



City of Ryde
**DISABILITY
INCLUSION**

ACTION PLAN
2022 - 2026

DRAFT





**Aunty Julie Janson –
Darug Elder**

WELCOME TO COUNTRY

On behalf of the Darug Nation, we welcome you to Ryde. This is the unceded land of the Wattamattgal (Wallumedegal) Aboriginal people, a clan of Darug Nation. Our nation stretches from the Blue Mountains to the sea. We celebrate the inclusion of all people with disability and honour their rights and contribution to our country and society.

We pay respects to the Aboriginal and Torres Strait Islander Elders past and present and emerging. We pay our respects to the history, culture, language and contemporary developments of our Indigenous people.

People with disability have long found love and inclusion in Indigenous culture. We are all one. We have pride in Indigenous knowledge and the healing that is incorporated in our cultural beliefs, plant medicines and inclusive understanding. For example: Indigenous sign language has always been part of our communication.

We honour the protection of one of the earth's longest continuous Indigenous cultures and beliefs. We honour people with disability and continue to facilitate their welfare and respect their inclusion in society.

The area of Ryde is home to many Indigenous people, and it has a long history of habitation for over 20,000 years. The land along the Field of Mars was a place where many Koories (Aboriginal people) lived after the early years of British settlement. As the land had creeks and mangroves but was unsuitable for farming, it was available for Koories to make tin and bark homes and continue fishing and oyster gathering along the Lane Cove River. Darug families also travelled through Ryde on their way from the Aboriginal places of Sackville Reserve and Blacktown. The track lead through Ryde down to Narrabeen where a large camp of Gaimariagal and Darug people lived up until 1959. They made a living by selling prawns, oysters and fish.

In later years many Koori families around Ryde made a living by raising poultry and working as labourers and domestic workers. My own family lived in the 1950s-60s near the Lane Cove River in a rented house near the bush that had thirty people living in it. My dad caught rabbits for dinner by setting traps and he gathered oysters and caught blue swimmer crabs and fish.

We ask that people respect Darug history and cultural knowledge in Ryde Council area and Indigenous people all over Australia. We ask that people think (wingara) and learn from Darug culture and walk safely upon this land.

Acknowledgements

We would like to express our appreciation and thanks to everyone who contributed to the development of this Disability Inclusion Action Plan.

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CONTENTS

1. WELCOME TO COUNTRY	2
2. MAYOR'S MESSAGE	4
3. INTRODUCTION	5
3.1 What is disability?.....	5
3.2 Why is this important for the City of Ryde?	6
3.3 How will we do this?.....	6
3.4 A note on language use	6
4. COMMUNITY PROFILE	7
5. DISABILITY IN AUSTRALIA	8
6. HOW WE DEVELOPED THIS PLAN	9
6.1 Asking the community.....	9
6.1.1 What did we find out?	10
7. HOW WE WILL DELIVER THE PLAN.....	13
7.1 How we will work with external services and providers.....	13
8. HOW WE WILL FUND THE PLAN	14
9. HOW WE WILL MEASURE SUCCESS.....	14
APPENDIX ONE: Detailed actions	15
APPENDIX TWO: Reviewing our Previous Plan.....	46
A2.1 Overview.....	46
A2.2 Focus Area 1: developing positive community attitudes and behaviours.....	47
A2.3 Focus Area 2: creating liveable communities.....	48
A2.4 Focus Area 3: Supporting access to meaningful employment	49
A2.5 Focus Area 4: Improving access to mainstream services through better systems and processes.....	50
APPENDIX THREE: Policy and legislation.....	51



CITY OF RYDE MAYOR'S MESSAGE

I am proud to present the City of Ryde's Disability Inclusion Action Plan.

This plan forms part of Council's ongoing commitment to ensure that people living with a disability are welcomed, accepted and respected in our community.

Almost one in 10 people living in the City of Ryde have a disability. As a Council, we can play a leading role to remove the barriers that currently exist and foster a more inclusive society for all.

Developed with extensive input from the community, the plan identifies actions which Council will undertake to assist people living with a disability so they can fully participate in community life, by ensuring our services, facilities and workplaces are accessible to all.

In addition, the plan seeks to increase the opportunities available to people living with a disability – both at a professional and social level – to ensure everyone in our community has the same opportunities available to them.

Crucially, the actions found within the plan will be integrated annually into Council's core business and into Council's Delivery Program and Operational Plan for the next four years, which will help ensure that it will be applied to all areas of Council.

I would like to thank everyone who helped in the development of this Disability Inclusion Action Plan and I look forward to working with the community to deliver on its objectives and achieve our goals.

Yours sincerely,



Clr Jordan Lane
Mayor – City of Ryde



Special Olympics Dance Performance Group, City of Ryde Australia Day 2021 ambassadors.

3. INTRODUCTION

Everyone has the right to be a part of their community, and to be able to pursue their goals in life. Our community is better when we work to include all people. When we include people it not only benefits them, but we know it also benefits everyone socially and economically by providing opportunities to connect and to do business. This also ensures everyone is considered, allowing us to lead richer and happier lives. This is fundamentally important as we grow in population, density and challenges such as climate related impacts and access to support and services.

That's why we want to make sure that people with disability, their families and support workers are included in the City of Ryde ensuring that our City, facilities and services are accessible enabling them to fully participate in their local communities. This plan is your guide to how we are going to work with the community to make it more accessible, and how that will benefit all of us.

3.1 WHAT IS DISABILITY?

Defining disability can be tricky as disability presents in many different ways, and can mean different things to different people.

We use the definition of disability from the *NSW Disability Inclusion Act 2014*, which states that disability:

“In relation to a person, includes 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 need to support inclusion is recognised at many levels of legislation and policy in Australia.

In 2014, the NSW Government passed a law that said that all local councils must have a Disability Inclusion Action Plan. The law is called the *Disability Inclusion Act 2014*. Under the law, Councils must review their Disability Inclusion Action Plans every 4 years. You can find out more about the different legal requirements at Appendix 3.

INTRODUCTION... CONTINUED

3.2 WHY IS THIS IMPORTANT FOR THE CITY OF RYDE?

As a Council, we have a responsibility to look for, and where we can, remove the barriers that stop people from being involved in our community. The need to support inclusion is recognised at many levels of legislation and policy in Australia.

We prioritise this through numerous programs and projects undertaken each year to improve how we connect with our disability and support groups. This includes through capital works programs that improve physical connections across the city, advocacy initiatives for better policy and funding areas, and annual events for the community. Strategically this is delivered through embedding inclusion of our disability community in key documents such as this Plan, our Community Strategic Plans, the Ryde Resilience Plan 2030, and transport and Pedestrian Access and Mobility Plans we continue to deliver to ensure inclusivity.

3.3 HOW WILL WE DO THIS?

We are committed to making our community more accessible and inclusive of people with disability.

We will do this by:

- Promoting positive attitudes and behaviours toward people with disability
- Making improvements to ensure our community is easier to live in and to get around
- Helping to facilitate access to volunteering and work opportunities for people with disability, including within Council
- Making sure the information we provide is easy to understand and our services are accessible and inclusive.

In the following pages, you will find out more about disability in our community, and how we are going to make the City of Ryde more accessible and inclusive over the next four years.

3.4 A NOTE ON LANGUAGE USE

For this document we have chosen to use person-first language (e.g. “person with disability”), consistent with the recommendations of the PWDA Language Guide of August 2021¹ and the Australian Government Style Manual. We do this to recognise the individual and the wide variety of conditions and situations that can give rise to impairment. However, we recognise that some people prefer to use identity-first language to describe themselves (e.g. “disabled person”). While this document uses person-first language, we are guided by the disability community when delivering activities. We ensure that when working with individuals we use the language that they prefer to identify with, so that their preferences are respected.

¹ People With Disability Australia (2021) ‘PWDA Language guide: A guide to language about disability’, People With Disability Australia



Meadowbank Park Playground

4. COMMUNITY PROFILE



133,224

Over 133,224 estimated residents



11,300

people have disability (9 percent)



9,400

More than 9,400 are carers living in the City of Ryde²



5,342

In 2016, 5,342 people required some form of assistance³ (4.6 percent)

We have a large culturally and linguistically diverse population.



1/3

of residents were born overseas



3,200

people with disability do not speak English⁵



Mandarin, Cantonese and Korean are the most spoken languages in Ryde other than English.

Language, as well as different cultural understandings of what disability is, can present an additional barrier for people with disability seeking services in the area, and can increase the risk of social isolation.

As we move through continued population growth and development, we know that planning for this change will be imperative to ensure our vulnerable communities are prioritised in our planning. This includes factors such as exposure to climate and resilience related impacts from shock events and stress events which affect our vulnerable communities hardest.

People requiring assistance generally have a severe or profound disability. When you factor in people with a disability who do not require assistance with core activities, carers and family members of people with disability, the number of people in the community who would benefit from a more inclusive and accessible community is significantly higher. The number of people aged 65 and over is also estimated to increase from 16,950 in 2016 to 36,000 by 2041 - a change of 19,050⁴.

²ABS, 2018

³Australian Bureau of Statistics, Census of Population and Housing 2016.

⁴Department of Planning and Environment, 2019 New South Wales State and Local Government Area.

⁵SSI, 2017.



Ryde Aquatic and Leisure Centre

5. DISABILITY IN AUSTRALIA

Around 4.4 million Australians (1 in 6 people) live with disability. The likelihood of living with disability increases with age, as 1 in 2 people aged 65+ live with disability.



53% of people (15-64yrs) with disability are participating in the labour force



42% of adults with disability rate their health as fair or poor (compared with 7% of adults without disability)



10% of employed working-age people with disability are underemployed, compared with 6.9% of those without disability



32% of adults with disability experience a high or very high level of psychological distress (compared with 8.0% of adults without disability).



About 1 in 10 working age people with disability who are employed want to work more hours than they do



43% of people (15-64yrs) with disability receive a government payment as their main source of income



68% of people (15-64yrs) with disability have 1 or more employment restrictions



47% of adults with disability have experienced violence after the age of 15yrs.



3 in 5 people with disability living in households need help with at least one activity of daily living



6. HOW WE DEVELOPED THIS PLAN

6.1 ASKING THE COMMUNITY

To update our Disability Inclusion Action Plan, we first reviewed our last Plan 2017-2021 to find out what achievements had been made and what things we still need to do. A summary of this review can be found at Appendix 2. We then asked the community about the barriers that people with disability face in Ryde and their ideas for improvement. In late 2021 we consulted with:

- People with disability
- Their families
- Service providers
- Other community members
- Our Disability Inclusion Action Plan Internal and External Working groups

We worked with them to find out what key actions we can take to improve accessibility and inclusion of people with disability in Ryde.

We promoted our consultations through our website, social media, Council facilities, the local paper, and emails, letters and phone calls to relevant stakeholders through our contact lists and networks.

We held seven consultation forums in October and November 2021. Two of these were for community organisations, three were for people with disability, and two were open to everyone in the community. The consultations were held face-to-face and online and catered to all accessibility requirements. People who could not attend the forums could tell us what they thought through an online survey or by contacting Council directly via phone or email.

We interviewed representatives from local organisations to understand the needs of their communities. We also created a “Consultation in a Box” toolkit that local organisations could use to lead conversations with their communities on disability. We also surveyed Council staff on their understanding of disability and what they saw as priorities for a new plan.

6. HOW WE DEVELOPED THIS PLAN... CONTINUED

We collated and analysed the feedback and presented this to Council staff.

6.1.1 What did we find out?

Our consultations provided the following valuable insights:

- Libraries and the Council Customer Service Centre are both seen as very accessible spaces by people with disability, but more needs to be done to make footpaths, drop-off and pick-up areas, and bus shelters more accessible
- We are seen as being responsive when people with disability contact us, but we can do better in how we communicate and provide information
- You want more events that bring the community together and provide an opportunity to share information (e.g. The Granny Smith Festival)
- You want to see regular and effective communication and information sharing between us and service providers
- You want us to continue to run our Shop Ryder free community bus service
- The working groups/reference groups are good forums for people with disability to have a voice and communicate directly with us.



Shop Ryder community bus service

6. HOW WE DEVELOPED THIS PLAN... CONTINUED

The following table provides a high-level summary of the themes that emerged from consultations with the local community, service providers and staff regarding priorities to improve access and inclusion in Ryde.

FOCUS AREA	PRIORITIES FOR IMPROVEMENT
Community Attitudes and Behaviours	<ul style="list-style-type: none"> • Greater training for businesses in interacting with people with disability • Training council staff on access and inclusion for people with disability • Greater community education around disability • Increasing visibility of people with disability, especially intellectual disability and mental health • Accessible events that facilitate connection between people with and without disability, as well as some disability-specific events.
Creating Liveable Communities	<ul style="list-style-type: none"> • Maintaining safe footpaths linking shops, parks, homes and transport that are accessible for people with mobility issues • Greater access to council facilities for Not for Profits (NFPs) to provide services • More accessible toilets at community venues and parks • More disability parking that is accessible, safe and in close proximity to venues • Social groups for people with disability, carers, older people and culturally and linguistically diverse (CALD) communities • More mental health initiatives • Inclusive play equipment and facilities for both young children and adults • Implementing universal design for the development of buildings and infrastructure.

6. HOW WE DEVELOPED THIS PLAN... CONTINUED

FOCUS AREA	PRIORITIES FOR IMPROVEMENT
Providing Access to Meaningful Employment	<ul style="list-style-type: none"> • Employer education and funding to support people with disability • Networks, forums and other opportunities for people with disability to engage with businesses • Working with people with disability to identify suitable tasks and training opportunities • Opportunities for technology training for people with disability • More apprenticeship or trainee programs so people with disability can gain work experience and skills needed for workplace • Greater end-to-end accessibility, from the initial promotion of jobs through to supporting a person with disability in the role • Supporting open employment for people with disability.
Improving Access to Services	<ul style="list-style-type: none"> • Forums between Council, service providers and people with disability • Greater consultation with people with a range of disabilities • Improving engagement with CALD communities • Multi-channel engagement (digital and traditional) • Central contact point for people with disability, and single point for people to report accessibility issues • Accessibility of materials • Advertising through service providers • Website navigation improvements.



Link Housing opening, West Ryde

7. HOW WE WILL DELIVER THIS PLAN

Everyone in Council has responsibilities for supporting access and inclusion. The actions that specific sections of Council are responsible for are noted in Appendix 1.

Our Community Services will oversee Council's ongoing implementation of this plan and will report to the Executive.

We will also:

- Review implementation every six months
- Seek ongoing feedback on progress from people with disability and other community members
- Consult with the Inclusion and Access working group to seek ongoing feedback on the DIAP
- Seek ongoing feedback from Council staff
- Modify our strategies and actions according to review and feedback findings
- Provide an annual report on our activities to the community and the Minister for Disability Services
- Conduct a full review after four years.

7.1 HOW WE WILL WORK WITH EXTERNAL SERVICES AND PROVIDERS

Inclusion of people with disability in the City of Ryde will be influenced by not only the actions set out in this plan, but also the attitudes and actions of individuals, business owners, community groups and service providers in the City of Ryde LGA.

Ensuring participation of all people and groups within the community in the implementation, monitoring and evaluation of the plan is essential to making sure we are headed towards success.

The City of Ryde will continue to consult and work with a number of Not for Profit (NFP) organisations and local service providers who are committed partners in the actions of the DIAP.



UR Included event, 2018

8. HOW WE WILL FUND THIS PLAN

Many of the actions in our Disability Inclusion Action Plan are things that we are doing already and will continue to do. These actions will also adapt to meet the changing needs of our community and are funded through our Operational Plan.

Some actions will need to be funded, especially where we need to build things. Money for this will come from our budget process where possible. Sometimes, we may try and get money from other sources to help us deliver actions, included but not limited to collaborating with regional councils, grants and funded programs by State and Federal Government, as well as development contributions in line with our planning controls and approval pathway for new buildings.

This will help us to deliver the actions in the plan responsibly and within our means.

9. HOW WE WILL MEASURE SUCCESS

We want to make sure that we are accountable for our actions. That is why every one of our actions has detail on what that action is meant to achieve, and how we will know if that has been achieved.

For some actions, that will mean checking whether we have done what we said we will do. For other actions, we will ask the community to tell us what they think, through conversations and surveys and feedback. We will also measure the number of events and survey people on their attitudes over time.

We will measure our progress regularly, and report every year on what has been done and what we still need to do as part of our annual report. We will regularly review feedback surveys from events and also compliments and complaints received. This will help us to ensure that we are doing what we said we would do, but also to make sure that our actions are still the right things to do for the community.

APPENDIX ONE

FOCUS AREA 1 : DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

KEY: Short = 3 – 6 months delivery time **Medium** = 12 – 24 months delivery time **Long** = 24 – 48 months delivery time

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Celebrate and value people with disability in the community						
1	Undertake a pilot program with Zero Barriers to introduce a recognition system for our local inclusive businesses	ECONOMIC DEVELOPMENT, INFORMATION SYSTEMS	Medium		Pilot program implemented and promoted to businesses	# of businesses undertaking the Zero Barrier pilot program Feedback from businesses and community on success of pilot program
2	Promote the lived experience of disability in Council's key communication materials	COMMUNICATIONS	Short		Community profiles developed and published	# of materials produced promoting lived experience Circulation figures for materials
3	Provide updates of successful implementation of DIAP actions (as well as other examples of positive inclusion) on Council's public communication channels (Include both Council and community achievements)	COMMUNICATIONS, COMMUNITY SERVICES	Short		Post examples and update every quarter	Updates provided each month on Council's public communication channels

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Celebrate and value people with disability in the community						
4	Launch of new DIAP in 2022 with a focus on inclusion of people with disability	COMMUNITY SERVICES	Medium		New DIAP is promoted among the community	New DIAP is included on Council website
5	Review and update events held for International Day of People with Disability to better reflect the diversity of experience and age of people with disability	COMMUNITY SERVICES	Short	Disability service providers (to generate ideas for events and delivery partnerships)	Events for International Day of People with Disability are updated	Annual review of events is completed Events are updated annually in line with review recommendations (as appropriate) # of people with disability, their families and carers that attend these events Events reflect the demographic of people living with a disability in the City of Ryde

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
2. Foster understanding and connections within the community						
6	Deliver a targeted community education campaign on appropriate language and respectful behaviours towards people with disability (invisible disability) for Schools, Business and Community (ie mental health, neurodivergent conditions, intellectual disability)	COMMUNITY SERVICES	Medium	Local schools, disability service providers, LGNSW	Campaign established and delivered	Education workshop developed and delivered # of people that attend the workshops and report a greater awareness of using appropriate language and respectful behaviour towards people with disability
7	Include information regarding accessibility and inclusion to the community when dealing with Council through the hire of venues and facilities or grant applications	COMMUNITY SERVICES	Short	Local Community groups and organisations	Community informed	Accessibility and inclusion information added to Council's website and hiring agreements on information relating to the hire of venues and facilities. Information to be included in the community grants programs procedures
8	Engage with CALD groups and members of the community with disability through specific events to foster inclusion and connections with Council	COMMUNITY SERVICES	Medium		Specific events for CALD groups and people with disability are held	Events fostering inclusion for CALD groups # of attendees (general and CALD) # of people with disability attending events

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Facilitate programs that improve social inclusion						
9	Create and distribute a social inclusion checklist for businesses to facilitate greater inclusion of people with disability	ECONOMIC DEVELOPMENT	Short	Businesses	Checklist prepared and disseminated	# of businesses that have received the social inclusion checklist # of businesses who have implemented checklist
10	Facilitate the provision of disability support services and activities by community organisations through discounted venue hire fees at Council's properties	COMMUNITY SERVICES	Short	Local community groups	Provision of services	# of community organisations using facilities
11	Update Council's Event Planning Guide to encourage organisations to be inclusive as well as accessible, for example, offering flexible pricing that considers the needs of people with disability	EVENTS	Short		Guide updated	Update Council's Event Planning Guide at least once over the course of this DIAP.
12	Encourage grant applications that foster Inclusion	COMMUNITY SERVICES	Short		Grant criteria revised	% of community funding grant applications (successful and unsuccessful) demonstrably addressing criteria

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Facilitate programs that improve social inclusion						
13	Provide a copy of DIAP to newly elected Councillors	GOVERNANCE	Short		Councillors informed of plan	A copy of the DIAP is given to newly elected Councillors
14	Work with organisations to identify opportunities to support innovative and inclusive activities for people with disability	COMMUNITY SERVICES	Medium – Long	Organisations (including those not currently servicing the City of Ryde LGA)	# of inclusive initiatives	Hold regular meetings with organisations to identify and discuss opportunities
15	Promote events that are accessible and inclusive for people with disability, and provide information to the community on the specific measures in place that make these events accessible	COMMUNICATIONS	Short	Local community groups and organisations	Accessible events held and inclusive information included in event material	All council events have accessibility requirements integrated into planning % of council events with accessibility information included as part of promotion and marketing
16	Engage with performers and suppliers with a disability in Council events	COUNCIL-WIDE	Medium		More performers and suppliers with disability engaged	# of performers and suppliers with a disability at Council events

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Facilitate programs that improve social inclusion						
17	Engage with local inter-agencies to create sustainable programs and ongoing participation pathways for people with disability, such as identify opportunities for cross-facilities/ resource use	COMMUNITY SERVICES	Medium	Inter-agency partners	Shared resources and opportunities	# of engagement activities # of programs/ pathways created % of stakeholders in programs/ pathways with positive feedback on activities
18	Continue to facilitate provision of sport and recreation programs for people with disability, and increase awareness among community sporting groups of assistance they can obtain to make their function more inclusive	SPORT AND RECREATION	Medium – Long	NSW Health, NSW Office of Sport (Central Region), disability service providers	Regional recreation review	# of people with disability participating in sporting and recreation programs # of community sporting groups engaged with by Council
19	Integrate key actions from Council’s Social Plan (2019) and other relevant plans and strategies into activities and events	COMMUNITY SERVICES	Long		The City of Ryde is a cohesive and inclusive community with well supported services for health and wellbeing, including for more vulnerable sections of the community such as CALD groups, people of Indigenous background, elderly residents and those living with disabilities	% of actions integrated

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Facilitate programs that improve social inclusion						
20	Promote and implement tools for disaster preparedness. (Get Prepared App, SES emergency plan, Climate Wise communities, Emergency Preparedness Kits)	ENVIRONMENT	Medium	Red Cross and State Government agencies including SES and district health	A community that feels it is better prepared to respond to emergency events and shocks Vulnerable sections of the community feel well connected and supported through integration of technology and nontechnological tools	Level of reach and adoption of tools into community (General, CALD and people with disability)
21	Continue to deliver inclusive activities as part of the Active in Ryde programs being offered to the community	PARKS	Medium		Active in Ryde programs delivered	# of activities delivered # of attendees % of positive feedback from attendees

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
4. Make Council events, facilities and activities welcoming and inclusive						
22	Provide training on how volunteers can assist people with disabilities at Council events	EVENTS	Medium		Training completed	Training provided annually # of volunteers trained % of volunteers with training
23	Create opportunities for people with a disability to volunteer at Council and community events	COMMUNITY SERVICES	Medium		More people with disabilities volunteer at local events	# of opportunities created # of volunteers with disability

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
5. Increase knowledge and understanding about disability in Council						
24	<p>Provide periodic training to Council staff in disability awareness and inclusion to meet service requirements</p> <ul style="list-style-type: none"> • Prioritise training and education to frontline staff about the inclusion people with disability • Require training to be repeated every four years • Training program could include opportunities for learning experiences for Council staff 	PEOPLE & CULTURE	Short	Disability peak bodies, specialist training organisation	Training program established	<p># of training events</p> <p># of staff trained</p> <p>% of staff with training in disability awareness</p> <p>% of staff that are confident in understanding needs of and working with people with disability</p>

FOCUS AREA 2 : CREATING LIVEABLE COMMUNITIES

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Make it safe and easy to get around						
25	Plan to better prepare the community, especially the most vulnerable sections, for hazards and extreme weather events, particularly urban heat	ENVIRONMENT	Medium		Community is prepared to respond to major shocks, acute events and chronic stresses	<p>Strategy is developed, promoted and implemented</p> <p>% of community who report feeling prepared for hazards</p> <p>% of people with disability who report feeling prepared for hazards</p>
26	Design and implement Council programs (e.g. warnings, refuges, health services, cool places, cool spaces-urban heat project) with actions to support higher risk residents, including elderly, people living with disabilities and those with chronic conditions	ENVIRONMENT	Short		Community is well prepared to respond to major shocks, acute events and chronic stresses	<p># of developed and implemented programs and actions to support high risk residents.</p> <p>% of council residents (including older people, CALD people and people with disability) aware of programs</p>

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Make it safe and easy to get around						
27	Review whole-of-route accessibility along key active movement corridors including to and between town centres, major transport sites and to cultural/leisure facilities	TRANSPORT	Medium – Long		Study and audit commissioned and completed	% of people with disability that report that the City streets, parks, footpaths, open spaces and facilities are easy to access
28	When auditing presence and condition of footpaths include presence of overhanging vegetation and potential for future impedance by vegetation	ASSETS, ENVIRONMENT	Short – Medium		Audit outlines priority actions	% of people with disability that report that the footpaths are easy to access
29	Develop requirements around ensuring continued accessibility of footpath areas during construction work, particularly around footpath removal and wheeled access	OPERATIONS	Medium		Requirements are developed and promoted	% of people with disability that report that the footpaths are easy to use around construction areas

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Make it safe and easy to get around						
30	Prioritising footpath, road and upgrade and repair of bus routes within asset budget	ASSETS	Short – Medium		Audit outlines priority actions	% of people with disability that report that the streets, footpaths, taxi and bus services are easy to access and navigate
31	Continue the implementation of PAMP items and footpath configuration to improve accessibility and connection within existing asset capital works programs	ASSETS, PARKS	Medium		Improved connectivity for all abilities across the City long term Promotion of active transportation modes from connectivity over vehicle use	# of public domain (footpath, bus shelter, kerb ramp) PAMP actions completed under the asset renewal and improvement delivery program
32	Playing a more active role in supporting community transport organisations that service the area, such as through grants, or advertising for volunteers	COMMUNITY SERVICES	Medium - Long	Disability service providers	Financial and in-kind support through grants and advertising	# of funded activities/ initiatives delivered # of residents served through initiatives

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Make it safe and easy to get around						
33	Incorporate requirements within the DCP for accessible parking that go beyond compliance. Parking strategies to better consider the requirements for width and height of modified vehicles and vans	TRANSPORT	Medium - Long	Disability service providers	Review and update accessible parking requirements	Requirements reviewed and updated, with changes incorporated
34	Rangers to continue enforcement of fines for cars parked on the footpath and improper use of accessible parking spaces	RANGERS	Long		Improved availability of accessible parking spaces for people with disability to utilise	Decreased complaints relating to cars parking on footpaths and improper use of accessible parking spaces
35	Review and revise public domain signage to improve legibility and consistency, to assist people with disability move around our City	CITY ACTIVATION, TRANSPORT, PARKS	Medium		Strategy developed and progressively implemented. Complete a Parks Signage Strategy in the 21/22 financial year.	Strategies developed # and % of actions implemented

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Make it safe and easy to get around						
36	Work with Transport NSW to make major transport infrastructure in Ryde LGA more accessible and disability friendly with ramps and lifts, bus interchanges improved signage	TRANSPORT	Needs basis	Transport NSW	Improvement program initiated	# of improvements identified. # of improvements completed
37	Partner with the NSW Government to provide real-time availability for accessible parking spaces across the LGA via the NSW Park'nPay App	TRANSPORT, RANGERS	Short	NSW Government	Easily accessible parking for people living with disability across the LGA	All current and future accessible parking spaces are available on the NSW Park'nPay App
2. Ensure Council's events, open spaces and leisure and sporting facilities are accessible and inclusive						
38	Ensure amenities and infrastructure support people with disability attending is included in planning for Council events	EVENTS	Short - Medium	Disability service providers	Increased participation in Council events	% of Council events with amenity and infrastructure support included in planning activities

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
2. Ensure Council's events, open spaces and leisure and sporting facilities are accessible and inclusive						
39	Review the design of parks and playgrounds to propose that they cater to a range of age groups and allow for multi-generational enjoyment	SPORT AND RECREATION	Medium – Long		Review undertaken and revisions made to parks program	Review completed and revisions made # and % of review recommendations delivered
40	Deliver works program as per 2019/20 Playground and Amenities Building Audit, and monitor accessibility of existing parks, leisure and recreational facilities	SPORT AND RECREATION	Medium		Works program is delivered and monitored on regular basis	# and % of works program activities delivered % of existing parks, leisure and recreational facilities meeting accessibility standards
41	Provide spaces in Council's main libraries which provide the opportunity for a range of accessibility needs (e.g. visual, hearing and mobility impairments, sensory sensitivities)	LIBRARIES	Medium		Provision of dedicated spaces	Spaces developed and created in libraries
42	Review the function and services provided at Ryde Aquatic Leisure Centre (RALC) to support better access and inclusion	RALC	Short - Long		Review undertaken Recommendations to improve inclusion adopted and implemented	Review completed % of recommendations adopted and implemented

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Improve accessibility of Council's buildings and infrastructure assets						
43	Incorporate asset data collected in 2019/2020, such as trip hazards on footpaths and compliance of kerb ramps for <i>Disability Discrimination Act</i> (DDA) standards, in future project development	ASSETS	Short		Asset information added	Asset information added # and % of hazards rectified as part of project development
44	Develop an Access Protocol and Checklist that provides guidance on standards of accessibility for public domain and infrastructure works that reflect Universal Design Principles and best practice not just existing Standards (Access to Premises – Buildings)	OPEN SPACE PLANNING	Short – Medium	Disability service providers	Checklist developed	Protocol and checklist developed % of public domain and infrastructure works compliant with protocol and checklist
45	Audit and deliver program of upgrades and renewals to Council's portfolio of building assets to enhance accessibility and inclusion	BUILDINGS	Medium – Long		Audit undertaken and improvement program established	Audit completed # of upgrades and renewals completed % of identified upgrades completed
46	Review the progress of bus shelter contract renewal. Annual program of accessibility upgrades and renewal for the public domain to support implementation of adaptable lighting to deliver above compliance bus stops in accordance with the Disability Standards for Accessible Public Transport 2002	ASSETS	Medium		Assets work program revised and upgraded	Review completed Program delivered # and % of bus stops upgraded to be compliant with standard Total # and % of bus stops upgraded compliant with standard

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Improve accessibility of Council's buildings and infrastructure assets						
47	Establish audit program to assess signage for Council facilities on both existing and new facilities	STRATEGIC PROPERTY, COMMUNITY SERVICES, PARKS	Short		Audit in facilities upgrade schedule	Audit program established # and % of facilities with audits completed
48	Upgrade and renew the provision of public accessible toilets in key facilities and recreational spaces such as aquatic centres, main shopping centres and regional parks	BUILDINGS, PROPERTY	Medium – Long	Shopping centres	Infrastructure program revised and priorities funded	# and % of Council facilities, shopping centres and recreational spaces with accessible toilets % satisfaction by community (general and people with disability) with accessible toilets in facilities
49	Review leases for Council's Sport and Recreational Facilities to implement a quota allowance for inclusion of disability sports groups	Sport and Recreation	Medium		Review undertaken Quota allowance established	# of people with disability participating in sporting and recreation programs # of community sporting groups engaged with by Council

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
4. Facilitate town centres and commercial areas to be accessible						
50	Continue to investigate and deliver incentives to encourage local businesses and venues to upgrade their premises to improve accessibility	ECONOMIC DEVELOPMENT	Medium – Long	Local chamber of commerce	Businesses upgraded	Incentive program developed and delivered # of businesses receiving incentives # of businesses completing upgrade programs
51	Work with the Australian Electoral Commission to ensure that all Council venues used for local, state and federal government elections are accessible	BUILDINGS, PROPERTY, GOVERNANCE	Medium	Australian Electoral Commission	All voting venues are accessible	% of Council-owned voting venues meeting accessibility requirements
52	Work with major landowners to support improved inclusion and accessibility	STRATEGIC PLANNING	Long	Centre and business owners	Design advice provided to Development Application applicants or proponents seeking rezoning	# of referrals completed that influence outcomes related to inclusion and accessibility
53	Provide guidance, resources and incentives for developers to incorporate Universal Design Principles in developments	PLANNING	Medium		Resources developed and promoted to developers	Resources developed and promoted # and % of developments adopting Universal Design Principles

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
5. Provide more adaptable and affordable housing						
54	<p>Identify opportunities to facilitate new dwellings to support independent but assisted living for people with disability</p> <p>Continue to work with State Government and the building industry to deliver training, education and incentives for developers and builders to facilitate development of housing that is adaptable and affordable for people with disability</p>	STRATEGIC PLANNING	Medium	NSW Dept of Planning & Environment, Master Builders Association, TAFE NSW	Completion of the review of the Ryde Affordable Housing Policy	# of new dwellings that can potentially be delivered for people with disability in accordance with the policy
55	Continue to implement the Waterloo Road Linear Park strategy to improve the inclusion and accessibility to open space for people with disability	STRATEGIC PLANNING	Long		Sections of the Linear Park delivered as part of new developments on Waterloo Road	# of developments on Waterloo Road that delivers their relevant section of the Linear Park
56	Encourage new development within/near Town Centres through Master planning to replace old building stocks with new developments that are better equipped to cater for the needs of people with disability	STRATEGIC PLANNING	Short – Medium		Masterplans prepared and rolled out to encourage development proposals	# of town centre masterplan completed and endorsed by Council

FOCUS AREA 3 : SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Ensure Council is a leader in equal employment						
57	Develop education for Council employees on employing and working with people with disability	PEOPLE & CULTURE	Medium		Education and training provided	# and % of Council employees receiving education and training % of Council employees that understand the importance of working with people with disability
58	Review the Equal Employment Opportunity Policy to facilitate Council being a more inclusive employer, including recruiting, retaining and supporting employees with a disability	PEOPLE & CULTURE	Short	Disability peak bodies (consult)	Policy reviewed and updated	Review completed % of Council employees that feel Council is an inclusive employer (both general and people with disability, older people, ATSI and CALD people)
59	Promote opportunities for employment to persons with disability	PEOPLE & CULTURE	Short	Disability employment agencies, local chamber of commerce	Employment opportunities promoted	Promotion plan developed and implemented External and internal reach of plans (# of views/downloads)

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Ensure Council is a leader in equal employment						
60	Promote representation of people with disability in the Council workforce to the public and to external organisations	COMMUNICATIONS	Medium	Disability service providers	Profiles created and published	# of profiles created and published
61	Undertake Periodic Review of Council's Recruitment and Selection Processes and Procedures to ensure no artificial barriers to employment for persons with a disability, and that candidates are able to request accommodations or alternative submission methods as part of the recruitment processes	PEOPLE & PERFORMANCE	Short	Disability peak bodies (consult)	Employment procedures reviewed and updated	Review and update completed % of applicants with a disability that report no barriers in the recruitment process % of requests from applicants requesting accommodations or alternative submission methods that cannot be met (general and people with disability)
62	Develop and promote flexible working arrangements and in-house support to recruit and retain people with disability in the workforce	PEOPLE AND PERFORMANCE	Short	Disability peak bodies (consult)	Flexible working policy established and promoted	All Council staff have access to flexible working arrangements and support to perform the job All people with disability that have access to flexible working arrangements and support to perform the job

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Ensure Council is a leader in equal employment						
63	Proactively work with disability employment agencies to seek suitable candidates for new jobs and work experience placements within Council	PEOPLE & PERFORMANCE	Short	Disability employment agencies	Disability Employment agencies are provided with job opportunity information to promote to their clients	# of employment agencies Council has collaborated with % of people with disability vs no disability being employed aged 15+ expressed as a % of people aged 15+ in the ABS Ryde region
64	Promote work experience and traineeship opportunities for people with disability through local schools and service providers	PEOPLE & PERFORMANCE	Short	Local schools, disability employment agencies and service providers	Inclusive employment opportunities promoted	Students/ young people with disability apply for of relevant work experience and traineeship opportunities

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
2. Support people with disability in finding local employment						
65	Host a regional employment forum with not for profit organisations, disability service providers, schools and local businesses to support transitioning people with disability into the workforce	ECONOMIC DEVELOPMENT	Medium	Disability employment agencies, service providers and local chamber of commerce, National Disability Coordinator Office	Forum held/ participation	# of forums held # of organisations attending # of people attending % of attendees with positive feedback on event
66	Promote our Diversity Social Inclusion Checklist for organisations to employ people with disability	ECONOMIC DEVELOPMENT	Short – Medium	Disability pack bodies and employment agencies (consult)	Checklist distributed	# of organisations that received Council's Diversity Social Inclusion Checklist
3. Foster skills, training and social contribution of people with disability						
67	Facilitate partnerships between schools, local businesses and education institutions to promote outcome based pathways to employment for people with disability	COMMUNITY SERVICES	Medium – Long	Local schools, business chambers, tertiary education providers	Regional inclusive education and employment network established	Network established # of participating organisations in network

FOCUS AREA 4 : IMPROVING ACCESS TO SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Improve access and diversity of information services						
68	Review and update Council's Communication Plan. Communications and Engagement to support improved information for people with disability and CALD languages	COMMUNICATIONS	Short	Disability peak bodies (consult)	Plan reviewed and updated	Review and update completed
69	Council will engage with local disability service providers to communicate information on services and events to their stakeholders	COMMUNICATIONS, COMMUNITY SERVICES	Medium		Engagement with local disability service providers	# of engagements with service providers % of local service providers engaged by Council % of disability service providers reporting feeling engaged with Council
70	Develop roll-out, promote and implement tools for disaster preparedness	ENVIRONMENT	Medium	Disability peak bodies, NFPs, support services, Red Cross, Resilience NSW, Resilient Sydney	A community that feels it is better prepared to respond to emergency events and shocks. Vulnerable sections of the community feel well connected and supported through integration of technology and nontechnological tools	% of disability service providers and community reporting improved resilience awareness for emergency situations and preparedness knowledge

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Improve access and diversity of information services						
71	Develop partnership programs for vulnerable groups especially elderly citizens and those with limited technology and digital access	ENVIRONMENT	Medium	Disability peak bodies, NFPs, support services, red cross, Resilience NSW, Resilient Sydney	A community that feels it is better prepared to respond to emergency events and shocks. Vulnerable sections of the community feel well connected and supported through integration of technology and nontechnological tools	% of disability service providers and community reporting improved resilience awareness for emergency situations and preparedness knowledge
72	Review the accessibility of Council's website	COMMUNICATIONS	Short		Compliance reviewed	Compliance rating of Council website with WCAG 2.1 A
73	Promote availability of Auslan sign language interpreter at Council meetings, events and on an 'at request' basis	GOVERNANCE, COUNCIL-WIDE	Short		Interpreter promoted	# of instances of engagement of Auslan interpreter
74	Review staff training for handling customers with special needs at Call Centre	CUSTOMER SERVICE	Short	Specialist training organisation	Training provided	Review completed Training provided # and % of staff completing training % of Call Centre staff reporting feeling confident and aware of how to engage with customers with special needs

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
1. Improve access and diversity of information services						
75	Ensure there are direct links on Council's website to identify available services for people with disability	COMMUNICATIONS	Medium	Disability service providers	Portal established	Portal developed and delivered # of unique users and hits to relevant section on website % of people with disability using the Council website to identify available services
76	Continue to regularly review the Community Information Directory to support comprehensive listing of services for people with disability	LIBRARIES	Short	Disability service providers	Community Directory reviewed	Reviews completed and listings updated
77	Create a central contact point for people with disability, support workers and families to contact Council around issues relating to accessibility	CUSTOMER SERVICE	Medium		Central contact point established	Central contact point established and promoted # of instances of engagement with contact point # of people engaging with contact point % of people with disability reporting that they are aware of who to contact at Council about accessibility issues
78	Ensure Council's website promotes what is happening in the Ryde local area, including inclusive businesses, events and services available, and news from Council	COMMUNICATIONS	Medium	Disability service providers, community organisations and groups and local chamber of commerce	Council website is maintained and monitored	Council website maintained and updated % of people with disability reporting feeling informed and aware of inclusive services in the Ryde area

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
2. Involve people with disability in decision making						
79	Develop information and training for staff for community engagement to be accessible and inclusive	COMMUNITY ENGAGEMENT	Medium		Information developed and training undertaken	Information developed # and % of community engagement activities using information # of instances of training delivered % and # of Council staff trained % and # of Council staff confident in using information
80	Providing alternative arrangements for consultation and engagement (including incorporating methods to more actively reach out/ go directly to people with disability)	COMMUNITY ENGAGEMENT	Medium		Alternative arrangements provided	Alternative arrangements developed and promoted # of instances of provision # of community members reached by alternative methods

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Upgrade access to Council services						
81	Train council customer officers on how to assist people with disability and to know where to access information on disability services	PEOPLE AND PERFORMANCE; CUSTOMER SERVICE	Short		Training provided on information resources	# and % of Council staff receiving training % of Council customer officers that report feeling aware and confident to assist people with disability % of Council customer officers that report knowing where to access resources on disability services
82	Ensure frontline staff are trained in identifying and assisting customers with physical or behavioural issues	PEOPLE AND PERFORMANCE, CUSTOMER SERVICE	Short		Training provided on information resources	# and % of Council staff receiving training % of frontline staff that report feeling aware and confident to assist people with physical or behavioural issues
83	Provide a request process to allow people with disability to seek adjustments and modifications to Council offices or buildings	PEOPLE AND PERFORMANCE	Short		Request process provided	Request process developed and delivered # of requests received # and % of requests actioned

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
3. Upgrade access to Council services						
84	Provide a dedicated service/space at community and council facilities for people with disability who do not have access to, or skills in, technology	LIBRARIES	Medium		Community technology training space provided	Space/service identified and delivered # of technology training activities delivered # of people served by dedicated service/space
85	Investigate the provision of a one stop shop for information and Council customer services in a central and accessible location	LIBRARIES	Medium – Long		Investigation completed	Investigation completed
4. Develop a culture of inclusion in how Council operates and services the community						
86	Establish as a KPI a requirement for Council managers to incorporate inclusion and accessibility in the development of projects and programs	CORPORATE REPORTING	Short		Inclusion KPIs developed	Inclusion KPIs developed and implemented % of KPIs successfully achieved

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
4. Develop a culture of inclusion in how Council operates and services the community						
87	Continue to support opportunities for disability and social enterprise inclusion, providing work experience, social connection and skills-based learning to involve people in natural areas and sustainability programs	ENVIRONMENT	Medium	Bush regeneration and social inclusion groups, bushcare volunteers, The Habitat Community Nursery and Garden	Work experience and education provided	# of instances of work experience, inclusion initiatives and education are delivered # of people with disability engaging in work experience and education through this initiative
88	Incorporate social inclusion principles within Council's procurement processes including favouring service providers and contractors that demonstrate social inclusion in their practices and processes	PROCUREMENT	Medium		Principles incorporated	Principles incorporated in procurement processes % of service providers and contractors meeting requirements of principles

ID	ACTIONS	RESPONSIBILITY	TIME	PARTNERS	OUTCOME	INDICATORS
4. Develop a culture of inclusion in how Council operates and services the community						
89	Review and promote assisted Waste Collection Service for people with disability living independently	WASTE	Short		Assisted Waste Services promoted	Review completed Reach of promotion activities # of users of assisted Waste Collection Service
90	Council will provide a free collection service for garden organic materials that are removed as part of the Easy Care Garden Service	WASTE	Medium	Easy Care Gardening	Collection service provided	Service developed and delivered Reach of promotion activities # of users of collection services
91	Promote support and services for young carers with caring responsibilities	COMMUNITY SERVICES	Medium			Services promoted to the community
92	Develop and implement digital tools and other mechanisms for participatory and collaborative governance.	CORPORATE GOVERNANCE (LEAD GROUP), COMMUNITY ENGAGEMENT	Short		The community and key local stakeholder groups (including vulnerable, CALD communities, people living with disabilities and the elderly) are included in decision-making based on opportunities on face to face and digital platforms	Tools and mechanisms are developed and promoted # of users of tools (general and from key stakeholder groups)



City of Ryde Citizen of the Year Carmen Platt and Young Citizen of the Year Alex Noble at the 2021 Australia Day ceremony.

APPENDIX TWO

REVIEWING OUR PREVIOUS PLAN

We reviewed our last Disability Inclusion Action Plan 2017-2021 to find out what achievements had been made and what things we still need to do.

A2.1 OVERVIEW

	n	%
Actions completed	78	68%
Actions partially completed	18	16%
Actions not yet started	19	16%
TOTAL ACTIONS	115	100%



Inclusive Zumba, 2019

A2.2 FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

Positive achievements

- We created an award in the Northern Districts Local Business Awards that recognises achievements in embracing inclusion.
- We partnered with Macquarie University to deliver the People of Ryde series, which included profiles of local community members living with disability.
- We delivered events for Social Inclusion Week in 2019, including an All Abilities Disco, Inclusive Fashion Parade, and Zumba in the Plaza.

Remaining actions

- We still need to do more community education and work with schools and businesses
- We will be offering workshops to local businesses on inclusion, accessibility and the rights of people with disability.



Giant Steps at Ryde Aquatic and Leisure Centre Open Day, 2018

A2.3 FOCUS AREA 2: CREATING LIVEABLE COMMUNITIES

Positive achievements

- We improved accessibility to playgrounds.
- We did an accessibility audit of all City of Ryde bus stop infrastructure.
- We audited previous Pedestrian Access and Mobility Plans (PAMPs) reports to identify priority areas, and delivered more than 30 individual access improvements across key town centres to enhance mobility, ensuring they complied with the *Disability Discrimination Act (DDA)*.
- We made universal design a key planning principle in the Social and Cultural Infrastructure Plan.
- We installed an accessibility lift at North Ryde Library.
- We upgraded the accessible toilet at West Ryde Library.
- In 2020, we developed the Ryde Resilience Plan 2030 to ensure communities will thrive through growth and climate change impacts and support all community

Remaining actions

- We are working with Sydney Metro to install touch screen information kiosks at Macquarie Park Metro stations.
- We need to review whole-of-route accessibility along key active movement corridors.

A2.4 FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Positive achievements

- We held an all-inclusive Youth Skills and Jobs Expo with Meadowbank TAFE that had over 200 attendees.
- The National Disability Recruitment Coordinator Service (NDRC) conducted a complete review of our selection and recruitment processes in 2018/19.
- We implemented a Reasonable Adjustments Policy and reviewed the Equal Employment Opportunity Policy and Diversity Plan.
- We supported all abilities inclusion in bush regeneration works projects undertaken in several locations of our city to improve our natural areas.

Remaining actions

- Our volunteering programs and work with shopping centres are on hold due to COVID-19 restrictions, but will start again soon.



Buffalo Locksmiths and Security. Inclusion Award Winner, 2018



UR Included event, 2018

A2.5 FOCUS AREA 4: IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

Positive achievements

- We trained customer service staff at our Call Centre on social inclusion.
- We reduced fees for local not-for-profit groups that hire community facilities to provide support and programs for people with disability.
- We delivered events and activities for Carers Week each year.
- We continued to provide our Shop Ryder community bus service to support connecting community with our key town centres.

Remaining actions

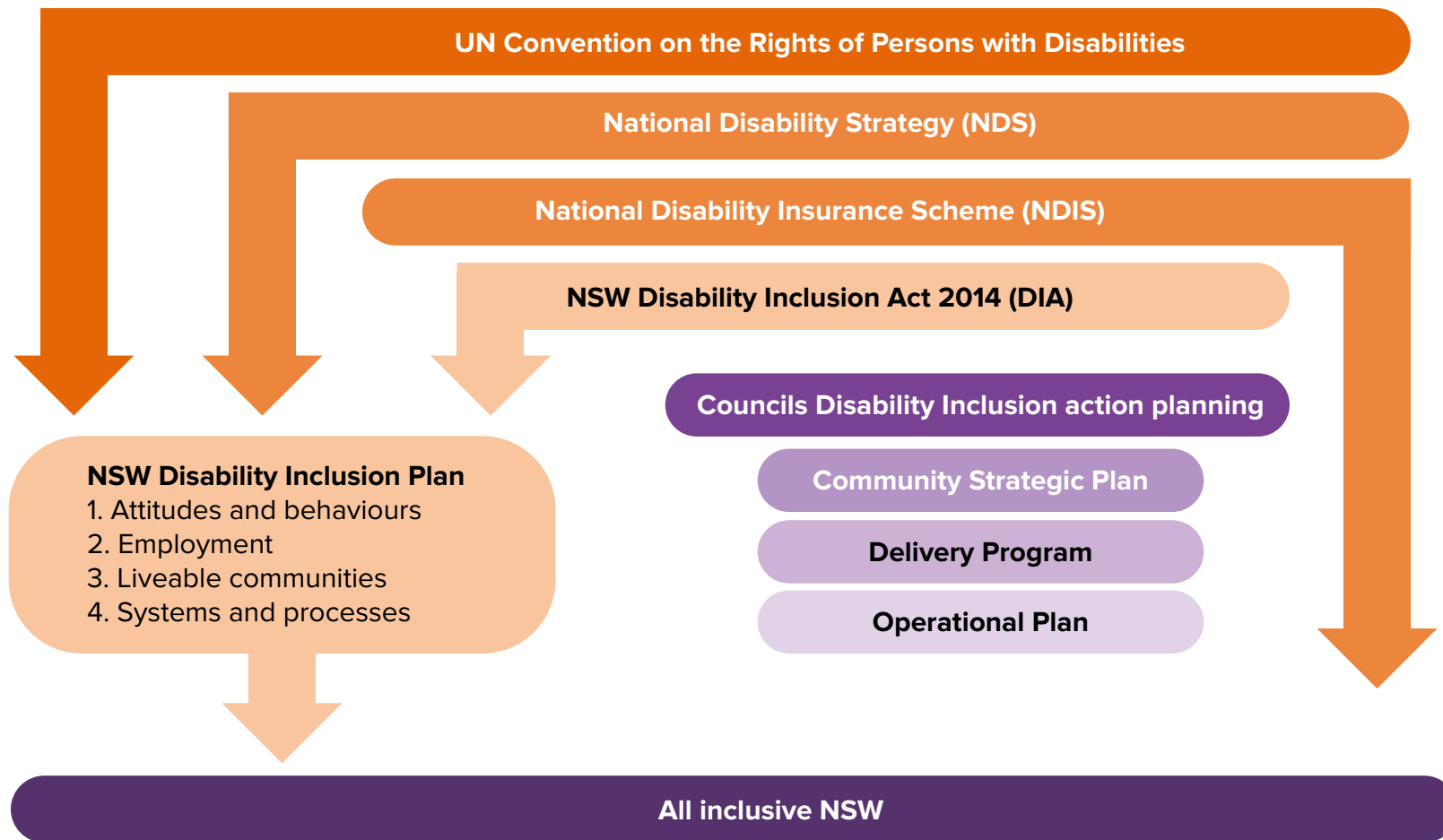
- We need to update our Communications and Engagement Strategy.
- We are creating a technology training space for the Macquarie Library and Creative Hub for people with disability who do not have access to, or skills in, technology.

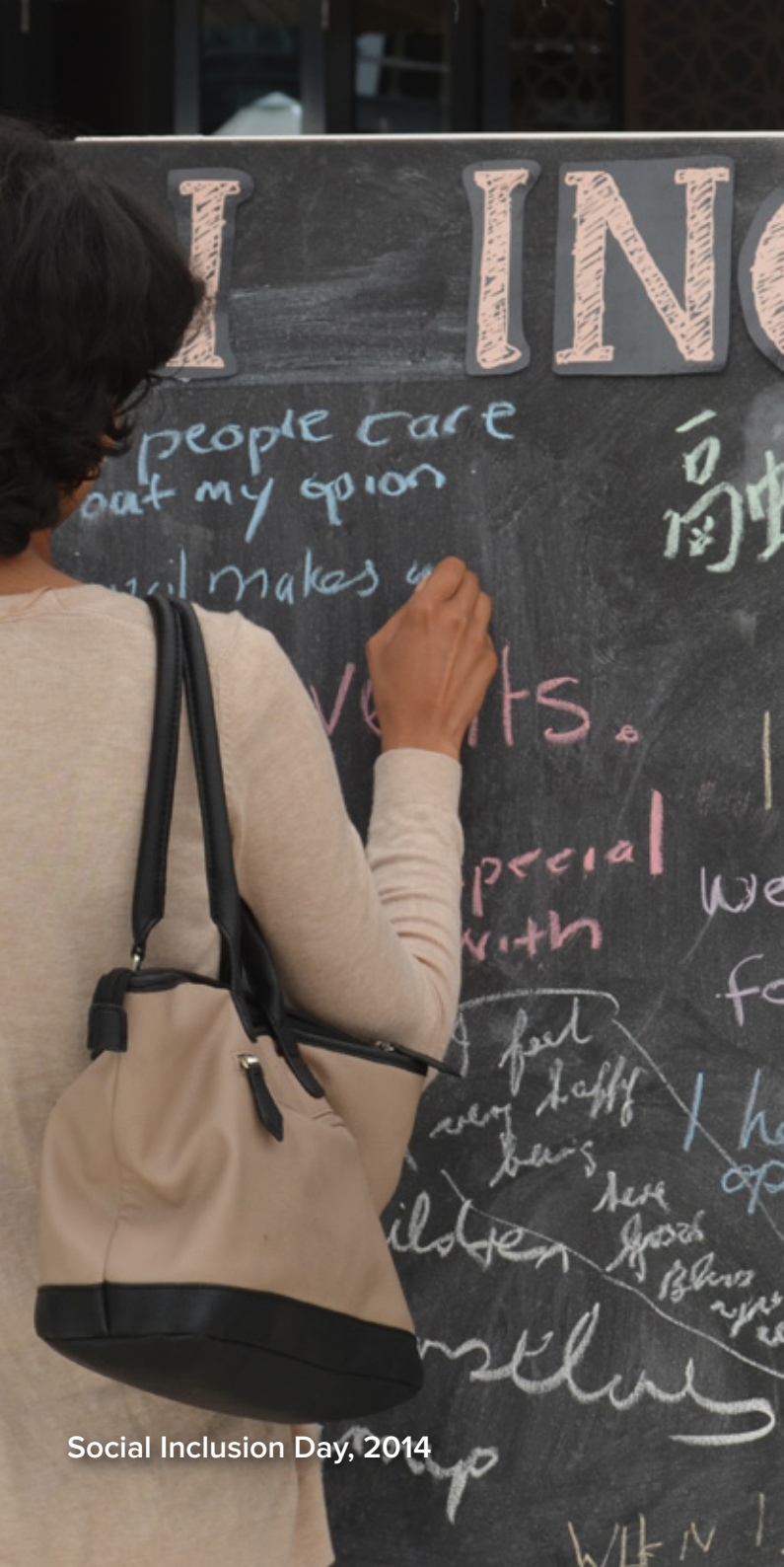
APPENDIX THREE

POLICY AND LEGISLATION

The need to support inclusion is recognised at many levels of legislation and policy in Australia.

In 2014, the NSW Government passed a law that said that all local councils must have a Disability Inclusion Action Plan. The law is called the *Disability Inclusion Act 2014*. Under the law, Councils must review their Disability Inclusion Action Plans every 4 years.





Social Inclusion Day, 2014

POLICY AND LEGISLATION... CONTINUED

The National Disability Insurance Scheme (NDIS) has also led to significant changes to supports for people with disability. The NDIS provides people aged under 65 years who have a permanent disability that significantly affects their ability to take part in everyday activities and people with disability who would benefit from early intervention with individualised funding to access reasonable and necessary supports to meet their goals.

The Information, Linkages and Capacity Building component of the NDIS provides information and supports to people with disability, their families and carers, and supports mainstream and community services to be more inclusive. But the NDIS does not replace the obligation on mainstream and community services to be inclusive.

