

Central
Coast
Council



*A vibrant and
sustainable
Central Coast*

Central Coast Council

Disability Inclusion Action Plan

2017- 2021



*Continuously
improve
accessibility,
inclusivity and
liveability*

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Chief Executive Office 's Message

I am extremely proud to present Council's Disability Inclusion Action Plan 2017 – 2021.

The Central Coast is home to a diverse and growing community and it is a key Council responsibility to ensure we provide a truly accessible, inclusive and liveable community for all our residents.

Throughout the last twelve months Council has consulted extensively with our community; residents, organisations and businesses alike; plus utilised the expertise and lived experiences of our staff to develop this plan and to inform the specific actions within.

Council is committed to maintaining genuine and respectful dialogue with people with disabilities over the life of this plan, and we are committed to take a leadership role in our own practice, improving our systems, processes, services and operations to ensure we support better access outcomes.

I would also like to personally thank everyone who has been involved in the development of this plan, community members and organisations who have taken the time to provide comments and feedback, the many staff who have been directly involved in the process and particularly our External Reference Group who have offered their time and expertise to ensure the plan reflects the needs and aspirations of people living with a disability within our community.

Mr Rob Noble
Chief Executive Officer
Central Coast Council



1 Introduction

All people have a right to full participation and inclusion in the social, cultural and economic life of our community. However barriers in society can make it difficult for some people to exercise the freedom of this right and prevent them from taking part in day to day community activities.

The purpose of the Central Coast Disability Inclusion Action Plan 2017-2021 (the Action Plan) is to set out strategies and actions that Central Coast Council (Council) will deliver over the next four years. The Action Plan will guide Council in the delivery and continual improvement of information, services and facilities and make these more inclusive for people with a disability.

The improvements made to Council information, services and facilities will also directly benefit older people, people with a temporary injury and parents of young children.

1.1 Council's vision for inclusion

Central Coast residents and visitors with disabilities are valued citizens who actively participate in all community activities, spaces, and employment opportunities.

Council aims to increase the inclusion of people with disabilities in all aspects of community life by providing accessible natural and built environments, inclusive events, activities and services and by continuing to provide meaningful engagement opportunities with all community members.

Council will know that we are increasing inclusion by:

1. Developing and implementing a Disability Inclusion Action Plan which meets legislative requirements under the Disability Inclusion Act 2014.
2. Increasing positive and contemporary attitudes towards people with disabilities within the community and within Council.
3. Continuously improving accessibility, inclusivity and liveability of the local Central Coast community.
4. Improving employment practices that increase the rate of meaningful employment of people with disabilities within Council.
5. Providing more equitable access to mainstream services for people with disability through improved systems and processes.



*Council aims
to increase
the inclusion
of people with
disabilities in
all aspects of
community life*

A woman with short blonde hair, wearing a black top and patterned leggings, is seated in a purple and black motorized wheelchair. She is smiling and looking towards the right, where she is reaching for a book on a library shelf. The wheelchair has a joystick control on the right side. The library setting includes wooden bookshelves filled with books, a yellow pillar, and a service counter in the background where another person is standing. The floor is carpeted, and the ceiling has recessed lighting.

Many people will live with more than one disability

1.2 Guiding Principles in Delivering the Disability Inclusion Action Plan

Throughout the implementation of the Action Plan Council will be guided by the following key principles:

1. Council will uphold and respect the human rights of people with disabilities.
2. Council will demonstrate a genuine valuing of people with disabilities as customers and employees of the organisation.
3. Council will respect that people with disabilities are the experts in their own lives and will consult and engage with them on matters that will impact their lives and their community.

1.3 What is disability?

United Nations definition of disability

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.¹

A person's disability can take many forms. Disability can generally fall within any of the below broad categories. However some disabilities do not easily fall within a single category and are very complex to define. Many people will also live with more than one disability.

¹ United Nations (2006). The Convention on the Rights of Persons with Disabilities. Retrieved from <http://www.un.org/disabilities/convention/conventionfull.shtml>

Types of Disability

- Physical disability
- Intellectual disability
- Sensory, including, vision, hearing or speech impairment
- Psychosocial or mental health disorder
- Acquired Brain Injury
- Learning disability, such as dyslexia
- Neurological impairment
- Autism Spectrum Disorder
- Chronic health condition or illness

1.4 Disability in Our Community

The Central Coast is a diverse community where many different people live, work and play together, creating a vast mix of experiences, interests, attitudes, perspectives, skills, abilities and challenges.

People with disabilities are a vital part of our community and contribute on a daily basis to the social, cultural and economic life of our region.

On the Central Coast in 2011, over 17,900 residents reported needing help with day-to-day activities (including self-care, body movement and communication) due to severe or profound disability.

The experience of disability is different for everyone. Some people have very mild disabilities, some people have disabilities which can't be seen by others and some people require support and assistance to carry out everyday tasks. Yet it is common for people with disabilities to come up against barriers which make it difficult or impossible to participate in many day to day activities.

These barriers might be physical; for example, a person who has a physical disability cannot get into a building with steps at the entry, or they can't go to an event because there are no wheelchair accessible toilets made available.

Barriers can be attitudinal too. A person with a disability might find they feel unwelcome at a local community group, or they have trouble getting a job because many employers don't seem to think they are capable.

For lots of people with disabilities these barriers are frequent and can have far-reaching impacts that go on to affect all aspects of an individual's life.

Research has found that people with disabilities experience social exclusion at an alarming rate in many areas of day to day life. A recent study indicated fewer than ten percent of people were satisfied with their level of social inclusion in areas including, social contact, community participation, access to services and feeling valued.²

Like everyone else, people with disabilities want equal opportunities to participate fully in the social, economic and cultural life of the community. This is essentially what inclusion is all about.

When communities are inclusive, and all people have an equal opportunity to participate fully in the life of the community; people feel valued, their differences are respected, and their basic needs are met so they can live with dignity.

Who Makes Up Our Community?

The Central Coast is a growing community with a current population of 334,857 (June 2016) people which is expected to grow to 404,750 people by 2036.

² Scope 1 in 4 Poll (2013). Scope 1 in 4 Information Sheet: Social Inclusion. Scope & Deakin University. Retrieved from http://www.scopevic.org.au/index.php/cms/frontend/resource/id/1422/name/1_in_4_poll_information_sheet_social_inclusion.pdf

Scope 1 in 4 Poll (2013). Scope 1 in 4 Information Sheet: Social Inclusion. Scope & Deakin University. Retrieved from http://www.scopevic.org.au/index.php/cms/frontend/resource/id/1422/name/1_in_4_poll_information_sheet_social_inclusion.pdf

The Central Coast is the 3rd largest LGA in NSW behind Canterbury-Bankstown (353,730) and Blacktown (339,328) (ABS, March 2016).

A primary reason people come to live on the Central Coast is that it is a good place to bring up children, the relative affordability and great lifestyle the area offers.

People with a Disability on the Central Coast

The Central Coast's disability statistics are based on 2011 ABS Census Data and relate directly to the need for assistance due to a severe or profound disability. These statistics help in understanding the numbers of people who need support in the community, however, these figures may not be a true reflection of the extent of disability in the area; there are many more residents who may identify as a person with a disability, and many people with disabilities who work and visit the Central Coast.

- In 2011, 17,934 people or 5.7% of the total population reported needing help in their day-to-day lives due to disability.
- Overall, 8.6% of the population who identified as needing assistance were aged between 0 and 14, and 56.1% were aged 65 years and over, compared with 7.8% and 55.2% respectively for New South Wales.
- 45.9% of individuals who identify as needing assistance were male and 54.1% were female
- 32.8% of individuals who identify as needing assistance were in a registered marriage, 3.2% were living in a de facto relationship and 43.6% were not married.
- 3.4% of people who identify as needing assistance were Indigenous.
- 80% of people who identify as needing assistance were born in Australia, followed by 7.4% who were born in the United Kingdom and Ireland.

Employment

- In 2011, 83% of people who needed assistance were employed, of which 28.5% were working full time and 54.0% part time.

- 17% were unemployed.
- In 2011 there were a lower proportion of people who needed assistance in the labour force (7.4%) compared with New South Wales (7.9%).

Income (individual and household)

- 58.3% of individuals (aged 15 years+) who identify as needing assistance were on a low income (earning less than \$400 per week) compared to 40.2% for all individuals on the Central Coast.
- Only 1% of individuals (aged 15 years+) who identify as needing assistance were on a high income (earning more than \$1500 per week) compared to 9.1% for all individuals on the Central Coast.
- Overall, 5.6% of people reporting a need for assistance were in households who earned a high income (those earning \$2,500 per week or more), and 33.5% were in low income households (those earning less than \$600 per week), compared with 8.3% and 32.7% respectively for New South Wales.

Industries

- The top 4 industries of employment for those who identify as needing assistance are
 - Healthcare and Social Assistance 19.9%
 - Retail Trade 11%
 - Manufacturing 8.5%
 - Administration and Support Services 8%

Education

- The highest level of schooling completed for those who identify as needing assistance was:
 - 25.6% completed Year 10 or equivalent
 - 15.7% completed Year 8 or below
 - 14.8% completed Year 9 or equivalent

- 14.5% completed Year 12 or equivalent
- 1.5% did not go to school
- In 2011, 1,269 people who needed assistance in the Central Coast Council area had a tertiary qualification
- Overall, 22.2% of the population needing assistance aged 15 years or more held educational qualifications (Bachelor or higher degree; Advanced Diploma or Diploma; or Vocational qualifications) and 59.5% had no qualifications, compared with 21.3% and 63.8% respectively for New South Wales.

Households and Housing

- In 2011, 31.1% of people reporting a need for assistance were in couples without children households (28.3% NSW), 24.1% were in couples with children households (30.1% NSW), 20.3% were in lone person households (18.5% NSW) and 19.5% in one parent families (18.3% NSW).
- 65.3% (65.3% NSW) of people reporting a need for assistance were in households who were purchasing or fully owned their home, 19.4% (16.4% NSW) were renting privately, and 9.4% (13.4% NSW) were in social housing in 2011.
- 77.6% of people reporting a need for assistance were living in separate houses and 21.0% were living in medium or high density dwellings.
- In 2011, 56.2% (55.5% NSW) of people reporting a need for assistance were in households with access to a broadband internet connection. 33.7% (34.7% NSW) had no internet connection.

Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Enumerated data) and Central Coast Community Profile (Need for Assistance).id, the population experts.

2 Our approach

In developing our Action Plan, Council has remained committed to ensuring the Action Plan is informed by genuine community consultation and includes actions that are measurable and achievable.

The Action Plan also includes performance indicators and reviewing processes to ensure actions are resourced and delivered, and our Action Plan will be regularly reviewed and evaluated to ensure it is doing what it is intended to do.

To facilitate this collaborative approach the following three key stakeholder groups have been established:

Central Coast Council Disability Inclusion Reference Group

This group comprised key community members to provide external advice and expertise. The group was recruited via an expression of interest process and included six (6) individuals who live with disability or who are a carer or family member of a person with a disability and four (4) representatives from local community or disability organisations or groups. The primary functions of the group were to:

- Provide Council with advice and information during the development of the Action Plan
- Ensure the Action Plan was broadly representative and meet community needs
- Meet at key points of the development of the Action Plan; such as during community engagement, the development of actions and during public exhibition period.
- Participate in workshops to assist with mapping Council functions to develop actions
- Provide information on potential partnerships within the broader community and successful initiatives in other areas.

The Disability Inclusion Reference Group members represented a diverse range of people with various disabilities. Group members were well-qualified and had a high level of expertise in their area. Members included employment providers, occupational therapists, education and early intervention specialists, management and/ or Board members of disability organisations, advocates and service support providers

Central Coast Council Project Control Group

This group has involved key staff tasked with the responsibility for the overall co-ordination and development of the Action Plan and has included Council's existing Disability Inclusion Officer and the Group Leader of Connected Communities to ensure the development of the plan has achieved support from all levels within the organisation.

Central Coast Council Disability Inclusion Action Plan Working Group

This group has involved Council office s from various sections that were considered key to increasing the inclusion of Council services and facilities, the group:

- Met regularly during the development of the Action Plan,
- Assisted in raising organisational readiness and accountability for the Action Plan,
- Mapped Council's functions and services,
- Assisted in the development of the community engagement strategy and provided advice and information relevant to individual Council business units.



*Increasing positive
and contemporary
attitudes towards
people with
disabilities within the
community*

There have been three general phases to the development of the Action Plan:

Phase 1: Raising organisational support, readiness and awareness for the Action Plan

To ensure the overall successful implementation of the Action Plan, initial steps in its development focused on raising awareness and support within the organisation for the new plan itself.

To achieve this Council conducted internal communications campaigns which included poster displays in all Council worksites, workshops and videos for staff regarding disability barrier awareness, plus a suite of related informative emails and blogs to all staff.

It was during this phase that Council's Disability Inclusion Action Plan Working Group undertook a process to map out Council's current functions, facilities and services to identify where Council currently delivers accessible and inclusive services and where action could be taken to make improvements.

Phase 2: Community and Staff Engagement

To inform the content of the Action Plan, Council undertook community engagement with people with disabilities and carers. Community forums, focus groups, an online survey and social media were all utilised in this process where we received 229 direct responses from our community.

Council also consulted with employees of the organisation who have a disability via an online, anonymous survey. This survey asked Council staff about the barriers in their workplace both physical and attitudinal and asked participants to identify opportunities for improving inclusion within Council employment and recruitment practices.

Community and staff engagement results were then analysed and information themed and prioritised.

Phase 3: Developing the Action Plan

Utilising the findings of the community and staff engagement, actions of the Action Plan were developed in collaboration with key staff, managers and executive leadership, and then tested through the Disability Inclusion Reference Group to ensure they were appropriate, met community expectations and would increase inclusion when implemented. The group also prioritised actions and identified potential partnership opportunities.



*Council
undertook
community
engagement
with people with
disabilities and
carers*



*"We would love
to see better
pathways and
footpaths"*

3 Policy and Legislative Context

3.1 What did Council need to do?

This Action Plan represents one part of a national objective to enable the inclusion and full participation of people with disabilities in Australian society.

Building on Australia's responsibilities under the United Nations Convention on the Rights of Persons with Disability and the objectives of the National Disability Strategy 2010-2020, the NSW Disability Inclusion Act 2014 was introduced to further the realisation of human rights and equal opportunity at a state level.

In accordance with the NSW Disability Inclusion Act 2014, all New South Wales local governments are required to have a Disability Inclusion Action Plan in place by the 1st July 2017.

Policy and Legislative Context

UN Convention on the Rights of Persons with Disabilities

+

National Disability Strategy 2010-2020

+

NSW Disability Inclusion Act 2014

+

NSW Disability Inclusion Regulation 2014

+

NSW Disability Inclusion Plan 2015

+

NSW Disability Inclusion Action Planning Guidelines

=

Disability Inclusion Action Plan

A requirement of the Action Plan is to contain actions to increase access to services, mainstream supports, community activities, events, infrastructure, facilities, employment and information for all people with disabilities. To develop these actions Council has undertaken genuine consultation with people with disabilities. Details of the community and employee engagement are included in Chapter 4.

To develop the Action Plan Council has followed a set of guidelines provided by the NSW Government. These guidelines outline important actions which need to be taken to ensure quality outcomes are achieved under the Action Plan.

The Action Plan shows how it supports the action areas of the NSW Disability Inclusion Plan 2015 by including strategies within four key focus areas:

- Further developing positive community attitudes and behaviours towards people with disability
- Creating more liveable communities for people with disability
- Achieving a higher rate of meaningful employment participation by people with disability through inclusive employment practices
- Providing more equitable access to mainstream services for people with disability through better systems and processes

Council has aligned all of the actions of the Action Plan within these focus areas. These actions are included in Chapter 5.

The Action Plan will be submitted to the NSW Disability Council on completion and will be reviewed annually and evaluated every four years in consultation with people with disabilities.

The Action Plan is also required to address community objectives and strategies outlined in the Central Coast Community Strategic Plan. The Community Strategic Plan is a high level plan that sets out the priorities and aspirations of the Central Coast community. It is developed and delivered in partnership with state agencies, community groups and individuals and addresses social, economic, environmental and civic leadership issues.

From this process Council develops a four (4) year Delivery Program and an annual Operational Plan that sets out the strategies and actions it will implement to achieve the objectives of the Community Strategic Plan. Within this process resourcing for actions within the Disability Inclusion Action Plan will be included and Council's Annual Report will include a summary on the progress and outcomes of the actions of the Disability Inclusion Action Plan.

Other relevant or associated legislation and policies under which Council has responsibilities include:

- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability (Access to Premises - Buildings) Standards 2010
- Commonwealth Disability Standards for Accessible Public Transport 2002
- National Standards for Disability Services 2013
- NSW Anti-Discrimination Act 1977
- NSW Local Government Act 1993
- Australian Standards
- Building Code of Australia

3.2 Operational Plan Actions

Central Coast Council will address the actions within the Disability Inclusion Action Plan by building the actions into the internal Service unit Business Plan. The Community will be informed of Council's progress of the actions by the changes that they will see in the community and the updates provided through the Quarterly Progress Reports issued to Council. Final outcomes will also be reported in the Annual Report.

Strategy area	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/ Financial	Reporting Method
Disability Inclusion Action Plan	Complete all year 1 targets relating to the Disability Inclusion Action Plan	Deliver Year 1 projects to improve inclusion of people with disability throughout the Central Coast	Year 1	Community Partnerships	Operational Plan
Disability Inclusion Action Plan	Complete all year 2 targets relating to the Disability Inclusion Action Plan	Deliver Year 2 projects to improve inclusion of people with disability throughout the Central Coast	Year 2	Community Partnerships	Operational Plan
Disability Inclusion Action Plan	Complete all year 3 targets relating to the Disability Inclusion Action Plan	Deliver Year 3 projects to improve inclusion of people with disability throughout the Central Coast	Year 3	Community Partnerships	Operational Plan
Disability Inclusion Action Plan	Complete all year 4 targets relating to the Disability Inclusion Action Plan	Deliver Year 4 projects to improve inclusion of people with disability throughout the Central Coast	Year 4	Community Partnerships	Operational Plan

A young boy with a prosthetic left arm is leaning on a yellow playground structure. He is wearing a dark blue long-sleeved shirt and has a slight smile. In the background, another child is visible, also on the playground equipment. The scene is outdoors with warm, golden light, suggesting late afternoon or early morning. A dark circular graphic contains text on the left side of the image.

*"More
representation
of people with
disabilities in the
media is required"*

4 Community and Employee Engagement

4.1 Community Engagement

A broad-based community engagement process was undertaken between August and November 2016. Engagement activities were widely promoted and designed to be accessible for people with a wide range of disabilities and included:

- A community survey with quantitative and qualitative questions
- Community forums
- Individual conversations
- Focus groups
- Consultation with Council's Disability Inclusion Reference Group
- Have Your Say online discussion forums
- Social media

A total of 229 respondents participated in these engagement activities. 67 people participated in a face to face engagement activity, including a community forum, individual conversations, and a focus group or participated in the Disability Inclusion Reference Group. A total of twelve (12) face to face activities were held. 101 people completed the online community survey. A further 61 people provided feedback to Council via email, phone, online forum discussion or on social media.

Respondents with a range of disabilities comprised approximately half of the total respondents, the remainder included parents and carers of people with a disability, interested community members and local service providers including:

- Ability Links NSW
- St Vincent De Paul Society Local Area Coordinators
- Central Coast Disability Network

- Coastlink
- Response Disability Services
- Disabled Surfers Association
- Camp Breakaway
- Job Centre Australia
- Central Coast Tourism

The community engagement component provided valuable information on where Council currently does well in supporting the inclusion of people with disabilities and where there is room for improvement. All findings were considered and directly informed the content of actions.

A synopsis of the community engagement data and comments from community members are below:

4.2 What is Council doing well?

- Good quality, accommodating and helpful customer service at customer service centres, leisure centres and libraries
- Availability of accessibility equipment including beach wheelchairs
- Newer playgrounds incorporating equipment inclusive to children with disabilities
- Good quality recreational pathways
- Positive examples of employment of people with disability
- Has an officer in Council responsible for disability access and inclusion related enquiries, information and advocacy

"The Council merger presents an opportunity to lead by example and display excellence in access and inclusion for people with disabilities."



LIKE

MIND

*"We need more
activities for
young people with
disabilities"*

4.3 What could we do better?

Attitudes and Behaviours

- Work to raise positive and contemporary attitudes and behaviours towards people living with disability both within Council and within the broader community
- Provide more education and information about disability, inclusion and accessibility to the community and Council staff
- Promote positive messaging about inclusion of people with a disability as members of our community in public documents and media
- Promote the value of inclusion and diversity to local businesses
- Provide further education and technical standards training to staff that is practical and relevant to the duties of their position
- Enhance the promotion of inclusive and accessible services that Council delivers
- Strive to position Council as a leader of inclusion in our community

"More representation of people with disabilities in the media is required."

"Inclusion needs to go beyond access issues. Inclusion is being able to access the service in the same manner as people without disability who use the service."

Liveable Communities

- Improve pedestrian paths of travel around the Central Coast
- Design more playgrounds with features accessible and inclusive to all children with disabilities
- Ensure accessibility and inclusivity of local community events
- Increase accessibility of beaches and swimming pools
- Increase availability of accessible public toilets and changing places (adult change table facilities)
- Improve Council's approach to delivering accessible and inclusive design
- Increase accessibility of Council owned facilities including theatres and galleries
- Improve access to public transport through more accessible bus stops and surrounding infrastructure
- Work in partnership with local business to improve accessibility of local retail
- Improve signage and wayfinding to enable easier mobility
- Parks that are mobility friendly
- More Accessible Parking at beaches

"Many people with disabilities have limited funds. I think the free activities that the Council puts on are great, but entry to the swimming pools and things like that are a bit expensive for many people."

"We would love to see better pathways and footpaths."

"Each SLSC should be issued with access matting to the water & at least one sand/water wheelchair. This would allow everyone to enjoy the beach."

"I would like to see more Tactile Ground Surface Indicators in public areas such as shopping centres, train stations, bus stops and beaches; however they need to be laid with purpose to provide a safe route."

"We need more activities for young people with disabilities."

Employment

- Provide inclusive volunteer, work placement and employment opportunities for people with disabilities
- Ensure inclusiveness of Central Coast Council's entire recruitment process
- Become established as an openly inclusive and disability confident employer
- Ensure accessibility and inclusivity of the workplace for staff with disabilities

Systems and Processes

- Improve Council's provision of accessible information
- Improve promotion of accessible places, accessibility equipment and services who support people with disability
- Ensure accessible community consultation with people with disabilities

"I use the website often and like to see events in the local paper. I would like to know more about facilities/accessibility options for people with disabilities."

4.4 Employee Engagement

Another important aspect of informing the content of the Disability Inclusion Action Plan was to consult with employees of Council who themselves have disabilities. In November 2016 a survey was circulated to all staff of the organisation and completed by 56 employees who self-identify as having a disability.

The survey provided insight into the prevalence and nature of identified disability within the organisation. It also sought to understand current perceptions of Council's inclusivity and disability confidence.

A synopsis of the employee engagement data indicated:

- Mental health disorders or psychosocial disabilities were the most frequently identified disability by survey respondents, at 34%. Chronic health conditions were the second highest reported disability at 24.5%. The remainder of staff with disabilities had physical, sensory, learning and neurological disabilities or autism spectrum disorder
- Council needs to work to improve its ability to cater for employees with disabilities, to increase positive attitudes towards disability and value organisational diversity
- There is a need for greater training and education of supervisors to ensure that they are disability confident and able to support employees with disabilities
- To build disability awareness within the organisation, all staff of Central Coast Council would benefit from further training in disability confidence
- Employees with disabilities would benefit from flexible and inclusive workplace conditions and improvements made to physical workplaces and information technologies

The findings of the employees with disabilities survey have been used to shape actions of the Action Plan that will make improvements to Council policy and will result in a more inclusive workplace environment for all employees.



"I use the website often and like to see events in the local paper. I would like to know more about facilities/accessibility options for people with disabilities"

5 Actions of the Disability Inclusion Action Plan

In this chapter, the actions of the Disability Inclusion Action Plan are provided. Based upon the framework and objectives of the NSW Disability Inclusion Plan, the actions are provided within four sections:

- Attitudes and Behaviours
- Liveable Communities
- Employment
- Systems and Processes

Resourcing of the actions will be completed for the relevant financial year and linked with Council's annual budget planning processes - therefore only resourcing for Year 1 is included in this version.

5.1 Attitudes and Behaviours

Objective: Increase positive and contemporary attitudes towards people with disabilities within the community and within Central Coast Council.

What are we already doing?

Council has undertaken activities over several years to improve attitudes and behaviours towards people with disabilities. Some actions Council has taken include: supporting International Day of People with Disability events and projects, conducting an internal Disability Confidence week campaign and providing disability awareness training to staff.

What will the new actions achieve?

The actions included in this section will achieve an increase in positive attitudes and behaviours demonstrated towards people with disabilities.

Council will design and implement training to relevant staff in disability awareness, taking care to ensure training is broadly representative of people with a wide variety of disability and cultural backgrounds and provides a practical component to ensure that the lived experience of people with disabilities is accurately portrayed and understood. Further, training will be relevant to the key responsibilities and duties of the business unit, for example, childcare staff will receive different training to Council rangers.

Council also plans to raise the visibility of disability in its publications and videos to increase the general understanding that disability is a common and normal part of community life.

Council will also deliver disability awareness and confidence campaigns both inside and outside the organisation with a wide range of external partners to help raise understanding about disability and encourage behaviours of inclusion and acceptance.

5.1 Attitudes and Behaviours

Objective: Increase positive and contemporary attitudes towards people with disabilities within the community and within Central Coast Council.

Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Increase positive perceptions of disability within Central Coast Council staff, management & Councillors.	AB.001	Develop and implement disability awareness training at new staff inductions.	Disability awareness training is included in induction for all staff	Year 1, ongoing	People & Culture	Community Partnerships	Current operational resources
	AB.002	Develop and implement disability awareness and education activities for all Central Coast Council staff that are relevant, current to local needs and include a level of practical interaction. E.g., Disability Confidence week aligned to International Day of People with a Disability or Mental Health Month.	Deliver 2 programs annually	Year 1, annually	Community Partnerships	People & Culture Community Engagement	\$6,500
	AB.003	Include regular contributions regarding disability inclusion/access to internal communication mediums.	6 items in various Council newsletters/staff communication annually, ensuring articles are broadly representative of all disabilities.	Year 1, ongoing	Community Partnerships	Community Engagement	Current staff resources
	AB.004	Develop and implement relevant and targeted disability awareness training for frontline staff, incorporating information specifically required for the business unit e.g. customer service, lifeguards, libraries, rangers, childcare workers. Ensure training is relevant and related to role (e.g. Rangers will require different training to Childcare staff)	Key frontline staff are identified and provided relevant training.	Year 1, ongoing	People & Culture	Community Partnerships	Current operational resources
	AB.005	Develop and implement training for relevant Communications and Engagement staff to better represent the reality of people with a disability in media and other communication mediums. Training to include a practical component to ensure the "lived experience" of people with a disability is properly conveyed.	100% of relevant staff completed training.	Year 1 – ongoing as required for new staff.	Community Engagement	Community Partnerships	\$30,000 and current staff resources
	AB.006	Include disability awareness training in induction for Councillors Training to include a practical component to ensure the "lived experience" of people with a disability is properly conveyed.	New Councillors complete training through induction and training is both practical and theoretical.	Year 1 – ongoing as required.	Governance and Business Services	Community Partnerships	Current operational resources

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Increase positive community attitudes and behaviours towards people with disability	AB.007	Develop a library of appropriate, positive and contemporary images that depict a broad representation of people with a disability to be used within general Council publications and communication mediums.	Photo library is developed	Year 1, ongoing	Community Engagement	Community Partnerships	Current operational resources
	AB.008	Through programs like This Is the Life & Coast Alive –develop videos that portray the experiences of local people living with a disability	Videos developed and utilised in community engagement campaigns	Year 1, ongoing	Community Engagement	Community Partnerships	Current operational resources
	AB.009	Provide information to local businesses, retail property owners and Chambers of Commerce to enhance inclusion and patronage of people with a disability to their business. (E.g. the economics of disability, disability confidence for retail, etc.)	Information on economics of disability and disability confidence provided to relevant businesses and property owners.	Year 2	Community Partnerships		To be included in Year 2 funding cycle
	AB.010	Develop and implement an innovative, relevant and holistic annual disability awareness and education campaign for the broader Central Coast community, Campaign to include information from and partnerships with relevant external organisations	Deliver a minimum of 1 campaign annually	Year 1, ongoing	Community Partnerships	Community Engagement External partners for example disability related agencies and government departments	\$5,700 Operational resources

5.2 Liveable Communities

Objective:

Continuously improve accessibility, inclusivity and liveability of the local Central Coast community.

What are we already doing?

Over many years both the former Gosford & Wyong Councils have made significant improvements to the built and natural environments making them more accessible and inclusive to people living with disabilities.

Many practices that increase access for people with disabilities are now part of general operations, for example, building accessible toilets with new or upgraded facilities, installing footpaths accessible to people who use mobility aids and including accessibility features in many parks and playgrounds.

What will the new actions achieve?

These actions within this section aim to bring about a greater understanding for relevant staff about accessibility requirements, encouraging universal design and innovation in addition to meeting minimum standards. The aim of universal design is to produce buildings, products and environments that are inherently accessible to all people regardless of age, capability and background including people with all types of disability not just physical disability. Universal design principles can be applied to buildings and open spaces, to activities such as events, communication and engagement methods, and to policies and practices. With a strategic approach to accessible design Council will help foster truly liveable communities into the future.

These actions will also improve the accessibility of playgrounds, beaches, leisure centres and other Council facilities progressively over an extended period.

It is Council's aim that the Central Coast will become a highly attractive and effective tourist destination for people with disabilities, their friends and families. Council will develop partnerships with local businesses, business representatives and tourism organisations to ensure that local businesses and tourism attractions are more inclusive. Council will investigate the success of other programs such as 'Missed Business' and the 'Be Accessible' initiative in New Zealand to ensure we promote innovative and sustainable practices.



*Improve the
accessibility of
playgrounds,
beaches, leisure
centres and other
Council facilities*

5.2 Liveable communities

Objective: Continuously improve accessibility, inclusivity and liveability of the local Central Coast community

Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Improve Council's commitment and approach to designing inclusive and 'liveable communities'	LC.001	Identify and deliver training on universal design and access standards to staff responsible for developing and delivering projects, (e.g., town, environmental, recreation and traffic planning) to ensure staff responsible for developing and delivering projects are also delivering "liveable communities"	<ul style="list-style-type: none"> Relevant training identified and sourced. 90% of key staff that have been identified by unit managers receive training. 	Year 1 – ongoing as required for new relevant staff.	People & Culture	<ul style="list-style-type: none"> Strategic Planning Open Space & Recreation Roads & Drainage Facilities Management 	\$6,000 allocated for Facilities Management training Current operational resources
	LC.002	Holistically incorporate accessibility requirements when developing the Central Coast Development Control Plan (DCP) to ensure "liveable communities" on the Central Coast.	Complete upon redevelopment of DCP.	Year 3	Strategic Planning	Community Partnerships	To be included in Year 3 funding cycle
	LC.003	Develop a checklist tool to ensure all new projects incorporate accessibility at the concept design stage. Tool to include all relevant design improvements, not just those covered through legislation.	Accessibility checklist tool developed and incorporated into project management system	Year 1, ongoing.	Strategic Planning	<ul style="list-style-type: none"> Open Space & Recreation Roads & Drainage Property & Asset Management 	Current operational resources
	LC.004	Develop guidelines to establish both economic and social cost/benefits of infrastructure requiring complex design or retrofit to meet universal design principles and regulatory requirements.	<ul style="list-style-type: none"> Guidelines developed and implemented for use on relevant complex and major projects. Guidelines updated as required to ensure relevance. 	Year 3	Community Partnerships	<ul style="list-style-type: none"> Open Space & Recreation Roads & Drainage Strategic Planning 	To be included in Year 3 funding cycle
	LC.005	Develop and trial a picture augmentative/symbol signage program at The Entrance (such as program undertaken within "Sydney Park" and "safe places" program for people with an intellectual disability.)	Trial program developed, implemented and assessed.	Year 2	Community Partnerships		To be included in Year 2 funding cycle
	LC.006	Promote Central Coast Council community funding programs to assist local organisations to access funding to increase opportunities for inclusion and infrastructure enhancements.	<ul style="list-style-type: none"> Information on Central Coast Council community funding programs made available to all relevant local organisations. Relevant local organisations made aware of grant writing and aligned skill development opportunities. Greater support to submit applications is provided including alternate formats for submission such as video if approved by Council. 	Year 1, ongoing.	Community Partnerships		Current staff resources

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Increase the inclusivity and accessibility of playgrounds	LC.007	Review and update the playground strategy for the Central Coast to ensure accessibility requirements are addressed at identified playgrounds- this should include but may not be limited to access, fencing, equipment at existing and proposed playgrounds. Ensure relevant playground information is available on Central Coast Council website.	<ul style="list-style-type: none"> Relevant playground information available on Central Coast Council website. Deliver an updated playground strategy. Identified playgrounds are upgraded, and new playgrounds constructed to ensure accessibility. 	<ul style="list-style-type: none"> Year 1 Year 2 	Open Space & Recreation	Community Partnerships	Current operational resources
Improve the inclusivity of events	LC.008	Ensure all significant Council and external events adequately consider and demonstrate accessibility and inclusivity in planning, delivery, and infrastructure (e.g. wheelchair portable toilets and communication methods such as interpreters and signage).	<ul style="list-style-type: none"> Update the Planning Accessible Events Guide and accessibility checklist. Update internal event kit/ guidelines with accessibility requirements and checklist. 	Year 1	Community Partnerships		Current staff resources \$2,000
	LC.009	Develop and implement consistent policy for compliance with Companion Card use at Council facilities and events.	<ul style="list-style-type: none"> Policy developed and promoted. Opportunities identified to extend program. Information on website's listings of facilities and other relevant mediums. 	Year 2	Community Partnerships	Leisure & Lifestyle	To be included in Year 2 funding cycle
Increase accessibility features of Council managed natural areas.	LC.010	Develop a trial project to facilitate access to Council managed and controlled natural areas (e.g. walking and fire trails) for people with mobility aids.	Trail project developed and evaluated.	Year 2	Natural & Environmental Assets	Community Partnerships	To be included in Year 2 funding cycle
Increase accessibility features at patrolled beaches, pools, leisure centres, jetties and wharves.	LC.011	Develop an accessibility audit program for the long term improvement of identified beaches, pools, leisure centres, jetties and wharves to inform related works program and prioritise improvements/upgrades.	<ul style="list-style-type: none"> Audit process developed. Key audits and work program completed 	<ul style="list-style-type: none"> Year 1- 2 Year 2-10 	<ul style="list-style-type: none"> Waterways & Coastal Protection Leisure & Lifestyle 	External Agency	<ul style="list-style-type: none"> Stronger Communities Fund – Major Projects \$800,000 for beaches and fishing platform Waterways and Coastal Protection \$50,000 Leisure and Lifestyle \$20,000 for pool and leisure centre audits
	LC.012	Ensure priority recommendations arising from accessibility audit are considered within annual capital works program.	Priority works included in the capital works program are undertaken.	Year 3, ongoing	<ul style="list-style-type: none"> Waterways & Coastal Protection Leisure & Lifestyle 		<ul style="list-style-type: none"> Waterways and Coastal Protection \$50,000 Leisure and Lifestyle capital works budget
	LC.013	Review trial operation and develop procedure for operation and manual handling of existing beach matting, ensuring relevant external stakeholders participate in review and development of procedures.	Trial program reviewed, documented and new procedures developed and implemented.	Year 1	Leisure & Lifestyle		Current operational and staff resources

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Increase accessibility features at patrolled beaches, pools, leisure centres, jetties and wharves.	LC.014	Develop procedure for procurement, management and operation of beach wheelchairs at appropriate patrolled beaches ensuring relevant external stakeholders participate in development of procedures.	<ul style="list-style-type: none"> Procedure for procurement, management and operation implemented with relevant external input. Purchase a minimum of 4 beach wheelchairs. 	Year 1	Leisure & Lifestyle		<ul style="list-style-type: none"> Current operational costs Stronger Communities Fund – Major Projects contribution and Leisure & Lifestyle \$10,000 for beach wheelchairs
Increase accessibility and inclusivity of Council owned community facilities	LC.015	Develop accessibility audit program for council owned community facilities to inform related works program and prioritise improvements/ upgrades.	<ul style="list-style-type: none"> Audit program developed. Key audits and work program undertaken 	Year 1 – 2 Years 2-10	Property & Asset Management		Stronger Communities Fund – Major Projects \$580,000
	LC.016	Ensure priority recommendations arising from accessibility audit are considered within annual capital works program.	High need projects are prioritised into annual capital works program	Year 3, ongoing	Property & Asset Management		To be included in Year 3 funding cycle
	LC.017	Ensure current leasing agreements with external tenants occupying Central Coast Council owned community facilities include conditions to maintain accessibility features of the relevant facility. (e.g. possible removal of access ramp)	New or renewed leases include accessibility and inclusivity conditions	Year 1, ongoing	Property & Asset Management		Operational resources
Increase availability of accessible amenities	LC.018	Identify potential locations and funding for changing place(s) including adult change table and amenities. Ensure this action is considered through other identified audit programs.	Location identified and funding sou ced.	Year 1 - 2	Community Partnerships	<ul style="list-style-type: none"> Open Space & Recreation Leisure & Lifestyle Property & Asset Management 	Current operational resources and grant funding
	LC.019	Identify options for portable changing place facility to be used at key locations and events when required	Options identified for po table change places.	Year 1 - 2	Open Space & Recreation	External Agency	Current operational costs
	LC.020	Investigate all options and develop unified policy on use of MLAK system for accessible public toilets, ensuring information and locations are available widely (including Central Coast Council website)	<ul style="list-style-type: none"> Policy developed and implemented The National Public Toilet Map is updated with all relevant details of public accessible toilets 	Year 2	Property & Asset Management	Community Partnerships	To be included in Year 2 funding cycle

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Creating and improving accessible pedestrian paths of travel	LC.021	Develop appropriate Pedestrian Access and Mobility Plans (PAMPs) in key areas	<ul style="list-style-type: none"> Scope and plan projects Seek grant funding Implement plan(s) 	<ul style="list-style-type: none"> Year 1 Year 2 – 4 	Roads & Drainage		Operational resources To be included in Year 2-4 funding cycle
	LC.022	Deliver accessible bus stops and supporting infrastructure including footpaths	<ul style="list-style-type: none"> Accessible bus stop program identify Program included within Council capital works program 	<ul style="list-style-type: none"> Year 1 – 2 Year 2, ongoing 	Roads & Drainage		Operational resources To be included in Year 2 funding cycle
	LC.023	Explore partnership opportunities with accessible bus companies to identify routes for accessible buses.	Partnerships explored and developed, identified routes trialed.	Year 2 – 3	Community Partnerships		To be included in Year 2-3 funding cycle
Increase tourism and economic development opportunities	LC.024	Identify opportunities to promote existing information portals/apps such as WheelEasy, finder website.	Existing and appropriate information identified and promoted	Year 1, ongoing	Community Partnerships		Current staff resources
	LC.025	Identify partnership opportunities to assist businesses to become more inclusive. This could be achieved through information, education, signage and programs such as Missed Business program or "Be Accessible (NZ program)	Partnerships developed and identified opportunities supported and delivered.	Year 2	Community Partnerships		To be included in Year 2 funding cycle
	LC.026	In partnership with relevant organisations/entities (e.g. Central Coast Tourism) explore accessible tourism opportunities through infrastructure improvements, marketing and promotion to develop the Central Coast as a highly attractive tourist destination for people with disabilities, friends and families.	<ul style="list-style-type: none"> Opportunities identify Plan developed Required works considered within capital works program Accessible tourism resources and information delivered to the tourism sector to increase knowledge and awareness Promotion and marketing campaign developed and delivered. 	Years 1-2	Community Partnerships	Community Engagement	Current operational resources



Council will also ensure its volunteer and work placement programs are accessible and inclusive

5.3 Employment

Objective:

Improve inclusive employment practices and increase the rate of meaningful employment of people with disabilities within Central Coast Council.

What are we already doing?

Central Coast Council currently employs 2,184 staff. Of these employees 2.5% identify as having a disability. For many years, both former Councils utilised equal employment opportunity policies. Through volunteer programs, both Councils had also recruited many volunteers with disabilities to work on projects of benefit to the community.

What will the new actions achieve?

The actions within this section will strive to increase the number of people with disabilities employed at Council. Council will do this by ensuring its employment policies cater both for potential job candidates with disabilities and employees of Council who have disabilities.

To ensure that all the needs of people with disabilities are catered for, relevant organisational policies and procedures will be reviewed and training supplied to all People & Culture staff plus all supervisory staff within the organisation.

Council will also ensure its volunteer and work placement programs are accessible and inclusive to people who have disabilities so that everyone has an opportunity to gain valuable work experience for future employment; whether at Council or in another industry.

5.3 Employment

Objective: Improve inclusive employment practices and increase the rate of meaningful employment of people with disabilities within Central Coast Council.

Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Provide inclusive volunteer, work experience and paid work opportunities for people with disabilities	E.001	Establish a program or adapt existing project(s) to provide work placement opportunities and volunteer positions for people with disabilities.	<ul style="list-style-type: none"> Program developed and implemented. Number of people completing placements. 	Year 2	People & Culture	Community Partnerships	To be included in Year 2 funding cycle
Increase inclusivity of the workplace and recruitment processes for people with disabilities.	E.002	Review and update all relevant Central Coast Council People and Culture policies to ensure inclusive employment practices that consider all types of disabilities, e.g., leave policies, including sick and carers, general work conditions policies and work from home policy.	All relevant policies reviewed and updated.	Year 1 - 3	People & Culture	Community Partnerships	Operational resources
	E.003	Develop inclusive recruitment and employment policy and supporting documentation.	Policy developed and implemented.	Year 1	People & Culture	Community Partnerships	Current operational resources
	E.004	Develop clear and concise procedure/brief to engage only relevant organisations and employment agencies who demonstrate a commitment to inclusive services, e.g. appropriate language, inclusive training methods and alternate formats.	<ul style="list-style-type: none"> Procedure/brief documentation is developed and implemented. All documentation will ensure training is specific to the needs of the individual. 	Year 1 - 2	People & Culture	Community Partnerships	Current operational resources
	E.005	Inclusive employment training provided for all People and Culture staff, ensuring 'hidden disabilities' are adequately understood.	<ul style="list-style-type: none"> Training successfully delivered to all relevant existing staff Training supplied through induction process to all new relevant staff. 	Year 1 - Prior to inclusive employment policy being developed.	People & Culture	Community Partnerships	Current operational resources
	E.006	Develop and utilise accessibility statement for all job adverts e.g. equity statement, key contact person, stating inclusivity of workplace and support available	100% of all job adverts	Year 1	People & Culture	Community Partnerships	Current operational resources
	E.007	Ensure online recruitment processes use Easy English and are meeting relevant standards (i.e. WCAG2.0) and explore options for a recruitment process that does not require online application submissions.	<ul style="list-style-type: none"> Meeting compliance for WCAG2.0 or relevant standard. Options for non-online application system investigated and reported. 	<ul style="list-style-type: none"> Year 1 Year 1 	People & Culture	Community Engagement	Current operational resources
	E.008	Develop and provide training for supervisory staff regarding mental health and disability awareness.	Training developed or incorporated into existing training and supplied to all supervisory staff	Year 1 – 2, ongoing	People & Culture	Community Partnerships	Current operational resources and included in Year 2 funding cycle
	E.009	Provide professional development training/information and resources for employees with disabilities on rights and relevant support available.	<ul style="list-style-type: none"> Relevant training/information made available to all staff Numbers of staff using information or completing training. 	Year 3, ongoing	People & Culture	Community Partnerships	Current operational resources and included in Year 3 funding cycle

5.4 Systems and Processes

Objective:

Provide more equitable access to mainstream services for people with disability through improved systems and processes

What are we already doing?

Both former Councils already undertake actions to improve systems and processes to result in accessible and inclusive service delivery for people with disabilities. For example, hosting websites in compliance with WCAG2.0 accessibility requirements, providing training to staff in the development of accessible document production and developing and delivering on previous Disability Action Plans

What will the new actions achieve?

The actions under this section will improve the way Council delivers its services and provides information to its staff and the community.

Many actions involve reviewing and updating policies to ensure improved outcomes over time, for example in the procurement of accessible goods and services. Other actions will ensure that people with disabilities can communicate with Council, for example ensuring that the new Central Coast Council website complies with relevant accessibility standards.

Council will ensure that people with a variety of disabilities can read and understand the information that Council makes available to the public, for example providing documents and forms in Easy English.

Many actions in this section will also see better promotion of Council's accessibility features, equipment and accessibility services, including Council's beach wheelchairs, accessible Council facilities and the services of the Disability Inclusion Office .



Ensuring that the new Central Coast Council website complies with relevant accessibility standards.

5.4 Systems and Processes

Objective: Provide more equitable access to mainstream services for people with disability through improved systems and processes

Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Procure goods, materials, works and services including infrastructure, facilities and information technologies that are accessible to staff and community members with a disability	SP.001	Develop and implement procurement policy, procedures, and guidelines that facilitate the inclusion of people with disabilities and ensure social procurement opportunities are realised (e.g. strive to support social enterprise/businesses that employ people with a disability).	<ul style="list-style-type: none"> • Identification of relevant policy, procedures, and guidelines. • Consultation with key stakeholders regarding disability inclusion provisions • Update relevant documentation • Communicate to end users • Monitor, review and report on effectiveness 	<ul style="list-style-type: none"> • Year 1 • Year 1 • Year 1 • Year 1, ongoing 	Procurement & Projects	Community Partnerships	Current operational resources
	SP.002	Purchase software, hardware and platforms which meet accessibility standards, including, WCAG2.0 and which are compatible with assistive technologies	All new software/hardware procured must demonstrate accessibility compliance	Year 1, ongoing	Information Technology		Operational resources

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Ensure equitable and dignified communication with staff and community including the provision of accessible information	SP.003	Ensure newly developed Central Coast Council website and intranet adheres to relevant accessibility standards (e.g. WCAG2.0)	Website meets relevant standards.	Year 1-2 Ongoing	Community Engagement	Community Partnerships	Transformation project budget
	SP.004	Deliver accessible documents training to staff who produce documents for upload to the website	At least one person per business unit receives training – as determined by unit manager	Year 1-2	Community Engagement	Community Partnerships	Current operational resources
	SP.005	Ensure Central Coast Council website has a dedicated area that contains accurate and relevant information for people with a disability – encompassing residents, tourists and businesses.	<ul style="list-style-type: none"> Website information is continually available. Content is relevant and current. External agencies/ organisations engaged with people with a disability are accurately recognised and acknowledged. 	Year 1 Ongoing.	Community Partnerships	Community Engagement	Current operational resources
	SP.006	Ensure new content uploaded to website and intranet meets relevant accessibility requirements.	100% of new uploads (unless meets business content exception rule) and identified key historical documents made available in accessible format.	Ongoing post launch of new website.	Community Engagement	Community Partnerships	Current operational resources
	SP.007	Liaise with people with intellectual disabilities and/or relevant external organisations to help the identification and prioritisation of key customer service enquiries/complaints identified for development into resources to alleviate these issues e.g. Easy English documents and forms.	<ul style="list-style-type: none"> Customer service complaints identified Solutions and/or resources developed and implemented 	Year 1- 3	Community Engagement	Community Partnerships	Current operational resources (Year 1)
	SP.008	Develop a procedure at customer service centres for the timely engagement of Auslan interpreters for customers who are deaf. (e.g. Service NSW model)	Procedure developed and implemented	Year 2	Community Engagement	Community Partnerships	To be included in Year 2 funding cycle
	SP.009	Audit of existing hearing loops at Council facilities, including libraries, customer service centres, Council chambers and Theatres. Audit to also identify additional key community facilities that could benefit from the installation of hearing loops and other technology such as captioning.	<ul style="list-style-type: none"> Audit completed, priority list for repair identified and work progressively completed. Identify funding opportunities for the installation/retrofit of hearing loops and other technologies to existing key facilities. 	Year 1 - 3 Year 3	Property & Asset Management	Leisure & Lifestyle Libraries Community Engagement	Included in funding cycle for all years

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Strategy area	Action Plan Number	Action	Key Performance Indicator(s)	Timing	Responsibility: Project Delivery/Financial	Responsibility: Supporting Partners	Resources
Better promote and share information about accessibility services, features and equipment that Council has available	SP.010	Implement signage at beaches and all relevant facilities and open spaces that indicate locations accessibility features, e.g., beaches with wheelchairs and or matting, parks with suitable equipment.	<ul style="list-style-type: none"> Signage implemented at all relevant beaches/spaces/facilities with accessibility features/equipment. Relevant information also available on Central Coast Council website. 	Year 1, ongoing	Open Space & Recreation Leisure & Lifestyle	Community Partnerships	Leisure and Lifestyle capital works program (Year 1)
	SP.011	Promote the role and function of the Disability Inclusion Officer within Central Coast Council and the broader community - with information available through various mediums (e.g. website, interagency, media, written information, etc.)	Increased community and staff understanding of the Disability Inclusion Officer role.	Year 1, ongoing	Community Partnerships	Community Engagement	Current operational resources
Ensure community engagement practices are inclusive of people with disabilities	SP.012	Incorporate strategies and measures into the Community Engagement Framework to increase opportunities for people with a disability to engage with Council	<ul style="list-style-type: none"> Strategies and measures developed and included in Community Engagement Framework These strategies are implemented and adapted for all engagement activities 	Year 1	Community Engagement	Community Partnerships	Current operational resources
	SP.013	Explore appropriate ongoing engagement opportunities to assist Council in implementing the Disability Inclusion Action Plan. Mechanisms need to include opportunities for engagement with external and internal stakeholders.	<ul style="list-style-type: none"> Appropriate engagement mechanisms identified and established. Resource and specialist organisation list developed. 	Year 1 Year 2	Community Partnerships	Community Engagement	\$3,000



*An annual review
of the Action Plan
will provide Council
opportunity to
incorporate new
actions*

6 Implementation, Monitoring, Review and Evaluation

An important part of ensuring the success of the Action Plan is to monitor and report on the implementation of the actions within the plan. Council will continue to ensure that sufficient progress is being made, that actions are being implemented within specified timeframes, that quarterly reviews are completed and that the overall outcomes of the Action Plan are evaluated.

6.1 Implementation and Monitoring

Actions within the Action Plan are incorporated into the Operational and Business Plan of Council. This means that individual actions fit under business units Council and their progress is reported on a quarterly basis like any other aspect of day to day operation. On completion of the action it will be considered implemented.

An officer of Council has responsibility for overseeing and monitoring the general implementation and progression of the Action Plan. This officer will continually liaise with business units to monitor progress of implementation and provide assistance in achieving outcomes.

A progress report on the action plan's implementation will be provided to the community through quarterly reports of the Operational Plan.

6.2 Review and Reporting

Central Coast Council will also regularly review the Action Plan. Council will include details of the implementation of the Action Plan within its annual report and relevant sections of the annual report will be provided to the Minister overseeing the implementation of the Disability Inclusion Act 2014.

An annual review of the Action Plan will provide Council opportunity to incorporate new actions, resources and funding that have become possible as a result of achieving earlier actions.

6.3 Evaluation

A full evaluation of the Action Plan will occur on a four yearly basis. The evaluation will assess whether the Action Plan has met legislative requirements and achieved the required outcomes. At this time Council will consult with people with disabilities to understand where progress has been made and where there continues to be room for improvement.

Various community engagement methods such as online forums, surveys and stakeholder reference groups may be utilised to evaluate if the actions outlined in this Plan have resulted in an increase in the inclusion of people with a disability in our community.

Glossary of terms and explanation of acronyms

Action plan, the	Refers to the Central Coast Council Disability Inclusion Action Plan.
Council	A term used to refer in short to Central Coast Council.
DCP	A development control plan provides detailed planning and design guidelines to support the planning controls in the Local Environmental Plan.
IP&R framework	Refers to the integrated planning and reporting framework, incorporating Council's operational and delivery program and community strategic plan.
MLAK	The Master Locksmiths Access Key system enables people with disabilities to gain 24 hour access to a network of public facilities including elevators, accessible toilets and adaptive playground equipment.
Universal design	Refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible to older people, people without disabilities, and people with disabilities.
WCAG2.0	Web Content Accessibility Guidelines version 2 is a technical standard that when adhered to will make web content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

For more information about disability inclusion please contact Council's Disability Inclusion Officer on (02) 4325 8222.

Council would like to thank everyone who provided information, completed a survey or attended one of the community engagement activities. We always welcome the contributions of our Central Coast community.

The Ark Cafe

Ensure equitable and dignified communication with staff and community including the provision of accessible information



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May 2017