program and promotional brochures about library services in different languages	Access and Equity Strategy Steering Group formed to develop appropriate promotional activities	✓
Recommendation 8: Ensure that cultural planning is integrated into Council's Management Planning Process	Develop a Cultural Plan for the City of Ryde	Report by June 2001	✗ No Action due to other priorities

Recommendations – Older People’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Enhance the provision of information to older people in the local area	The provision and wide distribution of the Ryde/Hunters Hill Aged and Disability Services Directory	Directory distributed via GP’s, community groups and community services	✓
Recommendation 2: Through the Community Project Officer – Aged/Disability, resource, support and participate in local and regional networks that plan, co-ordinate or establish services for older people and, where networks do not already exist, establish them.	CPO Aged and Disability convenes the HACC forum and actively participates in other related networks	A more coordinated delivery of service. Initiating and involvement in planning for the area	✓
Recommendation 3: Ensure that older people are consulted about issues of concern to them and that this consultation is integrated with Council’s management planning, service delivery and evaluation	Council explores opportunities to consult older people about areas of concern to them.	Liaison with Senior Citizen groups in the LGA. Older persons needs analysis through Social Planning	✓
Recommendation 4: Ensure that older people can move about freely and safely in their community	Active participation in The Ryde Safe Communities Committee. Liaison with other government departments to promote safety issues of the older people in the community	CPO-Aged/Disability participation in the Ryde Safe Communities Committee	✓

Recommendations – Older People’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 5: Enhance opportunities for older people to participate in leisure, recreational and educational activities	Organise Seniors Week Promote the leisure recreational activities through Council’s newsletter e.g. What’s On in the City of Ryde	Seniors Week activities undertaken. Promotion of leisure and recreational activities for older people	✓
Recommendation 6: Advocate on behalf of the residents of Ryde to increase access to services, particularly for people with special needs	Work with community groups/organisations to develop cultural awareness training and education for service providers Monitor the need and demand for community support services for elderly people with special needs	Cultural awareness training undertaken in partnership with Ryde Hunters Hill Multicultural Network Monitoring of needs and demands on services through Ryde HH HACC Subregional Forum	✓
Recommendation 7: Continue to seek and improve partnerships with Government Departments, businesses, service providers in order to improve the choice, facilities and quality of life for older people	Work with Department of Health to coordinate respite and activity programs and to provide health education, information for older people Work with RTA to ensure adequate phasing of traffic lights, adequate provision of island crossings to promote safety for older residents	Ongoing liaison with Dept of Health and service providers. Involvement with Ryde Safe Communities Committee in regards pedestrian safety	✓

Recommendations – Aboriginal People’s Paper			
Recommendation	Strategies	Performance Indicators	Implementation
Recommendation 1: Local councils develop a strategy for the ongoing promotion of Aboriginal heritage and culture in Northern Sydney	Promotion of Aboriginal heritage and culture through a range of activities	Libraries promotion of Aboriginal material during NAIDOC week Employment of a Heritage Officer	✓
Recommendation 2: Local councils continue to identify and protect Aboriginal heritage sites in their LGA	Sites identified and protected with involvement of the Metro Aboriginal Land Council and community where appropriate	Glades Bay Heritage Walk completed with involvement of community and Land Council Other sites identified and protected	✓