

Life's pallet
consists of many
colours that blend
together to form a
beautiful painting



Access and Disability Inclusion Plan
2014 - 2018

“If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is society which handicaps me, far more seriously and completely than the fact that I have Spina Bifida.”

An excerpt from the Australian consultation with people with disability Shut Out (2009)



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Dancer from Merrymakers
troupe, a local group for
dancers with disabilities
Photo by Cassandra H

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Young men recovering
acquired brain injury, riding
from ABI ride Freshtracks
recumberant trikes at the
HARTS facility in St Ives

INTRODUCTION

Access and the community

Access considerations impact a significant number of people across Australia. In fact, it can be argued that access will affect each and every one of us at some stage in our lives.

These access challenges can be as a result of life stage, such as pushing young children in a pram, or developed as a result of ageing, such as frailty or sensory impairment. Other access challenges are experienced as a result of physical or intellectual disabilities acquired through injury, ill health or genetic variances. Mental health is also a growing issue across Australia and impacts the person, family and carers alike. Social stigma and lack of community awareness can further debilitate people with mental health issues who often feel socially isolated.

Over four million people, around 18.5% of people in Australia have a disability and approximately one in five people will suffer a mental health condition at some point this year.

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

This work requires the cooperation and collaboration of almost every department across Council. This includes urban planning, facilities management, community services, operational services, public transport, pavements and footpaths, information and communications, events, sports and recreation, and Council's role in working with local businesses and developers. Consideration of access is always a high priority.

A whole of Council approach has therefore been adopted in the formation of this policy and plan, with proposed actions integrated into the deliverables and outcomes for relevant departments across Council.

Accessibility

Accessibility is all about our ability to engage with, use, participate in, and belong to, the world around us. Accessibility applies to physical access, community inclusion and access to information, services and support.

Accessible services or facilities are:

- Easy to find, approach, use, enter, reach.
- Easy to speak with, get information from or understand.
- Obtainable, attainable.

Disability discrimination

The Australian Human Rights Commission says “Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.”

/

Who is affected by community access?

Council embraces a broad and holistic definition of access and people with access considerations. While still focussing on the needs of people with a disability and recognising the importance of the physical and built environment, access is also considered in terms of providing all people with equitable opportunities to participate in pursuits of their choice and achieve their goals.

Therefore, for the purpose of this policy and plan, people who experience access issues are defined as:

- People who use manual wheelchairs, power chairs, mobility scooters
- People with ambulant or other physical disability or disfigurement
- People with sensory disability such as vision impairment or hearing impairment
- People with a neurological disability
- People with a learning disability
- People with mental health issues
- People with long term illnesses or health issues
- Parents, grandparents or carers with young children in prams
- Aged citizens and people with frailty
- Carers
- People with other access considerations such as delivery personnel and people pushing shopping trolleys.

ACCESS DEMOGRAPHICS IN KU-RING-GAI

There are approximately 119,000 residents in Ku-ring-gai. Australian Bureau of Statistics (ABS) Data identifies the following residents as having circumstances that impact on physical access, community inclusion or access to information, services and support¹:

- An estimated 22,015 residents (18.5%) have a disability that limits, restricts or impairs everyday activities and has lasted, or is likely to last, for at least six months.
- 3,339 residents (3.1%) need help in their day-to-day lives due to severe or profound disability.
- 13,905 (12.7%) are older adults aged 70 plus. 3,470 are over 85 years.
- 10,340 (8.7%) provide unpaid care to a person with a disability, long term illness or person of older age.
- 5,755 (5%) families have young children under the age of five.
- Approximately 23,800 (20%) residents experience a mental illness each year.

These figures highlight that at any one time a significant number of community members are facing access challenges. They also remind us that each and every one of us is likely to have an access issue at some point during our lives, whether it is temporary, ongoing or as a result of ageing.

Over recent years Council has revised and adopted key policies

¹Statistics sourced from ABS Survey of Disability, Ageing and Carers (2009) and the ABS Census of Population and Housing (2011)

People of all ages and abilities sat in Wahroonga Park park enjoying the Twilight Concert in the Park



KU-RING-GAI COUNCIL'S COMMITMENT TO EQUITABLE ACCESS

and plans for the Ku-ring-gai local government area. These policies and plans enable Council to focus its response to equitable access for the community and align with government legislation. Underlying these policies and plans is the principle of an equitable and inclusive community where all people are valued and able to enjoy safe, secure, healthy and satisfying lifestyles.

Council's key plans and policies include the following:

1. Ku-ring-gai's Community Strategic Plan 2030

Ku-ring-gai's current Community Strategic Plan 2030 – 'Our Community. Our Future' was adopted by Council in June 2013. The Plan is a long term strategic plan for the future of the Ku-ring-gai local government area.

The Plan is the community's plan. It was developed from a broad range of community consultation undertaken by Council over the previous four years and reflects the aspirations, vision and long term goals of the Ku-ring-gai community for its people, places and spaces, environment and economy.



The Plan is at the top of Council's planning framework and informs other policies and plans by providing long term direction for Council and the organisation to align its delivery of policies, programs and services to the community. It was prepared in accordance with the NSW Integrated Planning and Reporting Legislation, introduced in 2009. In particular, its content reflects the following four Social Justice principles:

- **Equity** – everyone should have a fair opportunity to participate in the future of the community.
- **Access** – all people should have fair access to services, resources and opportunities to improve their quality of life.
- **Participation** - everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives.
- **Rights** – equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

Through the Community Strategic Plan, Council is committed to taking a leading role to make Ku-ring-gai an accessible community for everyone.

2. Council's Delivery Program 2013 - 2017

The Delivery Program 2013 – 2017 identifies those actions that Council will achieve during its term to progress the long term objectives in the Community Strategic Plan. It outlines the services, programs and projects it is committed to delivering, how Council resources will be allocated and is linked to the Community Strategic Plan 2030 through Term Achievements identified under 6 theme areas.



LONG TERM OBJECTIVES AND TERM ACHIEVEMENTS

The following table lists those Long Term Objectives and Term Achievements which address equitable access in the Community Strategic Plan and Delivery Program.

THEME 1 – COMMUNITY, PEOPLE AND CULTURE		
Issue	Long Term Objectives	Term Achievements
C1 – Community Wellbeing	C1.1 - An equitable and inclusive community that cares and provides for its members.	C1.1.1 - Council’s policies, programs and advocacy address the social and health needs of all age groups, reduce disadvantage and address gaps in service provision.
		C1.1.2 - Access has increased for communities that face barriers to using social services and facilities.
		C1.1.3 - Our community facilities are accessible and function as cultural hubs to attract a range of users.
C3 – Community Participation	C3.1 - A community where opportunities are provided for all voices to be heard and where community stewardship, participation and engagement is supported and promoted.	C3.1.1 - Our community is engaged in shaping the identity of their local areas and feel secure and socially connected.
C6 – Housing Choice and Affordability	C6.1 - Housing diversity, adaptability and affordability is increased to support the needs of a changing community.	C6.1.2 - Diversity and supply of new housing has been investigated to provide safe and responsive housing that addresses the changing population.
		C6.1.3 - Plans encourage enhanced adaptability to allow for ageing in place, accessibility and sustainable housing.

THEME 3 – PLACES, SPACES AND INFRASTRUCTURE

Issue	Long Term Objectives	Term Achievements
P3 – Quality Urban Design and Development	P3.1 – The built environment delivers attractive, interactive and sustainable living and working environments.	P3.1.1 - A high standard of design quality and building environmental performance is achieved in new development.
P4 – Revitalisation of our Centres	P4.1 – Our centres offer a broad range of shops and services and contain lively urban village spaces and places where people can live, work, shop, meet and spend leisure time.	P4.1.1 - Plans to revitalise local centres are being progressively implemented and achieve quality design outcomes in collaboration with key agencies, landholders and the community.
P6 – Enhancing recreation, sporting and leisure facilities	P6.1 – Recreation, sporting and leisure facilities are available to meet the community’s diverse and changing needs.	P6.1.2 - A program is being implemented to improve existing recreation, sporting and leisure facilities and facilitate the establishment of new facilities.
P7 – Enhancing community buildings and facilities	P7.1 – Multipurpose community buildings and facilities are available to meet the community’s diverse and changing needs.	P7.1.2 - Usage of existing community buildings and facilities is optimised.



Dancers from Merrymakers troupe, a local group for people with disabilities. Photo by Cassandra H

THEME 4 – ACCESS, TRAFFIC AND TRANSPORT

Issue	Long Term Objectives	Term Achievements
T1 – Integrated and Accessible Transport	T1.1 – A range of integrated transport choices are available to enable effective movement to, from and around Ku-ring-gai.	T1.1.1 - Public transport connections are accessible to all age groups and match the travel needs of the community.
		T1.1.2 - A network of safe and convenient links to local centres, major land uses and recreation opportunities is in place.
		T1.1.3 - Advocate to relevant government agencies and private companies for integrated public transport facilities and service improvements that meet community needs.
T3 – Regional Transport Network	T3.1 – An accessible public transport and regional road network that meets the diverse and changing needs of the community.	T3.1.1 - A strategic access, traffic and transport plan is being implemented for the Northern Sydney Region.

THEME 6 – LEADERSHIP AND GOVERNANCE

Issue	Long Term Objectives	Term Achievements
L1 - Leadership	L1.1 – A shared long term vision for Ku-ring-gai underpins strategic collaboration, policy development and community engagement.	L1.1.1 - The aspirations, objectives and priorities of our community are reflected in the Ku-ring-gai Community Strategic Plan - 'Our Community Our Future 2030' and inform Council's policy development, decision-making and program delivery.
		L1.1.2 - Council leads the community by advocating, influencing and participating in policy development to the benefit of the local area.
		L1.1.3 - Partnerships are established with government agencies, regional and local organisations and community groups and are working to achieve Ku-ring-gai's community outcomes.
		L1.1.4 - Council's responses to government policy and reforms are guided by and aligned with the adopted Community Strategic Plan 'Our Community Our Future 2030'.
L4 – Community Engagement	L4.1 – The community is informed and engaged in decision-making processes for community outcomes.	L4.1.1 - Community engagement utilises effective and varied communication channels to reach all sections of the community.

COUNCIL'S CURRENT ACTION PLAN

In 2005 Council adopted an Access Policy and Disability Discrimination Act Action Plan. The plan focused on disability discrimination and provided Council with a range of actions relating to access and Council buildings, facilities, information and the local environment.

Work has been steady and continuous and it is important to acknowledge the positive and significant work that Council has undertaken to improve access and inclusion for all.

Council's achievements

Staff engaged in the action plan review process have identified the following achievements:

- Council has achieved certification in accessible web standards for Customer services and libraries provide low height counters and hearing loops.
- Libraries provide services a home library service, library bus, large print and talking books.
- Children's centres provide integrated, inclusive and supportive services for children and families with additional needs.

Accessible ramp at Ku-ring-gai Fitness & Aquatic Centre, West Pymble



- A broad range of social and educational activities are provided to seniors through the Seniors in Action program.
- Council hosts an annual Discobility event to provide social and peer support for young people with a disability.
- A Footpath Network Extension and Upgrade Program is underway that improves and extends access and mobility around the current footpath network.
- A Pedestrian Access and Mobility Plan is being developed that looks at ways to improve access around key activity centres.
- Community grants are provided to disability service and other local community groups that incorporate an inclusion component.
- A program of access and disability awareness training has been delivered to staff across Council.
- A range of accessible recreation facilities are available, including an all abilities playground and accessible walking track.
- A car park improvement program is underway that focuses on line marking and upgrading off-street parking for people with disabilities, compliant with the latest Australian Standards for accessibility.



Sunshine Paper & Art Studio, Pymble

NEED FOR A NEW PLAN

Since the Ku-ring-gai Council *Access Policy and Disability Discrimination Act Action Plan (2005 – 2009)* was adopted in 2005 there has been significant Commonwealth and NSW policy and legislative developments in the fields of access and disability inclusion.

These changes have created a need to review and rewrite Ku-ring-gai Council's Access Policy and Disability Discrimination Act Action Plan. The result of the rewrite process is this *Access and Disability Inclusion Plan (2014–2018)*, which has been developed in collaboration with departments across Council, disability service providers, people with disabilities and their families, and an accredited access consultant.

The key policy and legislative changes that have impacted Council planning for access and disability inclusion include:

- Commonwealth National Disability Strategy 2010 - 2020
- The National Disability Insurance Scheme (NDIS)
- NDS NSW Implementation Plan 2012 - 2014
- NSW Disability Inclusion Plan 2015
- Disability Inclusion Act 2014
- Disability Access to Premises - Building Standard (2010).

Commonwealth National Disability Strategy (NDS) 2010 - 2020

In February 2011, the Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010–2020 (NDS). The NDS outlines a 10 year plan to improve the lives of Australians with

disability, promote participation, and create a more inclusive society. It has a vision of 'an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens'.

The NDS focuses on six policy areas that require a whole-of-government, whole-of-life approach to disability planning and service delivery:

- Inclusive and accessible communities - The physical environment including public transport; parks, building and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- Rights protection, justice and legislation - Statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.
- Economic security - Jobs, business opportunities, financial independence, adequate income support for those not able to work and housing.
- Personal and community support - Inclusion and participation in the community, person centred care and support provided by specialist disability services and mainstream services; informal care and support.
- Learning and skills - Early childhood education and care, schools, further education, vocational education; transition from education to employment; life-long learning.
- Health and wellbeing - Health services, health promotions and the interactions between health and disability systems; wellbeing and enjoyment of life.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a new way of providing community linking and individualised support for people with permanent and significant disability, their families and carers by providing person centred responses to individual needs.

The launch of the National Disability Insurance Scheme commenced in the Hunter Region 1 July 2013. Full transition across NSW is planned for 2018. For more information visit www.ndis.nsw.gov.au

NDS NSW Implementation Plan 2012 - 2014

In 2012, the NSW Government released its NDS NSW Implementation Plan 2012-2014, whose priorities and actions reflect the broad scope of the UN Convention. The plan builds on existing NSW disability reforms and includes new initiatives that support the Government's commitment to providing people with disability and their families and carers with greater choice and control over their lives by introducing self-directed supports and individualised budgets.

Under the NSW Implementation Plan, Local Government is identified as a key partner in many of the policy areas, including:

- Improving access to buildings and housing in NSW
- Implementing measures to improve the availability of accessible toilets
- Developing a web based disability planning resource for Local Government
- Improving participation in the arts

- Increasing participation in mainstream sport and recreation and improving access to sport and recreation facilities
- Developing partnerships with Local Government so that people with disability are better able to access and participate within the local community
- Instigating measures that encourage more people with disability to stand for election at the Local Government elections in 2016
- Supporting local councils to develop strategies to increase the diversity of their workforces to include more people with disability.

The NSW Disability Inclusion Plan 2015

The NSW Disability Inclusion Plan focuses on four areas for concentrated action identified by people with disability, the NSW Government and community stakeholders. They are:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes

The Plan was developed in response to the NSW Disability Inclusion Act 2014 (see overleaf).

On 28 August 2014 the Disability Inclusion Act was passed by parliament. The Act provides regulation around the accessibility of mainstream services and facilities, the promotion of community inclusion and the provision of funding, support and services for people with disability.

Key objectives of this Act include:

“(a) to acknowledge that people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights,

(b) to promote the independence and social and economic inclusion of people with disability.” (Part 1, division 2:3)

Under this Act, Local Government will be required to develop and report on Disability Inclusion Plans.

Council's obligations under the Disability Inclusion Act 2014

Requirements for disability action plans:

- (1) Each public authority must, from the day prescribed by the regulations, have a plan (a disability inclusion action plan) setting out the measures it intends to put in place (in connection with the exercise of its functions) so that people with disability can access general supports and services available in the community, and can participate fully in the community.
- (2) In preparing its disability inclusion action plan, a public authority:
 - (a) must consult with people with disability and have regard to any guidelines issued under section 9, and (b) may consult with individuals or other entities the authority considers appropriate, including the Disability Council.
- (3) A disability inclusion action plan must:
 - (a) specify how the public authority proposes to have regard to the disability principles in its dealings with matters relating to people with disability, and
 - (b) include strategies to support people with disability, including, for example, strategies about the following:
 - (i) providing access to buildings, events and facilities,
 - (ii) providing access to information,
 - (iii) accommodating the specific needs of people with disability,
 - (iv) supporting employment of people with disability,
 - (v) encouraging and creating opportunities for people with disability to access the full range of services and activities available in the community, and

(c) include details of the authority's consultation about the plan with people with disability, and

(d) explain how the plan supports the goals of the State Disability Inclusion Plan, and

(e) include any other matters prescribed by the regulations.

(4) A disability inclusion action plan may be a document or part of a document prepared for another purpose if the Secretary is satisfied the document or part fulfils the requirements of subsections (1) and (3).

(5) A public authority must, as soon as practicable after the day it is required to have a disability inclusion action plan:

(a) give a copy of the plan to the Disability Council, and

(b) make the plan publicly available.

Report on implementation of plans

(2) A public authority that is not a government department or local council must, as soon as practicable after the end of each financial year, give the Minister a report relating to the authority's implementation of its disability inclusion action plan during the financial year.

(1) A public authority that is a government department or local council must, as soon as practicable after preparing its annual report, give the Minister a copy of the part of the annual report relating to the department's or council's report on the implementation of its disability inclusion action plan.

(4) In this section annual report means:

(a) of a government department—its Annual Report under the Annual Reports (Departments) Act 1985, and

(b) of a local council—its Annual Report under the Local Government Act 1993.

(3) The Minister is to table a report about the implementation of disability inclusion action plans in each House of Parliament as soon as practicable after the end of each financial year.

Review of plans

(1) A public authority must review its disability inclusion action plan before the end of each 4-year period after the day the authority is required to have the plan.

(2) The purpose of the review is to ensure the disability inclusion action plan fulfils the requirements of section 12 (1) and (3).

(3) In reviewing its disability inclusion action plan, the public authority must consult with people with disability and have regard to any guidelines issued under section 9.

Extract from NSW Government Disability Inclusion Act 2014 - Act No 41 of 2014 (GG No. 74, 29/08/2014, p. 2951).

LEGISLATIVE FRAMEWORK

In terms of access and disability discrimination, there are laws, standards and guidelines that must be met.

Disability inclusion legislation

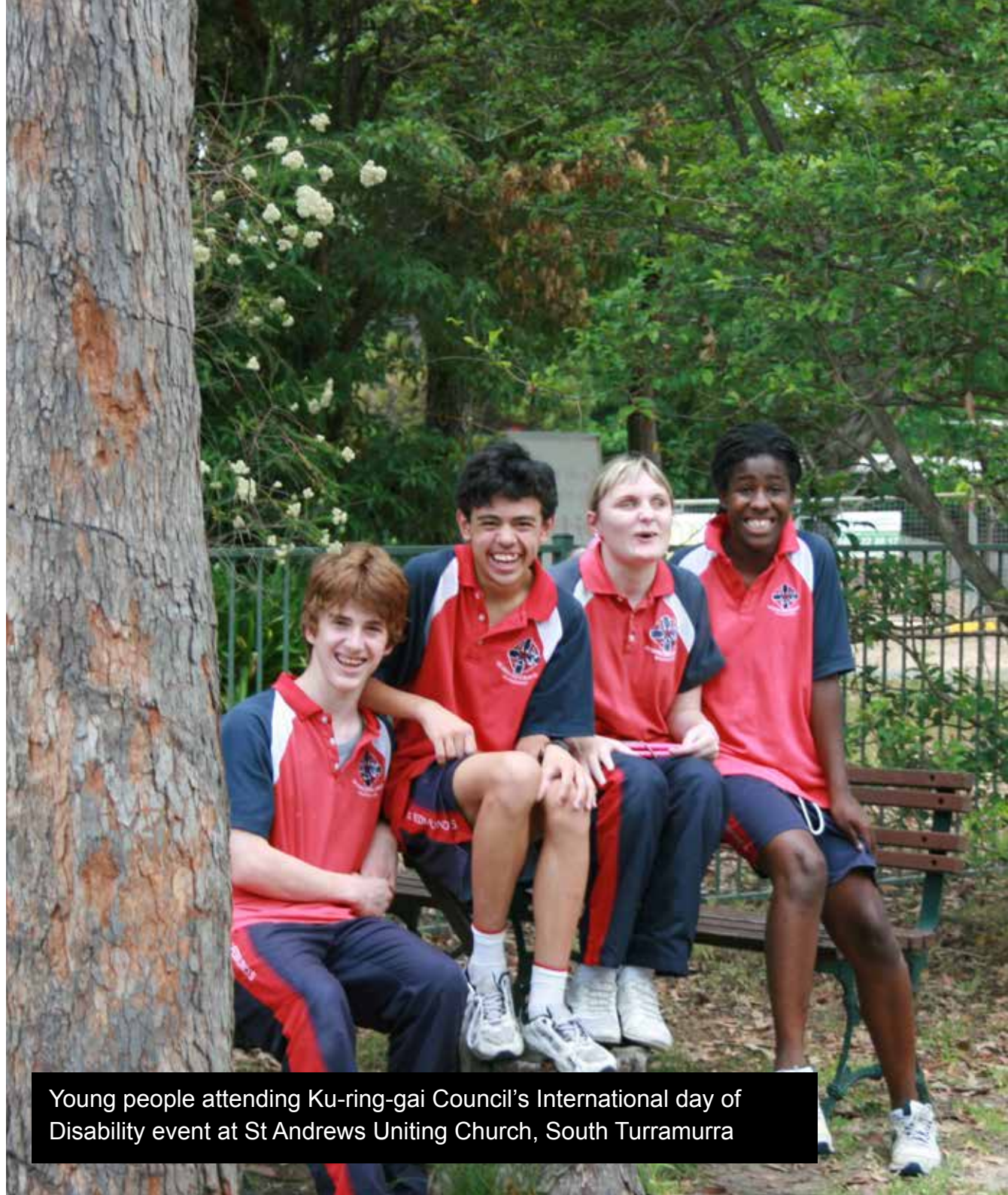
Laws that address disability discrimination and inclusion include:

UN Convention on the Rights of Persons with Disabilities, ratified by Australia in 2008

Disability Discrimination Act (1992)

NSW Disability Inclusion Act (2014)

The guiding principles are that of a fair and inclusive society that provides equitable and dignified access for all.



Young people attending Ku-ring-gai Council's International day of Disability event at St Andrews Uniting Church, South Turramurra

Access to the built environment legislation

A significant portion of Council's access responsibilities fall within the boundaries of the built environment. The following legislation is applicable to this area of work.



In reviewing access legislation it is important to remember that the building codes and Australian standards only stipulate a minimum 'deemed to satisfy' marker or measurement and do not cover all aspects of the built environment. In terms of reviewing if something is truly accessible, one must consider if 'equitable and dignified access' is provided, as legislated by Federal law in the Disability Discrimination Act 2002.

For best practice in accessibility, principles such as universal design, planning for end-to-end journeys and the work undertaken as part of the Liveable Cities Program should also be considered.

Consider 'access' an issue for all

These principles promote the development of buildings, spaces and facilities that are better designed to be inclusive of the needs, abilities and barriers faced by the whole community, without segregating disability. Access issues are therefore considered in terms of 'community inclusion', as opposed to 'disability discrimination'.

DEVELOPING THE NEW PLAN

This Ku-ring-gai Council *Access and Disability Inclusion Plan (2014-2018)* is Council's most current Disability Action Plan and provides a framework across all areas of council's operations and supports it to meet requirements under the Disability Discrimination Act (DDA) (1992), the NSW Disability Inclusion Act (2014) and the policy and legislative context in which Council operates.

This Access and Disability Inclusion Plan (2014 – 2018) will assist Council in addressing existing or potential barriers, provide equity of access to premises, open space, services, programs, information, communication and employment processes and systems. The Plan is designed to ensure that organisational practices are proactive in meeting the needs of people of all abilities and that Council's services and facilities are inclusive and accessible to all.

The Access and Disability Inclusion Plan identifies key strategies to address access barriers or access opportunities and outlines how monitoring, reviewing and evaluation of the Plan will be conducted.

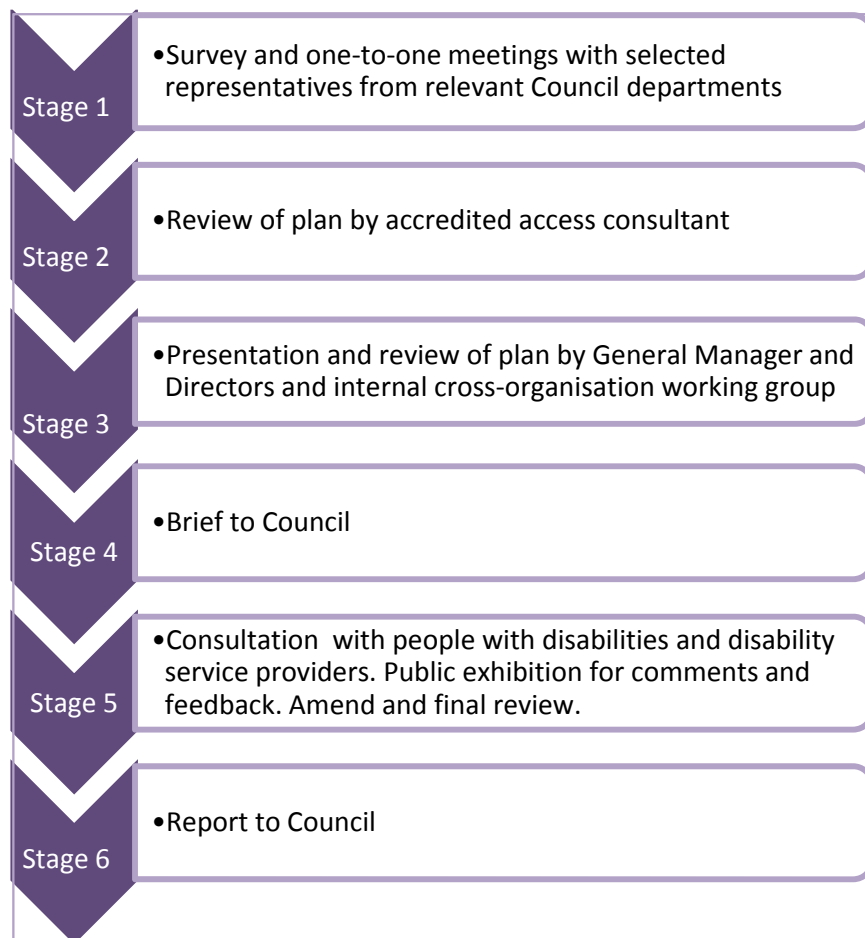


Man in wheelchair at the bottom of steps. No accessible ramp is visible.

CONSULTATIVE PROCESS

Council has undertaken a comprehensive consultation process to ensure that all relevant stakeholders have the opportunity to review and contribute to the development of this action plan.

The consultation process has been staged as follows:



Community Consultation

In accordance with the NSW Disability Inclusion Act 2014, a public authority must, consult with people with disability, when preparing its disability inclusion action plan. It may also consult with individuals or other entities the authority considers appropriate, including the Disability Council.

Opportunities for consultation and feedback were provided through the following channels:

- Public exhibition for 80 days. Standard and accessible formats were made available and written and verbal submissions were accepted.
- Local disability service providers were formally consulted at Council Chambers on Friday, 20 February 2015. Fifteen representatives from local disability services attended.
- People with a disability who are residents of Ku-ring-gai were proactively engaged to provide feedback on the proposed plan.

Information about the consultation process was communicated through Council's communication channels, regional disability networks, regional disability newsletters and advertised in the North Shore Times.

Summary of key access issues identified during Community Consultation

The following priorities for action were identified during the consultation process:

- Improved physical accessibility in buildings, public spaces and facilities
- Increased education and training for Council staff and the public. Particularly emphasis was placed on increasing understanding of disabilities linked to behavioural outcomes.
- Better communication and information and more opportunity for participation and involvement in the decision making process.
- Increased accessible sports, recreation and events
- Opportunities for real and meaningful employment
- Better access to local businesses
- Affordable and accessible housing

The feedback from the consultation is largely consistent with and supports the aims and objectives of Access and Disability Inclusion Plan.



Man using wheelchair tending to accessible flower bed

CHALLENGES

Given the age of Council facilities and the topography of Ku-ring-gai, it is acknowledged that providing full access will be an ongoing challenge in the years ahead. Tackling access issues across Ku-ring-gai will take considerable planning, co-ordination and funding in cooperation with all departments across Council.

The primary challenges Council face in terms of meeting access objectives include:

- the heritage status of a significant proportion of Council's facilities and buildings
- the terrain and landscape of the Ku-ring-gai LGA
- complex and competing priorities
- budget constraints

However, it should be noted that providing equitable access is a priority and all *new* Council facilities and projects aim to meet current access legislation and best practice. When necessary, accredited access consultants are brought in to review and provide advice and recommendations.

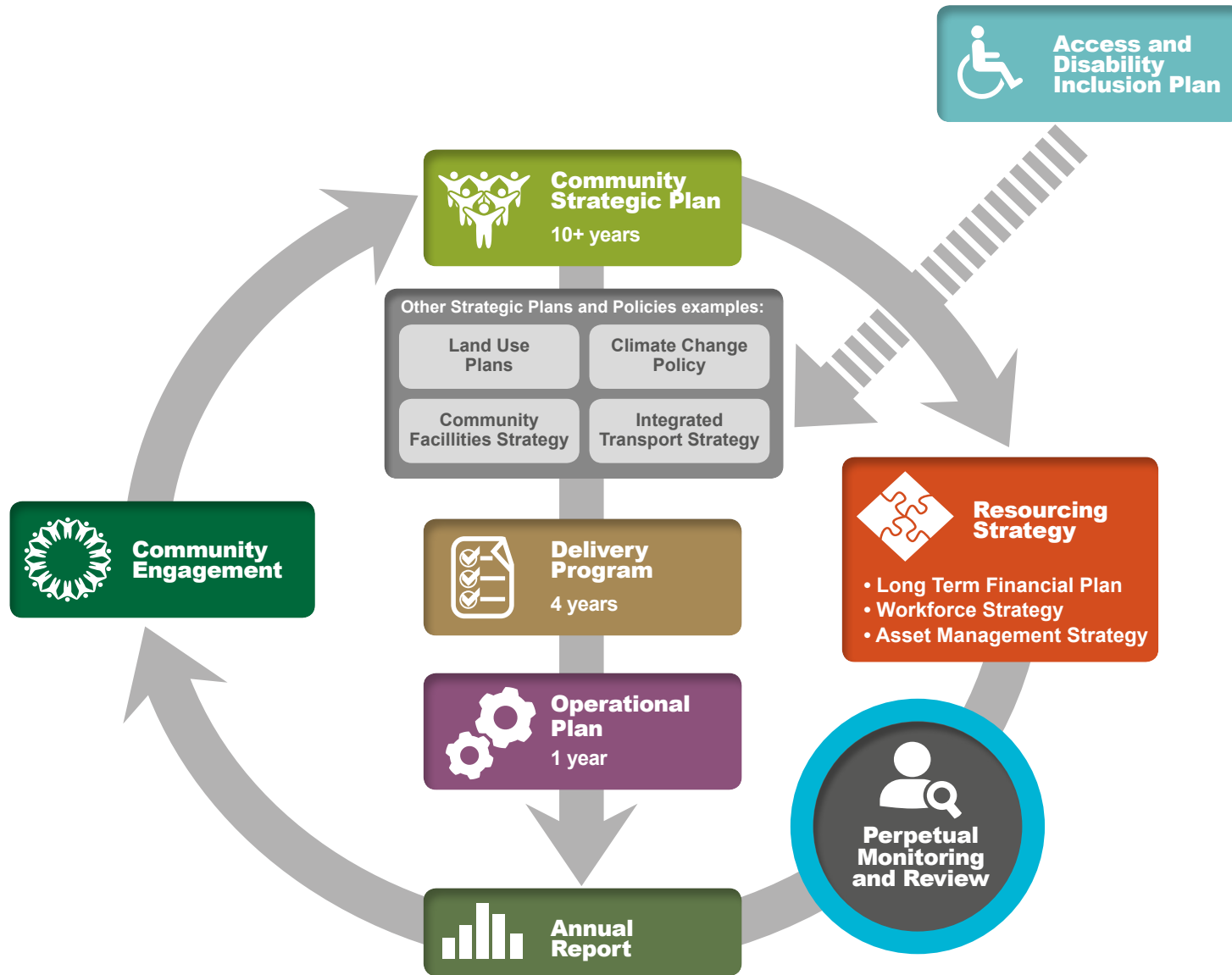
Therefore, the primary challenge remains the process of upgrading or retrofitting existing buildings and facilities, reviewing current processes and procedures and improving Council's practices that impact on access, to the highest possible standard.

Despite the complexities, Council's achievements in regard to access over the past nine years should not be understated, with steady and continuous improvements across all areas.



Man in wheelchair at the accessible Little Blue Gum Creek Track in Lindfield.

RELATIONSHIP TO COUNCIL'S OTHER PLANS



Ladies participating in craft making session.



MONITORING, EVALUATION AND REPORTING

1. The Access and Disability Inclusion Plan will be made publicly available following adoption by Council.
2. A copy will be sent to the NSW Disability Council, as required by the NSW Disability Inclusion Bill (2014).
3. A copy will be registered with the Australian Human Rights Commission.
4. Implementation of the Access and Disability Inclusion Plan will be monitored, evaluated annually and reported upon in the Council's Annual Report.
5. The section of the Council's Annual Report relating to the implementation of the plan will be provided to the Minister for Disability Services, as required by the NSW Disability Inclusion Bill (2014).
6. The Access and Disability Inclusion Plan will be reviewed and updated every four years.

POLICY STATEMENT

Overall aim

Council and the community work together to build a more accessible, more inclusive Ku-ring-gai that embraces the rights and values of all people.

Objectives

- To provide all members of the Ku-ring-gai community with equitable opportunity to participate in and contribute to the social, economic, political and physical pursuits of their choice within Ku-ring-gai.
- To support and encourage people with a disability to participate fully in the community, and to identify and rectify any barriers to participation.
- To integrate access planning and implementation into all areas of Council as part of business as usual.

This plan applies to:

- All employees within Council;
- Any organisation or individual undertaking business for or with the Council;
- Anyone undertaking development activities within the mandate of Ku-ring-gai Council.

Policy principles

This Policy is directly aligned with Ku-ring-gai Council's Community Strategic Plan 2030 and the Delivery Program (2013 – 2017) and Operational Plan (2014 – 2015). It has the following principles:

- Council is committed to making Ku-ring-gai an equitable, accessible and inclusive place where all people are valued and enjoy safe, secure, healthy and satisfying lifestyles.
- Council recognises that people with disabilities are a valuable part of our diverse community and Council's workforce.
- Council will eliminate, as far as possible, discrimination based on disability in all of its policies, facilities, services or activities.
- Council will advocate for and support actions that improve accessibility for all people in the local area and promote community awareness of access needs.



Family swimming at their local pool. One of the four children has a disability.

ACTION PLAN STRUCTURE

ACCESSIBILITY



ACCESS IN THE BUILT ENVIRONMENT



INFORMATION AND COMMUNICATION



LOCAL BUSINESSES AND SERVICES



COUNCIL SERVICES



FESTIVALS AND EVENTS



SPORTS AND RECREATION



PUBLIC TRANSPORT AND PARKING

EMPLOYMENT, EDUCATION & TRAINING



EMPLOYMENT



EDUCATION

Young girl pushing her father's wheelchair while wearing rollerblades



ACTION PLAN

ACCESSIBILITY



ACCESS IN THE BUILT ENVIRONMENT

Photo: Units built alongside accessible walkway

Area	Action	Outcome	Timeframe (Financial yr)
Council premises, assets, facilities and meeting rooms	Provide and maintain Council buildings, facilities and meeting rooms to meet relevant access legislation and standards. Currently this includes the Disability (Access to Premises-Buildings) Standards 2010; Disability Discrimination Act (1992); Building Code of Australia; and Australian Standards for Access and Mobility. Develop guidelines and checklists to guide staff in this process.	<ul style="list-style-type: none"> • New Council premises and upgrades to existing Council premises provide equitable and dignified access for staff and visitors. • A continuous accessible path of travel is provided in, through and around Council premises wherever achievable within the landform and with respect to heritage features. • Council premises and facilities are designed and fitted with compliant infrastructure, including the appropriate installation of ramps, railings, tactile ground surface indicators, contrast stair nosings, signage and lighting. 	Ongoing
	Monitor progress of the Directions Report on Emergency Egress For All Occupants by The Australian Building Codes Board. (The report discusses potential changes to the Building Code of Australia to improve emergency egress from buildings for all occupants, including people with disability.) Remain updated on Emergency Egress For All Occupants and formulate plan to ensure compliance with BCA changes.	<ul style="list-style-type: none"> • Safe, equitable and dignified egress from Council buildings is provided for all occupants in an emergency, to comply with the Building Code of Australia (BCA). 	Await new standards

Area	Action	Outcome	Timeframe (Financial yr)
Urban Planning	Review of key urban planning policies by an ACAA accredited access consultant to ensure community and disability access are comprehensively addressed to meet current legislation and industry guidelines, and best practice principles are considered.	<ul style="list-style-type: none"> • Council's Development Control Plan (DCP), Public Domain Plan (PDP) and Pedestrian Access and Mobility Plan (PAMP) are compliant with legislation and industry standards. Best practice recommendations are integrated when appropriate. 	Completed 2014
Development Applications (DAs)	Update DA accessibility assessment criteria as changes and updates to access & discrimination legislation, standards and regulation are made.	<ul style="list-style-type: none"> • DAs approved by Council meet access regulations and DCP controls. • DA assessment criteria are compliant with current legislation, standards and guidelines. 	Within DA assessment period
	Request developers of public infrastructure projects and commercial developments to submit an access audit of their plans as part of the standard DA process. Access audits must be submitted by accredited consultants.	<ul style="list-style-type: none"> • Access audits are submitted to Council by developers for public infrastructure projects and commercial developments where appropriate. • Council staff ensure that access consultant's recommendations are incorporated before DAs are approved. 	Within DA assessment period
	Update and redistribute the Access Awareness Kit for developers. Include information about adaptable/liveable housing design, universal design and changes to Council's urban planning access policies	<ul style="list-style-type: none"> • Developers are aware of the importance of meeting access legislation and standards. • Developers are aware of the benefits of providing best practice accessibility. • Developers are aware of access criteria outlined in Council's DCP, PDP and PAMP. 	2017 - 2018
Council heritage properties	Ensure Council services operating from heritage buildings provide appropriate access as per DDA requirements. Liaise with Heritage Advisor to provide achievable, effective and practical outcomes.	<ul style="list-style-type: none"> • Council services operating from heritage buildings provide equitable and dignified access that respects heritage significance of a building. • Alternatives are sought when access cannot be provided due to structure or topography. 	Ongoing

Area	Action	Outcome	Timeframe (Financial yr)
Maintenance and upgrades to Council buildings and assets	Undertake whole of site access audits on high use Council buildings and assets. Both internal and external environments are audited. External environment incorporates point of arrival to point of entry and path of travel around the building or facility. Develop a report and implementation plan that outlines maintenance and upgrades to incorporate community and disability access. The report should identify costs and priorities for implementation.	<ul style="list-style-type: none"> • Stage 1 - Project scope and requirements are established by project team, identifying buildings to be reviewed and required resources • Stage 2 – Access review of high use community buildings is prioritised and conducted, costs estimated and works reported upon. • Stage 3 – Priorities are set and funding sourced for access improvements. • Stage 4 – Building works are conducted 	Stage 1 2016 – 2017 Stage 2 - 4 2017 - onwards
	Address urgent access issues on a case by case basis.	<ul style="list-style-type: none"> • Urgent issues are addressed, assessed and an appropriate response implemented. 	Ongoing
Streets and footpaths (Across the LGA)	Improve, maintain and expand the accessible footpaths network in Ku-ring-gai through the Footpath Network Extension and Upgrade Program (FNEUP).	<ul style="list-style-type: none"> • New footpaths are built in accordance with current access standards. • Current footpath networks are improved by replacing kerb ramps, laying tactile indicators and improving surface quality to meet current access standards. • Access improvements are given a priority rating. 	Ongoing
	Explore options in relation to the development of a tactile ground indicator (TGI) and kerb ramp installation guidelines.	<ul style="list-style-type: none"> • Staff are provided with guidelines in the installation of TGIs and kerbs, where current legislation and standard do not exist. • Installation is consistent across the LGA. 	2015 - 2017

Area	Action	Outcome	Timeframe (Financial yr)
Streets and footpaths (High use pedestrian areas and town centre developments)	Identify and prioritise gaps and opportunities for improving the walking network in high-use pedestrian areas.	<ul style="list-style-type: none"> • A Pedestrian Access and Mobility Plan (PAMP) is developed and implemented to: <ul style="list-style-type: none"> a) Review pedestrian activity in key centres; b) Guide future plans and development for pedestrian infrastructure. • Equitable access is provided for all pedestrians in key activity centres. 	Draft Completed 2014
	Invest in safe, accessible, convenient and coherent pedestrian infrastructure on key pedestrian routes		Public Consultation 2015-16
	Review the Outdoor Dining and Footpaths Trading Policy (2005). If update is required, establish project team to undertake the project. Support process by distributing information on Good Access is Good Business to local traders.	<ul style="list-style-type: none"> • Traders and restaurateurs provide clear paths of travel for all pedestrians using footpaths and walkways crossing business premises. 	Ongoing 2016 - 2017
Accessible and adaptable housing	Undertake a needs analysis into adaptable and accessible housing requirements. Use research findings to guide future development of Ku-ring-gai's housing stock. Suitable funding will need to be obtained to undertake the research project.	<ul style="list-style-type: none"> • The need for adaptable and accessible housing in the LGA is identified by the study. • Council develops policy and controls that aim to increase the provision of adaptable and accessible housing to meet targets. 	2016 - 2018
	Monitor policy development from Commonwealth and NSW Government regarding accessible housing and respond accordingly. In particular, NDIS Disability Housing and State Planning for Seniors Housing and Essential Workers.		<ul style="list-style-type: none"> • Council responds to updated policy and legislation on adaptable and accessible housing.

Area	Action	Outcome	Timeframe (Financial yr)
Public toilets	Continue to action the Capital Works Program and Local Infrastructure Renewal Scheme	<ul style="list-style-type: none"> New and improved accessible toilets are provided. 	Ongoing
	Provide a link to the National Public Toilet Map on Council's website.	<ul style="list-style-type: none"> People with access needs can search for local toilets that fully comply with Australian Access and Mobility Standards. 	Completed 2014
Access Consultants	Develop a list of accredited access consultants and add details to the Supplier Gateway (Vendor Panel).	<ul style="list-style-type: none"> Council staff can easily identify suitably qualified and pre-assessed accredited access consultants to approach for quotation or request for tender. 	Completed 2014
Access review processes	Review plans and designs to ensure appropriate access is integrated into both internal and external environments during the strategic planning stage of all major public developments, including the development or renovation of buildings, facilities and assets, streetscapes and park and recreation areas.	<ul style="list-style-type: none"> Access is considered and addressed early in the planning and design process, reducing costs associated with possible redesign or retrofitting. A holistic whole-of-site approach is undertaken to review access in both the internal and external environment to ensure a continuous path of travel is provided to, in and around the building or facility. Relevant standards and legislation are identified and addressed prior to project implementation. 	2015 - Ongoing
Active Wheelchair Logo	Identify opportunities to use the Active Wheelchair logo. Legalities around use and copyright to be clarified. Provide information across Council as required.	<ul style="list-style-type: none"> Use of the new Active Wheelchair symbol aims to destigmatise wheelchair use and highlight that people who use accessible facilities need to get around and are active and independent individuals. 	2016 - 2017



COUNCIL SERVICES

Photo: Senior lady looking at books on Ku-ring-gai's libribus

Area	Action	Outcome	Timeframe (Financial yr)
Disability Services	Promote the rights and independence of people with a disability through education, advocacy and public information.	<ul style="list-style-type: none"> Council staff and the wider community understand and feel empowered to act in a manner that supports disability rights and independence. 	Ongoing
	Support local residents to connect with services and community. Provide advice and guided referrals when appropriate.	<ul style="list-style-type: none"> Residents receive quality advice and support from Council staff. The LINCS database is utilised to source information on local services. 	Ongoing
	Research and implement strategies that more effectively engage and meet the needs of culturally diverse groups. Translation support is provided upon request.	<ul style="list-style-type: none"> Council provides culturally competent disability service provision. 	Ongoing
	Monitor service gaps in the provision of local disability services, particularly during the transition to NDIS. Work with service providers and Government agencies to advocate for additional funding and services where gaps exist.	<ul style="list-style-type: none"> A diverse range of disability services are available in Ku-ring-gai that meet the varying needs of people with a disability, their family and carers. 	Ongoing
	Initiate Communities in Practice working group to share information and best practice and address local community needs. Identify community ambassadors to support and promote disability rights in Ku-ring-gai.	<ul style="list-style-type: none"> Council, local services and interested representatives collaborate to address key issues and work to produce positive local outcomes for people with disability, their families and carers. 	Establish 2015 - 2016

Area	Action	Outcome	Timeframe (Financial yr)
Disability Services	Monitor and respond to changes brought about by the introduction of the National Disability Insurance Scheme (NDIS)	<ul style="list-style-type: none"> Council is up to date with the latest developments and plays an active role in driving positive change through its existing networks. 	Ongoing
	Learn from the experience of Councils where NDIS has already been implemented and plan accordingly.	<ul style="list-style-type: none"> Council is prepared to respond to an increased number of enquiries and requests relating to disability inclusion and mainstream community access. 	Ongoing
	Work collaboratively with Ability Links to develop and promote mainstream opportunities for people with disabilities within the community.	<ul style="list-style-type: none"> Partnered initiatives produce positive outcomes for people with a disability through referrals, information or joint events. 	Ongoing
	Attend and contribute to local disability network meetings and working groups as appropriate.	<ul style="list-style-type: none"> Positive relationships are developed and maintained with local service providers, community orgs and relevant Government departments. 	Ongoing
	Monitor, review and update the Access and Disability Inclusion Plan	<ul style="list-style-type: none"> Access and disability inclusion priorities are addressed and progress towards positive outcomes. Departments report to CDO Disability Services updates bi-annually. Outcome reported to Disability Council annually. 	Bi-annual updates and Annual Report
Senior's services	Continue to provide programs that support older adults to maintain mobility and retain independence.	<ul style="list-style-type: none"> The number of seniors that remain active and maintain mobility for a longer period is increased. 	Ongoing
	Advocate on behalf of older adults on issues relating to mobility, access to information and services, housing and transport.	<ul style="list-style-type: none"> Senior access and housing issues are identified and raised with appropriate bodies and organisations. 	

Area	Action	Outcome	Timeframe (Financial yr)
Children's Services	Identify family and child needs on a case by case basis and provide appropriate support to families with additional needs.	<ul style="list-style-type: none"> • Services work in partnership with families and carers to ensure that children with additional needs, or children from families in which a parent or sibling has additional needs receive appropriate supports. • Families with additional needs receive priority placement in childcare services, as per the Federal Government Priority of Access Guidelines 	Ongoing
	Employ and train staff and educators with appropriate skills to support children and families with additional needs.	<ul style="list-style-type: none"> • Children's Services employ staff at each centre that are trained to work with children with additional needs. • An annual in-service training program is delivered to staff and educators. 	Ongoing
	Build and maintain links with Child Care Inclusion & Professional Support Programs to enable services to support children with additional needs	<ul style="list-style-type: none"> • Council works in partnership with relevant Government agencies to ensure that families and children with additional needs are comprehensively supported and their needs addressed. • Services are better able to support children with additional needs and effectively meet inclusion targets as per direction from the Department of Family and Community Services (FACS) 	Ongoing
	Apply for the Preschool Disability Support Program or Inclusion Support Subsidy to access funding for additional resources to support families and children with additional needs.		
	Continue to monitor the implementation of the Strengthening Supports for Children and Families 0-8 Years Strategy and respond as appropriate. The strategy outlines that children's services will be required to increase capacity to integrate children with additional needs into mainstream provision.	<ul style="list-style-type: none"> • Services are better able to support children with additional needs and effectively meet inclusion targets as per direction from the Department of Family and Community Services (FACS) 	Ongoing

Area	Action	Outcome	Timeframe (Financial yr)
Youth Services	Respond to the needs of young people with a disability and/or mental health issues and provide advocacy, referral and other support as required.	<ul style="list-style-type: none"> • Young people of all abilities have equitable access to services and supports. 	Ongoing
	Continue to host the annual Discobility event for young people aged 12-24 with a disability.	<ul style="list-style-type: none"> • Young people with a disability have opportunities for socialisation and peer support. Carer respite is provided. 	Held annually
	Continue to run the Young Men's Program and the Young Woman's Program within local schools.	<ul style="list-style-type: none"> • Young people are provided a platform to raise and discuss the issue of youth mental health. Information is provided on local support services. 	Ongoing
	Host an information and consultation session for parents about disability and/or mental health.	<ul style="list-style-type: none"> • Parents are provided with information that better equips them to assist their families. 	2016 - 2017
	Host a youth, disability and employment information session for young people with disabilities who are about to leave school and enter the workforce.	<ul style="list-style-type: none"> • Young people with disabilities are equipped with the skills, knowledge and contacts to support their entry into employment. • Partnerships are developed with relevant disability services, including disability employment services. 	2016 - 2017
Customer service	Provide and maintain physical access and accessible information and equipment that enables people with access issues to liaise with customer services.	<ul style="list-style-type: none"> • All people have equal and dignified access to Council Customer Service. 	Ongoing
	Provide disability and access awareness training to customer service and other front line staff.	<ul style="list-style-type: none"> • Front line staff are equipped with the skills and knowledge to support people with a disability and other access issues. 	Completed 2014

Area	Action	Outcome	Timeframe (Financial yr)
Libraries	Continue to provide and maintain library services and facilities that are free and accessible to people with a disability and other access needs. Provide customer service support and advice on accessible library services and information.	<ul style="list-style-type: none"> • The home library service and library bus continue to support people with access issues to utilise library services. • An extensive collection of talking and large print books is regularly updated and maintained. 	Ongoing
Community consultations and meetings	<p>Advertise meetings and consultations in accessible formats and hold events in an accessible venue. Utilise the Accessible Events Checklist to carry out an access review of proposed venue.</p> <p>Request participants identify access issues and special requirements in advance of an event so needs may be addressed.</p>	<ul style="list-style-type: none"> • Community consultations and meetings are held in accessible venues. • Access issues are identified and addressed in advance and people with disability have equitable opportunity to participate and contribute. 	Ongoing
Waste	Provide bin collection service from premises if resident has a disability and has been assessed by Council as eligible for this service. (The service is available to a limited number of eligible recipients.) Provide information on the Council website.	<ul style="list-style-type: none"> • Frail and disabled residents receive bin collection upon request and assessment. (A wait period may apply.) • Information on waste collection services for people with a disability is available on Council's website. 	Ongoing



SPORTS AND RECREATION

Photo: Man with prosthetic leg riding mountain bike

Area	Action	Outcome	Timeframe (Financial yr)
Sports facilities and grounds, parks and reserves	Provide new and upgraded sports grounds, facilities and structures that meet current access legislation and standards at the time of development. Where possible, provide enhancement of experience for people with a disability by appropriate planting, design, texture, equipment, interactive public art and sensory stimulation such as plant perfumes and tactile surfaces.	<ul style="list-style-type: none"> New grounds, facilities, parks and reserves provide inclusive environments that enable people of all abilities to undertake recreation activities, either through participation or as a spectator. Access reviews are conducted during the planning process to ensure the needs of all are considered early in the project development phase. 	Ongoing
	Identify facilities or environments that do not meet current standards as part of the Scheduled Maintenance Program. Urgent issues are addressed on a case by case basis.	<ul style="list-style-type: none"> Access issues within existing sports facilities, grounds, parks and reserves are identified, addressed and works prioritised. Walk ways are kept clear and free of obstruction and adequate lighting is provided. 	Ongoing
Bush walking tracks	Continue to provide community information on walking track grades and accessibility.	<ul style="list-style-type: none"> Walking track maps, grades and access information is provided on the web and in print that enables people with mobility or access issues to identify tracks that meet their ability. 	Review annually
	Assess the feasibility of developing an additional accessible pram and wheelchair walking track, ideally linked to an accessible park or reserve. Research potential location and grants.	<ul style="list-style-type: none"> Feasibility assessment completed and incorporated into future plans for accessible walking tracks. 	2016 - 2018

Area	Action	Outcome	Timeframe (Financial yr)
Ku-ring-gai Wildflower Garden	<p>Implement planned access upgrades to education and visitors centres.</p> <p>Identify opportunities to improve accessibility of Wildflower walking tracks.</p>	<ul style="list-style-type: none"> Wildflower Garden facilities and selected bush tracks enable people of all abilities to enjoy recreational activities. 	Project timeframe 2015 -2020
St Ives Showground	<p>Implement plans to upgrade access across the showground, including providing accessible toilets, accessible car parking spaces across the Showground, improved access to main arena, improved road and pathway surfaces, and an accessible playground.</p>	<ul style="list-style-type: none"> The showground provides an environment where all people can visit and participate in community events and activities. 	Project timeframe 2015 - 2020
Ku-ring-gai Fitness and Aquatic Centre (KFAC)	<p>Complete the major redevelopment of the Ku-ring-gai Fitness and Aquatic Centre (KFAC) at West Pymble to deliver accessible and inclusive fitness and aquatic facilities for all people.</p>	<ul style="list-style-type: none"> Accessible and inclusive fitness and aquatic facilities are provided for Ku-ring-gai residents. Accessible features include accessible family change areas and toilets, access ramps to and from the pools, and an access hoist into the 50 metre pool. 	Opened Oct 2014.
Marian Street Theatre	<p>Ensure that plans and designs for the renovation of the Marion Street Theatre provide for an accessible and inclusive theatre environment for people of all ages and abilities to enjoy.</p>	<ul style="list-style-type: none"> Theatre access is improved to enable people of all abilities to access and utilise the theatre as a participant or audience member. 	As part of redevelopment
Playgrounds	<p>Ensure all new playgrounds and major playground upgrades comply with relevant playground standards and legislations for safety and access. An inclusive recreational environment is provided for children and adults with disabilities.</p>	<ul style="list-style-type: none"> Play equipment is provided to meet the needs of children of varying abilities. Recreation areas promote inclusion. Recreation settings provide accessible pathways, rest areas, shelter, facilities and structures. Accessible playground information is made available on the Council website 	Ongoing



INFORMATION AND COMMUNICATION

Photo: Two men communicating in sign language

Area	Action	Outcome	Timeframe (Financial yr)
Accessible information	Provide information in an accessible format that supports the needs of people with disabilities, including people with sensory impairment, and cognitive and English print disabilities.	<ul style="list-style-type: none"> Public information is provided in Plain English Large print and colour contrasted documents are provided upon request. Individual requests are responded to on a case by case basis. 	Ongoing
Council website	Maintain website Web Content Accessibility Guidelines (WCAG) 2.0 Level A rating and work towards achieving Level AA rating.	<ul style="list-style-type: none"> Council website provides information in formats that are easily accessible and understood. 	AA rating by June 2015
	Deliver Web Content Accessibility Guidelines (WCGA) 2.0 AA guidelines training to Council staff authorized to add content to the website.	<ul style="list-style-type: none"> New content uploaded by Council staff meets WCAG 2.0 Level AA standards. 	By March 2017
	Update and redesign disability information on Councils website.	<ul style="list-style-type: none"> Council's website provides comprehensive information on disability services, supports and activities across the range of disability, including mental health. 	2015 - 2016

Area	Action	Outcome	Timeframe (Financial yr)
Visual Communications and creative arts	Include images and photography that equitably represent diversity, including people with a disability, in Council's print and online materials.	<ul style="list-style-type: none"> • Ku-ring-gai's diverse community, including people with disabilities, are equitably represented in all forms of visual communication. 	Ongoing
	Add a category to the 2014 Ku-ring-gai photo competition titled <i>Our Diverse Community</i> . Invite the public to submit photos that showcase diversity.	<ul style="list-style-type: none"> • Council's photo stock is enhanced by increasing the availability of photos that represent people of all abilities and backgrounds. 	Completed 2014
	Identify opportunities to use creative arts as a medium to provide accessible quality of life initiatives in Council programs and projects.	Creative art initiatives; a) provide opportunity to interact with accessible public arts, b) carry positive messages about disability inclusion, c) support employment of artists with a disability.	To incorporated into applicable projects and events.



FESTIVALS AND EVENTS

Photo: Twilight Concert in the Park

Area	Action	Outcome	Timeframe (Financial yr)
Annual Council events	Review event management plans to ensure reasonable measures have been taken to plan and respond to access issues. Utilise <i>Accessible Events Checklist</i> .	<ul style="list-style-type: none"> • Council events, including Guringai Festival, Australia Day, Festival on the Green and Twilight Concerts are equitably accessible and inclusive for the whole community. • Facilities and equipment are provided that enable all people to attend and participate. 	Ongoing
	Provide access information on event invitations and advertising.	<ul style="list-style-type: none"> • Community members with access needs have the necessary information to plan ahead of the event. 	Ongoing
All other events run by Council or community	Develop an Accessible Events Checklist for inclusion in: <ol style="list-style-type: none"> a) The Special Events Guidelines for community events. b) Council's Intranet (Kasey). c) Council's public website. 	<ul style="list-style-type: none"> • Access planning becomes an integral component of the event booking process, with event organisers required to review and sign off an access checklist prior to the event receiving approval. 	Integrated as part of the events booking procedures project



PUBLIC TRANSPORT AND PARKING

Photo: Seniors using accessible ramp to access public transport


Area	Action	Outcome	Timeframe (Financial yr)
Bus stops	Continue to maintain and upgrade bus stops across the Ku-ring-gai LGA to meet the Accessible Public Transport 2002 standards.	<ul style="list-style-type: none"> A prioritised program of bus stop upgrades is in place with an aim of achieving 100% accessibility by 2020. 	By 2020
	Work in partnership with Transport for NSW to provide information on accessible and non-accessible bus stops, and accessible paths of travel leading from the bus stops, assisting Transport for NSW to provide this information to the public.	<ul style="list-style-type: none"> People with access needs can review accessible bus stop information prior to travel through information services such as 131500 and Tripview. 	Ongoing
Car Parks	Design new public car parks on Council land to meet current access legislation and standards. Provide additional parent and pram and senior spaces when appropriate.	<ul style="list-style-type: none"> Accessible parking spaces are compliant in terms of number and layout of spaces, and are marked with the international symbol on the ground and on adjacent signage. Bollards are provided when necessary. 	Ongoing
	Upgrade accessible car park spaces to current standards when resurfacing or maintenance work is being carried out as part of the Car Park Asset Management Plan.	<ul style="list-style-type: none"> Improvements continue to be made to the availability and standard of accessible parking spaces. 	Ongoing
	Upload accessible parking map to Council website	<ul style="list-style-type: none"> Public information is available that identifies accessible parking spaces in Ku-ring-gai. 	Completed 2014



LOCAL BUSINESSES AND SERVICES

Photo: Two men who use wheelchairs purchasing goods from a shop

Area	Action	Outcome	Timeframe (Financial yr)
Local business	Update and redistribute the Missed Business Brochure.	<ul style="list-style-type: none"> Small business owners are aware of the value of accessibility and encouraged to make improvements. Small business owners are equipped with knowledge on how to take cost effective practical steps to improve accessibility. 	2017 - 2018
	Council host an information session on Good Access is Good Business.		2017 - 2018
	Work with Better Business Partnerships to support the Better Accessible Business Award.	<ul style="list-style-type: none"> Local traders are incentivised to provide good access to customers. 	2017 - 2018

A man with short dark hair, wearing a white t-shirt and black suspenders, is seated in a wheelchair. He is looking towards the camera with a neutral expression. He is positioned at a workbench in a workshop or factory setting, with various tools and equipment visible in the background. The lighting is bright and even.

Man using a wheelchair at work bench

ACTION PLAN

EMPLOYMENT, EDUCATION AND TRAINING



EMPLOYMENT

Photo: Two men shaking hands over a woodwork bench.

Area	Action	Outcome	Timeframe (Financial yr)
Employment opportunities for people with a disability	Implement Council policy on equal opportunity and disability discrimination, as cited in the Human Resources and Equity and Diversity Management Plan. A workplace assessment is conducted for employees with disability prior to commencement of employment. Access issues raised in the employee <i>Climate Survey</i> are identified and addressed within an appropriate timeframe.	<ul style="list-style-type: none"> • People with disabilities have equitable employment opportunities. • All areas of employment are free from unlawful discrimination. • Reasonable adjustments are made to meet the needs of employees with disability. 	As required
NSW Carers Recognition Act (2010)	Report on Council's compliance to the NSW Carers Recognition Act (2010) in each annual reporting period.	<ul style="list-style-type: none"> • Compliance to the Act is detailed in the Council's Annual Report 	Annually



EDUCATION

Photo: People having professional discussion and writing notes at a table.

Disability Access and Awareness Training for Council staff and Councillors	Develop a workforce training program to up-skill Council staff with access and disability knowledge relevant to their area of work. Staff attend conferences, forums, workshops, field placement, active engagement and access walks as appropriate.	<ul style="list-style-type: none"> • Access and disability awareness training is delivered to key personnel identified as undertaking projects or services that impact on people with a disability and community access. • An initial comprehensive program of education and training was delivered to 80 staff in 2014. 	Ongoing
	Investigate options for providing online multi-media training in access and disability inclusion. Develop an introduction to access and disability awareness component and modules for employees who require higher-level access awareness and training.	<ul style="list-style-type: none"> • Council employees are aware of how disability and access impacts their role within Council and are provided with strategies to respond to access issues appropriately from onset of employment. • Employees whose role is significantly impacted by disability and community access receive comprehensive access awareness training that addresses access legislation, standards, processes and best practice. 	2016 - 2018

PART C - REFERENCES AND SUPPORTING DOCUMENTATION

The following documents and resources have informed the development of this Access and Disability Inclusion Plan

Council Strategies, Policies and Plans

Ku-ring-gai Council Community Strategic Plan 2030 (2013)
Ku-ring-gai Council Delivery Program (2013 – 2017)
Ku-ring-gai Council Operational Plan (2013 – 2014)
Ku-ring-gai Local Environmental Plan (Local Centres) (2012)
Ku-ring-gai Development Control Plan (Local Centres)
Town Centre Public Domain Plan (2010)
Draft Pedestrian Access and Mobility Plan (PAMP) (2014)
Integrated Transport Strategy (2011)
Asset Management Strategy (2013)
Community Facilities Strategy (2009)
Draft Ageing Strategy (2013)
EEO Management Plan

External Strategies, Plans, Standards & Legislation

Disability Rights

UN Convention on the Rights of People with Disabilities (2006)
Disability Discrimination Act (1992)
Disability Inclusion Act (2014)
NSW Disability Inclusion Plan (2015)
National Disability Strategy (2010 – 2020)
Stronger Together 2 (2011- 2016) - NSW Department Ageing, Disability & Home Care
The COAG Roadmap for National Mental Health Reform (2012–2022)
Carers (Recognition) Act 2010
NSW Carers Charter

Disability access in the built environment

Disability (Access to Premises - Buildings) Standards (2010)
AS1428 - Australian Standards for Access and Mobility
Advisory Note on Streetscape, Public Outdoor Areas, Fixtures, Fittings and Furniture - Australian Human Rights Commission (2013)
Disability Standards for Accessible Public Transport -Transport Standards (2002)
Age-Friendly Environments Program
Centre for inclusive design and environmental access, Buffalo University

Need help?

This document contains important information. If you do not understand it, please call the Translating and Interpreting Service on 131 450. Ask them to phone 9424 0000 on your behalf to contact Ku-ring-gai Council. Business hours: Monday to Friday, 8.30am-5pm.

Simplified Chinese

需要帮助吗？

本文件包含重要信息。如果您不理解本文件，请致电翻译口译服务131 450。让其代表您致电9424 0000联系Ku-ring-gai议会。营业时间：周一至周五，上午8.30—下午5:00。

Traditional Chinese

需要幫助嗎？

本檔包含重要資訊。如果您不理解本檔，請致電翻譯口譯服務131 450。讓其代表您致電 9424 0000 聯繫Ku-ring-gai議會。營業時間：週一至週五，上午8.30—下午5:00。

Japanese

お困りですか？

この文書には、重要な情報が含まれています。ご不明な点があれば、「翻訳・通訳サービス」(電話131 450)までお電話いただき、あなたに代わって、クーリングガイ(Ku-ring-gai)議会に連絡するよう、ご依頼ください。営業時間：月曜日～金曜日(8.30am-5pm)。

Korean

도움이 필요하십니까?

이 문서에는 중요한 정보가 담겨 있습니다. 여러분이 이해할 수 없다면, TIS (번역 및 통역 서비스)의 131 450 번으로 전화하십시오. 9424 0000 번으로 여러분을 대신하여 전화해서 쿠링가이 카운슬을 연락해 달라고 요청하십시오. 영업 시간: 월요일-금요일, 오전 8시30분-오후 5시.



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