



AGENDA

A meeting of the Disability Inclusion Committee
will be held on Cammeraygal Land
at the Ros Crichton Pavilion, 200 Miller Street North Sydney
at 5pm 21 May 2024.
The agenda is as follows.

Therese Cole
CHIEF EXECUTIVE OFFICER



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1. Confirmation of Minutes

Nil

2. Disclosures of Interest

3. Committee Reports

3.1. Disability Inclusion Action Plan - progress report

AUTHOR	George Carrick, Access and Inclusion Coordinator
ENDORSED BY	Marcelo Occhiuzzi, Director Community, Planning and Environment
ATTACHMENTS	Disability Inclusion Action Plan 2022-2026 Progress Report: May 2024
CSP LINK	4. Our Social Vitality 4.1 North Sydney is connected, inclusive, healthy and safe

PURPOSE:

The purpose of this report is to provide an update on progress made with the implementation of the Disability Inclusion Action Plan (DIAP) 2022 – 2026.

EXECUTIVE SUMMARY:

- North Sydney Council endorsed the Disability Inclusion Action Plan 2022-2026 (DIAP), October 2022, including commitment of actions relating to four focus areas.
- The current DIAP is currently halfway through its plan cycle.
- A core function of the Disability Inclusion Committee is to provide input on the implementation of the Disability Inclusion Action Plan.
- The attached report contains a summary of the progress achieved for each action item outlined in the DIAP up to May 2024.

RECOMMENDATION:

- 1. THAT** the Disability Inclusion Action Plan 2022-2026 Progress Report May 2024 be noted.

Background

North Sydney Council believes that everyone has an equal right to be included, respected, contribute to, and to make genuine choices with their lives. Council's current Disability Inclusion Action Plan 2022-2026 (DIAP) was developed through consultation with community, experts, and people with disability to remove barriers and promote accessibility and inclusion within our community. The current DIAP is currently halfway through its plan cycle.

North Sydney Council's DIAP was developed under guidance from the relevant legislation and has four focus areas:

1. Positive Community Attitudes and Behaviours
2. Create Liveable Communities
3. Employment
4. Systems and Processes

Report

The scope of the DIAP is broad, seeking to achieve the stated goals outlined in its four focus areas and has required expansive input and commitment from the various departments across Council. As such, responsibility for implementing the DIAP has been divided across Council, with consultation and guidance provided by the Access and Inclusion Coordinator.

In April-May 2024, Council completed a review of progress made to date on each DIAP action item. Attachment 1 provides a summary of progress achieved for each action item within the four focus areas, as well as an indicator of progress. The information contained within the report was gathered through consultation with over 20 key Council staff who are responsible for implementing one or more of the DIAP action items, as well as Council's most recent annual progress report provided to the Department of Community and Justice in December 2023.

The Disability Inclusion Committee was established in April 2024 to provide expert guidance and input to assist Council in achieving improved access and inclusion of services and infrastructure across North Sydney. The primary pathway for providing this assistance will be to advise on effective implementation of the DIAP, utilising the progress report.

With support from the Committee, Council is committed to achieving the stated goals outlined in the DIAP. Progress malives and of these outcomes will further Council's mission to ensure that everyone has an equal right to be included, respected, contribute and make genuine choices with their lives, and lay a platform for the future to further these goals.

Consultation requirements

It is requested that the Committee note the status update regarding the implementation of the Disability Inclusion Action Plan (DIAP) 2022 – 2026. and provide feedback regarding priority actions.

Legislation

Disability Discrimination Act 1992 (DDA); NSW Disability Inclusion Act 2014; NSW Ageing and Disability Commissioner Act 2019



DIAP Progress Report

Disability Inclusion Action Plan 2022-2026 Progress Report: May 2024

Focus Area 1: Positive Community Attitudes and Behaviours

DIAP Item	Progress	Progress Update
1.1: Build the disability confidence of Council staff and elected officials to interact with and design for people with disability, their carers and families		
1.1.1: Provide experiential disability awareness training for elected officials and executive management team	In Progress	Disability confidence training was delivered to the Executive Leadership Team by the Australian Disability Network (AND) in 2023. Plans are in place to incorporate similar training into Councillor induction programs to ensure that all future Councillors receive disability confidence training
1.1.2: Require disability awareness training for all staff, with a minimum three yearly refresher.	In Progress	Disability awareness training has been purchased from ADN, however licencing and technical issues have caused delays in its implementation. Rollout is expected in the 2024-25 financial year
1.1.3: Provide targeted training for all staff responsible for communications, engagement, front line community interfaces and urban planning responsibilities	In Progress	Inclusive customer training has been provided to 40 customer service and Stanton Library staff. This training will continue to be rolled out annually with the intention of expanding to other frontline staff
1.1.4: Use communications outlets such as newsletters and meetings to share good practice and initiatives that embrace and progress inclusion in our community	In Progress	Council staff regularly use newsletters, meetings and community networks to share good practice initiatives within and external of Council
1.1.5: Recognize and celebrate calendar events that increase awareness and	In Progress	Council hosted an International Day of People with Disability event on 5 December 2023 and Council actively acknowledged R U OK Day on 12 September 2023.

DIAP Progress Report

promote inclusion of people with disability in our community		
1.2: Support community and local businesses to be more disability confident and inclusive		
1.2.1: Provide awareness raising activities and resources for businesses and services	Incomplete	Not completed
1.2.2: Provide Disability Awareness Training to our community centres	In Progress	Training packages have been secured for distribution to community centre staff.
1.2.3: Investigate and implement measures to make it safer and easier for people with disability, including those with compromised immune conditions and sensitivity to noise to confidently and safely access services	In Progress	North Sydney Council website has been upgraded to meet current Web Content Accessibility Guideline (WCAG) standards. Stanton Library is incorporating sensory spaces and opportunities into its facilities and programs
1.2.4: Provide programs and events that empower people to manage their social and emotional wellbeing	In Progress	Council has developed and implemented the Village Vibes program, designed with the intent of celebrating community and bringing people together by activating the village centres. Programs such as this are designed to address social isolation and community wellbeing by gathering people together. Council staff are currently planning a Wellness at Work event as part of NTH SYD program. The NTH SYD program also hosted a Kindness Day in November 2023. Additionally, third party events such as the Legacy Torch Relay are often hosted by North Sydney.

Focus Area 2: Creating Liveable Communities

DIAP Item	Progress	Progress Update
2.1: Improve access to North Sydney Council's facilities		
2.1.1 Upgrade external access to the Council Chambers and offices	In Progress	Minor access works, including installation of accessible signage, upgrades to footpaths and pavements, installation of footpath access ramps to Council chambers car park have been completed

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DIAP Progress Report

2.1.2: Upgrade the Community Centres	In Progress	McMahons Point Community Centre toilet amenities have been upgraded and are accessible.
2.2: Increase accessibility to the Coal Loader		
2.2.1: Upgrade existing accessible parking bays of the Coal Loader to meet the premises standards	Completed	Accessible parking upgrades at the Cal Loader have been completed
2.2.2: Provide continuous accessible paths of travel between key features at the Coal Loader	In Progress	Continuous accessible paths of travel have been provided to all key permanent features at The Coal Loader, and accessibility improvements to temporary events and features will continue to be improved
2.2.3: Develop an accessible Aboriginal Heritage Trail at the Coal Loader	In Progress	The Coal Loader is currently in the process of developing a QR code-based walking trail that will feature Aboriginal Heritage and other historical and sustainability focused features. The consultants are undertaking improvements to digital features to enhance visual accessibility
2.2.4: Provide Auslan tours of the Sustainability Centre and heritage sights at the Coal Loader	In Progress	The Coal Loader will be running AUSLAN tours to coincide with International Deaf Week in September 2024 and International Day of People with Disability in December 2024
2.2.5: Upgrade wayfinding information and signage across the Coal Loader site	Incomplete	Not completed
2.2.6: Online information for the Coal Loader is provided in an accessible format	In Progress	Coal loader website and social media reviewed and upgraded for accessibility. Additional information regarding accessible parking and locations of bench seats with arms/back have also been incorporated into our website
2.3: Improve access to public toilets		
2.3.1: Install an accessible adult change facility in Bradfield Park	Incomplete	Not completed
2.3.2: Upgrade public accessible toilets	Incomplete	Not completed
2.4: Make it easier, safer and more predictable for people with disability to confidently navigate places and access services		
2.4.1: Develop a council wayfinding strategy to guide a consistent best practice approach to wayfinding cues and continuous accessible paths of travel	In Progress	An access audit of Stanton Library was completed in June 2023. An initial consultant report on Stanton wayfinding/Signage review was delivered in March 2024, and will be followed by a staged design strategy for internal and external library signage.

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DIAP Progress Report

2.4.2: Prioritise provision of continuous accessible paths of travel between key infrastructure, points of interest and disability and aged care facilities	In Progress	In 2023, 38 footpath and kerb ramps were identified as issues with barriers. As a result, Council is undertaking ongoing improvements and installation of kerb ramps. These have improved mobility and provided safer paths of travel for people with mobility aids and parents/ carers with prams. One example is the kerb ramp installation at Shirley Street Crow's Nest that has improved accessibility of the footpath
2.4.3: Install tactile street signs at signalized pedestrian crossings and decision points in town centers	In Progress	Tactile ground surface indicators and handrails have been installed at Blues Point Rd and Blues St, North Sydney where steps have been improved.
2.4.4: Upgrade directional and/or interpretative signage in Council's most commonly used parks, as identified in previous plan, including information on nearest accessible toilets	Incomplete	Not completed
2.4.5: Upgrade and increase seating along major paths of travel and at transport hubs and locational features	In Progress	Additional seating needs and opportunities are being identified as part of regular upgrades of paths, parks, and streetscape works.
2.4.6: Review and update the Council's doctor/care worker parking permit and market appropriately	Incomplete	Not completed
2.4.7: Review and update the Disability Parking Policy	Incomplete	Not completed
2.5: Provide more and improved inclusive parks, playgrounds and sporting and fitness opportunities		
2.5.1: Co-Develop a new intergenerational outdoor fitness area in partnership with people with disability	Incomplete	Not completed
2.5.2: Upgrade existing outdoor fitness areas with equipment suitable across a wider range of abilities	In Progress	Accessible fitness area has been implemented in Anderson Park, Neutral Bay
2.5.3 Upgrade	In Progress	Council upgraded and adopted a Playgrounds Plan of

DIAP Progress Report

playgrounds to be more inclusive for children across abilities		Management in 2022 with a view to ensure that children and families of all abilities have a diverse range of quality, fun, accessible and unique playgrounds that are well-distributed across the LGA. All playgrounds are built with accessible paths, including Merrett Playground in Waverton Park was built with a concrete ramp that allows all users to access the playground, taking them to a lower level from the street. All new drinking fountains installed in playgrounds are accessible. Forsyth Park Playground includes a large basket swing, accessible flying fox and in-ground carousel).
2.5.4: Program an annual Active Inclusion Sports Day	Incomplete	Not completed
2.5.5: Improve accessibility to toilets at Milson Park, Kirribilli	Incomplete	Not completed
2.5.6: Provide more accessible tables in designated picnic areas	Incomplete	Not completed
2.6.1: Provide a designated drop off zone and disability parking close to the lift at the Harbour Bridge	Incomplete	Not completed
2.6.2: Explore opportunities to provide wheelchair hire to visitors	Incomplete	Not completed
2.6.3: Make the foreshore walk and Public Art Trail more accessible for people with disability	Incomplete	Not completed
2.6.4: Develop a framework to improve the accessibility of market experiences	In Progress	Council staff oversee the delivery of the Twilight Markets and the Artisan Markets at the Coal Loader and both events incorporate accessibility requirements
2.7.1: Increase range of audio books and copies of popular books	In Progress	Library collection development in this area is continuous. Stanton's Home Library and Outreach staff participate in the selection and management of the collection to ensure it meets the needs of users. Additional investment has been made in 2023-24 to increase the range of digital audiobooks available to users of the Shorelink network.
2.7.2: Improve promotion of eBook,	In Progress	Curated reading lists and guides have been created specifically to promote online resources and shared

DIAP Progress Report

eAudiobook and eMagazine services for online reading		on the library website and Stanton Library app. Targeted purchasing of eBooks and eAudio is undertaken in parallel with library events and community celebrations and festivals.
2.7.3: Provide a range of selection, collection, and delivery services	In Progress	Home Library Service delivers to 75 individual clients and 3 aged care facilities. The Bus to Books services was introduced in 2023, collecting residents from home and bringing them to the library for browsing, borrowing and social connections. The service runs monthly, with an average of 4-6 attendees.
2.7.4: Provide tactile listening devices for audiobooks	In Progress	CD and MP3 disc players are provided, as well as small MP3 (digital files) players to Councils Home Library clients who would like to trial these devices.
2.7.5: Deliver training to improve digital literacy skills, and support the use of library digital resources	In Progress	1:1 technology help sessions run weekly, delivered by both staff and volunteers who assist with a range of technology issues and accessing digital resources. From July 2023 to March 2024, a total of 88 individual sessions were provided. Service NSW and Services Australia staff provide assistance in the library monthly with accessing their online services.
2.7.6: Improve customer access and experience in using online services, including to plan their visit to Stanton Library	Incomplete	Not completed
2.7.7: Provide direct access to Stanton Library from the Ridge St carpark through the construction of a second carpark into the library	Incomplete	Not completed

Focus Area 3: Employment

DIAP Item	Progress	Progress Update
3.1.1: Gain recognition from the Australian Network on Disability as a disability confident recruiter	In Progress	Stage one of accreditation as a disability confident recruiter is the provision of organisation wide disability awareness training. This item is pending the implementation of Council wide disability awareness training mentioned in item 1.1.2
3.1.2: Promote the Council's Workplace Adjustments Policy across Council and ensure workplace	In Progress	Council's workplace adjustments policy has been updated and will be reviewed by Council's Disability Employee Network (DEN).

DIAP Progress Report

needs are reviewed and documented at least six monthly.		
3.1.3: Develop a Council Carer's Policy	In Progress	Council's Carer's Policy is expected to be drafted by July 2024 for consultation with DEN
3.1.4: Provide internships or traineeships for people with disability	Incomplete	Not completed
3.2.1 Support artists with disability to participate in Council run events including the Twilight Food Fair	In Progress	Council staff are committed to reviewing the way community groups and performers are engaged with a view to expanding accessibility and reach.
3.2.2: Support Studio A to achieve suitable longer-term accommodation closer to public transport	In Progress	Studio A have recently moved to a new premises in St Leonards which is significantly closer to public transport than the old premises in Crows Nest. Council staff will continue to work with Studio A to support their accommodation needs.
3.2.3: Commission an artist with a disability to create a mural on the internal stairwell of the Crows Nest centre building	In Progress	This item was intended to be completed in partnership with Studio A, however since their relocation, progress on this has halted.
3.2.4: Support an artist with disability in residence	In Progress	Council opened applications for residency for artists with disability, however it received no applicants. The identified accessible premises in Ridge St is no longer available. Council staff will consult with artists with disabilities to understand their needs and attempt to source new residency spaces.
3.3.1: Review Council's procurement manual to ensure accessibility is considered in procurement decisions	Completed	Procurement manual was reviewed and updated to leverage employment of people with disability.
3.3.2: Encourage procurement of goods and services from suppliers who promote accessibility and inclusion in their workplace	In Progress	Council engages with some suppliers who promote accessibility and inclusion in the workplace

Focus Area 4: Systems and Processes

DIAP Item	Progress	Progress Update
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4.1.1: Ensure all Council websites meet WCAG 2.1 standards	Completed	Council's website was deliberately developed to meet WCAG standards to be compliant. It achieved an accessibility score of 90%, above the industry standard of 84%. The content is regularly checked for accessibility with TTC Global to ensure new content remains accessible. As a result, North Sydney Council's website was ranked #3 by Skilltide Index as a top AU Local Government website for accessibility. AU Local Government Areas - Skilltide Index
4.1.2: Ensure all Council websites have easily located and useful information on accessibility of all places, events and services	In Progress	All Council events and locations are marked and described clearly; however it is recognised that Councils website requires further information to include how to easily access these events or spaces.
4.2.1: Provide this plan in a range of formats	In Progress	Council's Disability Inclusion Action Plan (DIAP) is provided in easy read and AUSLAN and can also be read by screen reader
4.2.2: Develop digital and print accessibility guides for staff	In Progress	Not completed. Council is recruiting for a digital communications specialist.
4.2.3: Provide captioning on Council meeting webcasts	In Progress	Council webcasts include captioning
4.3.1: Establish a workforce empowerment group to champion a workforce that is inclusive of people with disability	In Progress	Council's Disability Employee Network has been established with a member of the Executive Leadership Team representing it as a disability champion.
4.3.2: Improve data on employees and elected officials with disability, their workforce needs and adjustments	Incomplete	Not completed
4.3.3: Use online booking systems for meetings to prompt for participant needs such as interpreters	Incomplete	Not completed
4.4.1: Establish a disability inclusion	In Progress	The Access and Inclusion Committee has been established with induction meeting held April 2024

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DIAP Progress Report

advisory group to provide strategic advice to council		and inaugural meeting May 2024
4.4.2: Ensure Committees of Council with a design, traffic or pedestrian focus include specialists with either access expertise and/or lived experience with disability	Incomplete	Not completed
4.4.3: Embed commitments under this plan into the Council's delivery plan and budgets	In Progress	DIAP items were included in annual operational plan for 2023-4 and will be included in the 2024-25 operational plan
4.5.1: Capitalise on online capabilities so that people, including residents can better participate in council meetings	In Progress	Council meetings are now accessible online and previous Council meetings can be accessed in video format

3.2. Social Inclusion Plan Discussion Paper

AUTHOR	George Carrick, Access and Inclusion Coordinator
ENDORSED BY	Marcelo Occhiuzzi, Director Community, Planning and Environment
ATTACHMENTS	Social Inclusion Discussion Paper
CSP LINK	4. Our Social Vitality 4.1 North Sydney is connected, inclusive, healthy and safe 4.2 A centre for creativity and learning 4.3 North Sydney’s history is preserved and recognised 5. Our Civic Leadership 5.1 Lead North Sydney’s strategic direction 5.2 Strong civic leadership and customer focussed services 5.3 Community is engaged in what Council does 5.4 Council services are efficient and easy to access

PURPOSE:

The purpose of this report is to provide details of the Social Inclusion Discussion Paper to the Disability Inclusion Committee.

EXECUTIVE SUMMARY:

- The Social Inclusion Strategy is one of five informing strategies currently being prepared that will be combined to inform the new 2025 – 2035 Community Strategic Plan.
- Council is currently undertaking consultation with the community and key stakeholders to identify needs and aspirations of North Sydney over the next ten years.
- The Disability Inclusion Committee has been identified as a key stakeholder and as such, will be briefed during the Committee meeting on Tuesday 21 May 2024.
- The purpose of the Social Inclusion Discussion Paper is to present information to guide comprehensive engagement regarding social inclusion in North Sydney.

RECOMMENDATION:

1. THAT the Social Inclusion Discussion Paper be noted by the Disability Inclusion Committee.

Background

The purpose of the Social Inclusion Discussion Paper is to present information to guide comprehensive engagement regarding social inclusion in North Sydney. It highlights some of the strengths, challenges, and strategic opportunities within our LGA and encourages feedback on where we are now, where we want to be and how we will get there.

The information collected through the consultation will help identify the needs and aspirations of North Sydney over the next ten years and will be used to develop our Social Inclusion Strategy. The Social Inclusion Strategy is one of the eight informing strategies that together will consider the needs and priorities of North Sydney.

The discussion papers currently being consulted on include:

- Culture and Creativity;
- Economic Development;
- Integrated Transport;
- Open Space and Recreation; and
- Social Inclusion.

The consultation page on these discussion papers can be found at:

[Have your say on our next ten years | Your Say North Sydney \(nsw.gov.au\)](https://www.nsw.gov.au/your-say-north-sydney).

Once prepared, these five informing strategies will be combined to form our new 2025-2035 Community Strategic Plan, Delivery Programs and Operational Plans. They will determine our priorities and ensure that Council's resources are focused on delivering outcomes needed and wanted by our community.

The Access and Inclusion Committee is a key stakeholder group tasked with assisting Council in achieving improved access and inclusion of services and infrastructure in North Sydney. As such, Council has arranged for the AIC to be consulted.

Consultation requirements

The Disability Inclusion Committee is a key stakeholder group tasked with assisting Council in achieving improved access and inclusion of services and infrastructure in North Sydney. As such, Council has arranged for the Committee to be consulted on the development of the Social Inclusion Strategy.



DISCUSSION PAPER

Social Inclusion

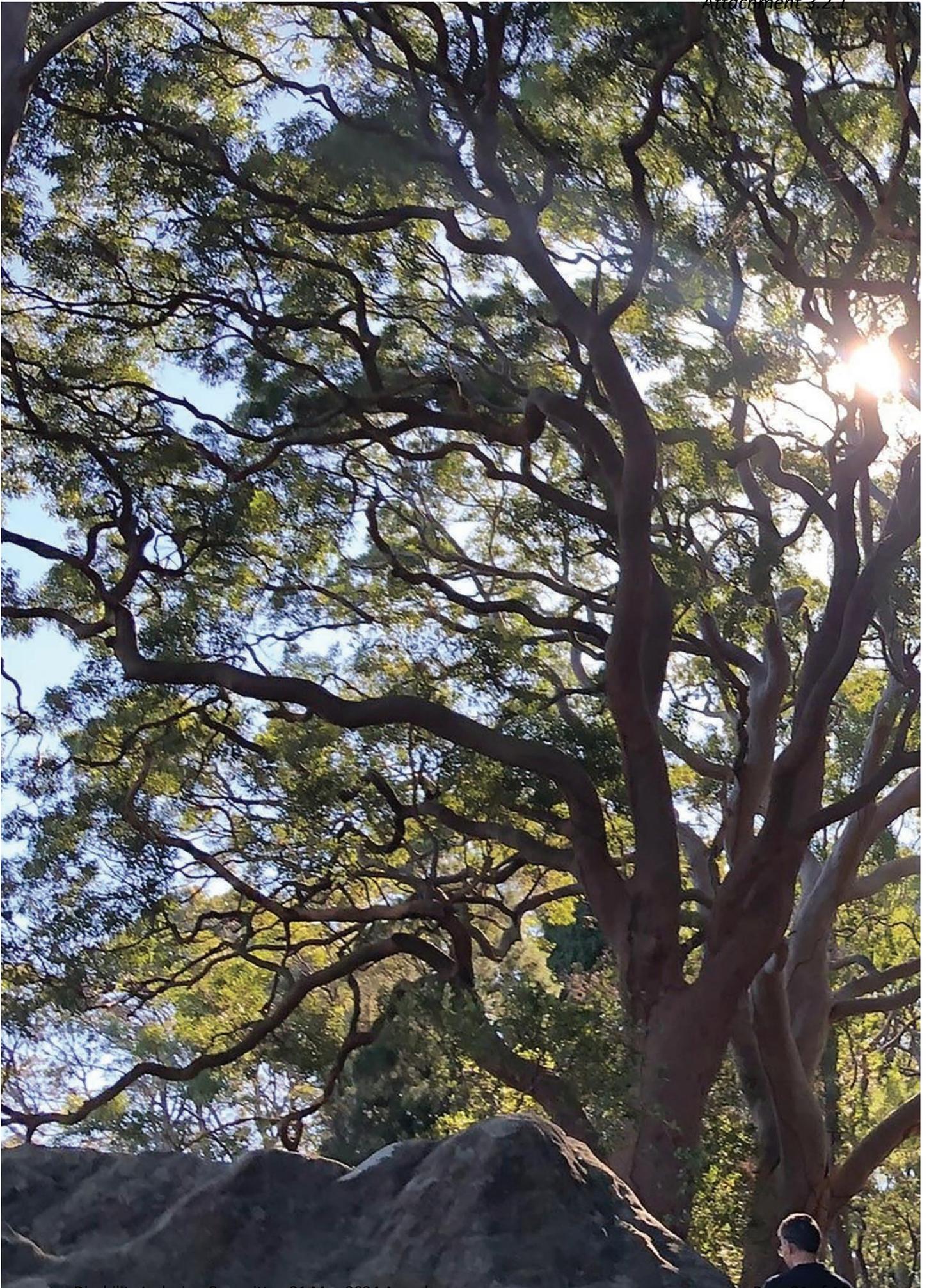


North Sydney's next ten years
HAVE YOUR SAY



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RECOGNITION OF THE CAMMERAYGAL PEOPLE

We respectfully acknowledge the Traditional Custodians of the land and waters of North Sydney local government area (LGA), the Cammeraygal people

We recognise the Cammeraygal people as the Traditional Owners of the area known today as North Sydney. We acknowledge that the alienation of Cammeraygal Country occurred with a land grant in 1794 without consultation, treaty, or compensation.

Western archaeological evidence shows that Aboriginal people have been in North Sydney at least 5,800 years, and likely for thousands more. We treasure and seek to preserve Cammeraygal connection to Country.

In 1890, when North Sydney Council was formed through the merging of three boroughs, the word Cammeraygal was included on its coat of arms. Today it holds a central position in the Council's logo as a reminder of the long and ongoing Indigenous heritage of this place.

In recent years the spelling of Cammeraygal has varied to include Gammaraigal and Gai-maragal as our community has sought to reflect and honour the heritage of First Nations people in a more culturally appropriate manner.

Purpose of this paper

The purpose of this discussion paper is to present information to guide comprehensive engagement regarding social inclusion in North Sydney. It highlights some of the strengths, challenges and strategic opportunities within our LGA and encourages thought on where we are now, where we want to be and how we will get there.

The information collected through the consultation will help identify the needs and aspirations of North Sydney over the next ten years and will be used to develop our Social Inclusion Strategy.

The Social Inclusion Strategy is one of eight informing strategies that together will consider needs and priorities in the following key areas:

- Culture and Creativity
- Economic Development
- Environment
- Governance
- Housing
- Integrated Transport
- Open Space and Recreation
- Social Inclusion

Once prepared, these eight Informing Strategies will be combined to form our new 2025-2035 Community Strategic Plan, Delivery Programs and Operational Plans. They will determine our priorities and ensure that Council's resources are focused on delivering outcomes needed and wanted by our community.

“ North Sydney is a welcoming, connected and resourceful community that acknowledges its past, enjoys the present and plans for the future. We respect our beautiful harbourside locale, its unique villages and much valued bushland and open spaces. We lead the way in sustainability”.

- the Community vision

We are committed to being a welcoming and connected community

As a Council, we recognise that social inclusion – in our community, work, and decision-making – is fundamental to the wellbeing of our community.

This discussion paper provides a framework within which we can work collaboratively with the community and stakeholders to develop a clear and shared understanding and vision for social inclusion.

It also serves to acknowledge the strengths of our existing community organisations, groups, services and spaces, as well as ensuring a strategic and coordinated approach, to build a welcoming and connected community where everyone is able to freely access, participate in and contribute to community life.

These commitments will be the basis of the Social Inclusion Study and will continue to inform our plans, services, events, spaces, infrastructure and programs, as well decision-making across Council.

The role of Council

North Sydney Council is concerned with the full range of issues impacting our community, however we acknowledge the limitations of what we can control or influence. Depending on the particular activity, our role can be:

- + **Advocacy:** using our knowledge, priorities and partnerships to advocate for our community to other levels of government and the private sector
- + **Delivery:** infrastructure, services, events and resources
- + **Connection:** connecting our community to the services, resources and support they need
- + **Governance:** working in collaboration with and partnership to develop plans and further the community's aspirations.

Part of the purpose of the discussion paper is to consider our role, responsibilities and priorities in relation to other levels of government, as well as our communities and commercial organisations.

We are committed to social inclusion and improving our community's access to the support they need, and their connections to each other. We want to invite participation and engagement from everyone in our community, and for them to know that their contribution is valued and vital to a socially inclusive North Sydney.

Questions for you to consider

Throughout this Discussion Paper, you will be asked to consider a series of questions. These questions have emerged from our research and are a starting point for discussion to inform the preparation of the Social Inclusion Strategy.

1. **In what ways do you feel connected to your community?**
2. **How can we build stronger connections between different groups and people?**
3. **What does belonging mean to you?**
4. **What space, activities, ideas and methods do you think would invite everyone in our community to feel more connected and that they belong?**
5. **What are some of the barriers to people participating in the civic life of North Sydney LGA?**
6. **In what ways do you think we can better engage with our community?**
7. **What role can the community and business play in nurturing a socially inclusive North Sydney?**

What do we mean by social inclusion?

As a community, we have achieved significant social progress in recent decades and we recognise that everyone's experience, needs and expectations are unique. Because of this, social inclusion is both multi-dimensional and context specific.

Defining social inclusion

The United Nations defines social inclusion as *"the process of improving the terms of participation in society through enhancing opportunities, access to resources, voice, and respect for rights"*.¹ For the Social Inclusion Study, we define social inclusion as being:

"When everyone in our community - no matter their background, economic status or personal circumstances - feels welcome to be themselves, is connected to others, and can freely access the services, programs, places and resources they need to participate, contribute and reach their potential".

In defining social inclusion, we have also sought to use the established UN Sustainable Development Goals (SDGs) Framework as a guide to ensure a best practice approach is used in the development of the Strategy.

The collection of 17 goals and 169 targets set by the United Nations aims to enable societies, economies and the environment to develop and thrive, to ensure no one is left behind.¹

Social and community infrastructure is a core enabler to achieving the SDGs. It provides the basic systems, structures and services that are essential to enabling society to function and prosper. The figure opposite summarises the goals that directly relate to social inclusion.

¹ United Nations (2016), Leaving no one behind: the imperative of inclusive development. Report on the World Social Situation

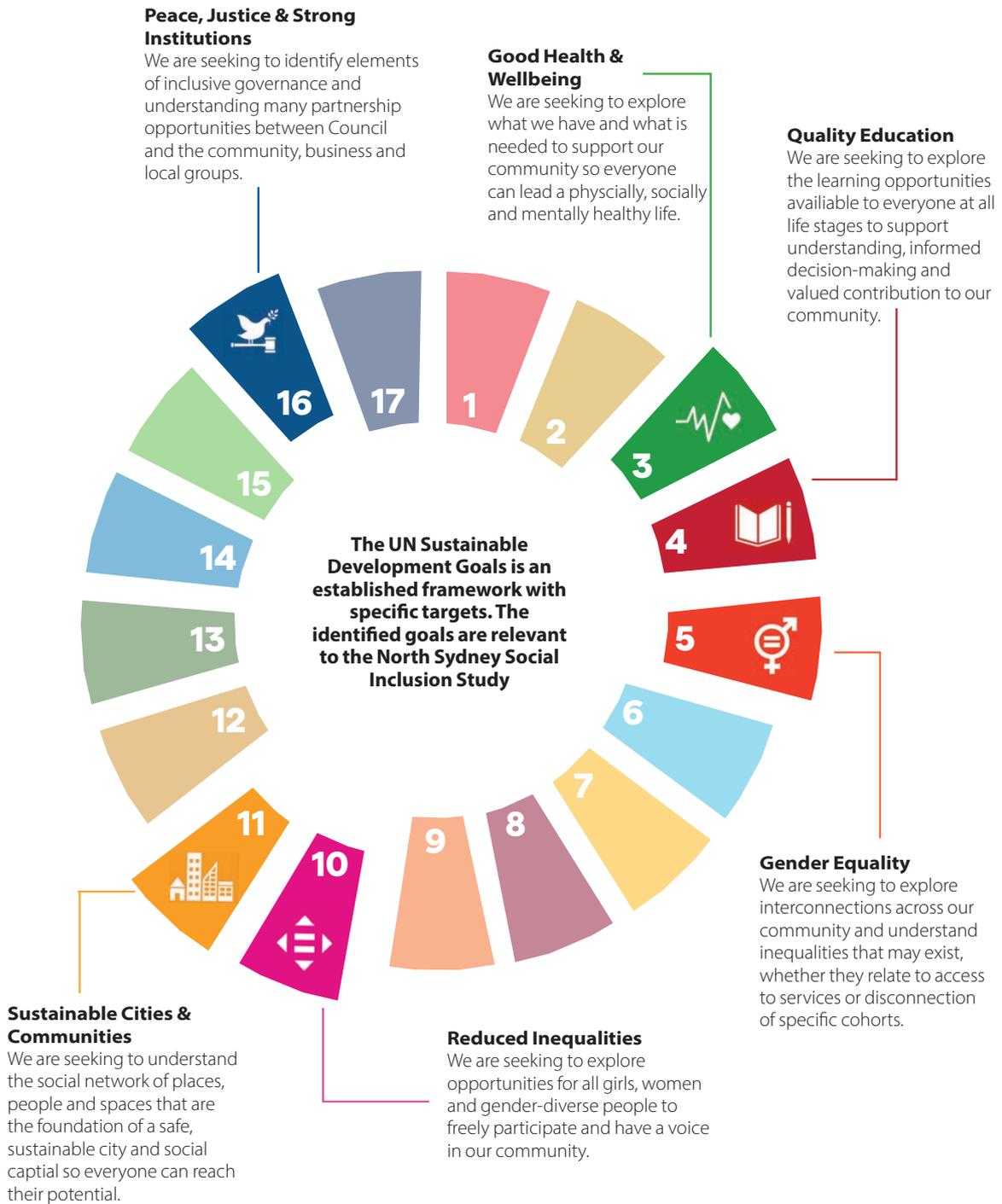
Social inclusion principles

Inclusivity is one of the principles of the North Sydney Vision 2040 Community Strategic Plan. This means we value our individual differences - whether they relate to age, ability, income or background - and embrace the diversity of our community and their culture, ethnicity, gender, sexual orientation and beliefs.

We know that an inclusive, diverse North Sydney is stronger, more resilient and a place where people want to live, work and visit.

The following principles have emerged from the research. As part of the engagement conversations, we will further refine them to guide the Social Inclusion Strategy.

1. **Our individual differences are part of our collective strength and success.**
2. **All community members have the right and access to participate freely in community life.**
3. **Our community is connected, and can contribute and ask for help.**
4. **Partnerships with our community, local organisations and institutions optimise the delivery of our services, programs and infrastructure.**



About North Sydney



Our community



72,014 people
Estimated resident
population (2023)



79,442 people in North Sydney LGA
Forecast population
(2036)



0.4% First Nations Peoples
1.2% Greater Sydney (2022)



38 yrs median age
37 yrs Greater Sydney (2022)



16.7% aged 65+yrs (↑ 18% since 2016)
14.7% Greater Sydney (2022)



29.5% aged 30-44yrs (↓ 8.8% since 2016)
23% Greater Sydney (2022)



37% single households (↑ 5% since 2016)
22% Greater Sydney (2022)



54% couples no children
34.5% Greater Sydney (2022)



77.3% of dwellings are flats
35% Greater Sydney (2022)
52.3% of dwellings are rented
39.6% Greater Sydney (2022)



**\$2,526 median
household income**
\$2,099 Greater Sydney (2022)



1.4% social housing
4.1% Greater Sydney (2022)



**2.5% of people need help
due to disability**
5.3% Greater Sydney (2022)



**9.8% of people are engaged
in unpaid assistance**
11.2% Greater Sydney (2022)



**17.7% of people do
voluntary work**
12.3% Greater Sydney (2022)



40% born overseas
39% Greater Sydney (2022)

Social inclusion in North Sydney

The North Sydney community offers a variety of skills and knowledge that contribute to our collective resilience, wellbeing and sense of belonging.

This summary outlines the many places, spaces, programs and services already provided across our area that support and inspire our community. This baseline will enable us to have an informed discussion about future needs and priorities to support social inclusion.

The Discussion Paper does not seek to examine social inclusion through a single lens, but rather to understand where we are right now, and to identify our strengths, challenges and opportunities.

We acknowledge that our background, circumstances and personal characteristics mean that challenges and opportunities are experienced very differently across our community. It is for this reason that discussions within the broader community are vital to the success of the Social Inclusion Strategy.

Everything starts with Country

Australia's First Nations Peoples are the custodians of the world's oldest living cultures. For more than 65,000 years, Australia's Aboriginal and Torres Strait Islander Peoples developed, implemented and maintained sophisticated systems of culture, language, environmental protection, social life and spirituality.²

The land on which the North Sydney LGA is located, the north shore of Sydney, was inhabited by the Cammeraygal (Gameraigal) clan³. Balls Head has some of the most significant remaining Aboriginal sites in North Sydney. The physical evidence of the first inhabitants of the north shore can be found in fire-charred caves, stencilled hands painted on stone, engravings of animals and weapons on rocks, and middens of whitened seashells from thousands of meals.³

Existing suburb and place names around the North Sydney LGA reflect the history and importance of First Nations Peoples to the contemporary place, such as **Cammeray** (from the Cammeraygal clan); **Kirribilli** (from the Aboriginal word 'Kiarabilli' meaning a 'good fishing spot'); **Warungareeyah** (the Aboriginal name for Blues Point); and **Goowebahree** (the Aboriginal name for Lavender Bay, originally recorded as Quiberee, meaning 'a spring of fresh water').

2. Edmund Rice Centre (2019), Indigenous Resilience Project Report

3. Hoskins, I (2007), Aboriginal North Sydney: an Outline of Indigenous History. North Sydney Council



What infrastructure, services and programs do we have to support social inclusion?

Community facilities, spaces, programs, services and networks support our communities to be happy, safe and healthy; to learn; and to enjoy life.⁴

A network of social and community assets is critical to unlocking the inherent value, skills, connections and knowledge that exist within the North Sydney LGA. The map (page14) illustrates the type and distribution of community infrastructure and assets that exist across the North Sydney LGA. The map does not include arts and cultural facilities or parks and open spaces as these are being considered as part of concurrent studies.

The distribution of community infrastructure, services and programs across the LGA is relatively even. Through the community engagement we will further explore the accessibility and experience of these facilities and services, and whether they respond to the needs of our growing community.

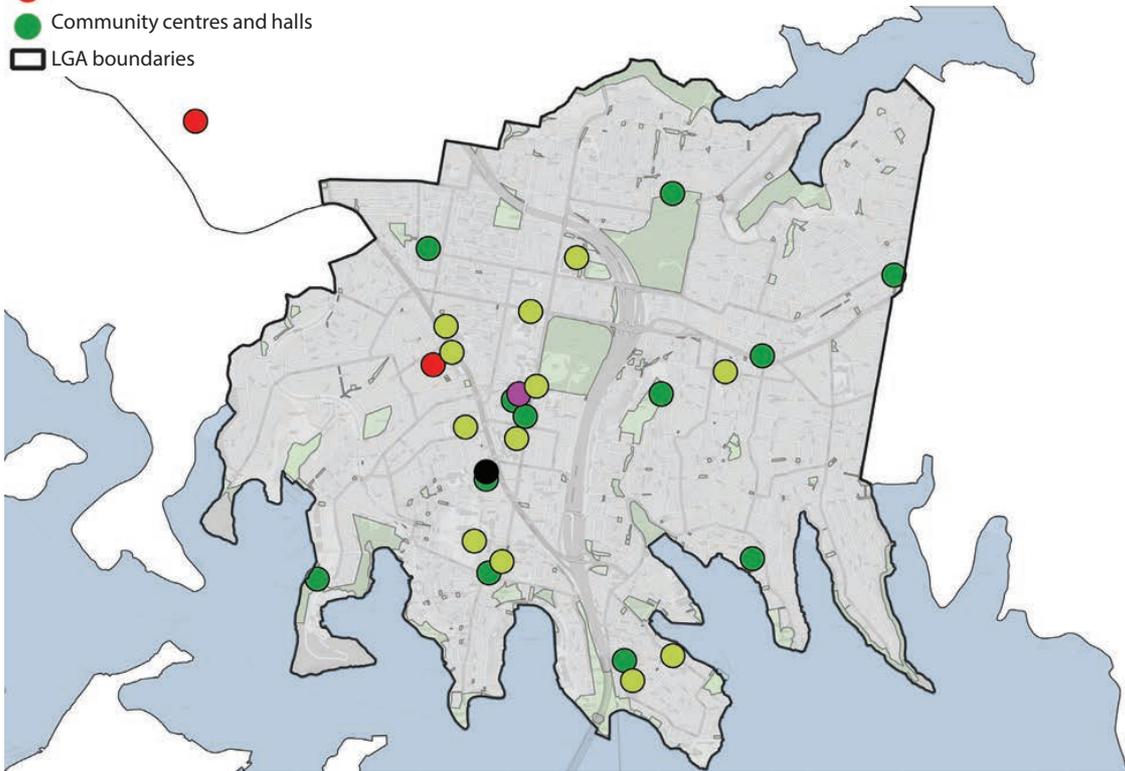
Social housing in the North Sydney LGA is 1.4% of total housing stock. In general, housing across the North Sydney LGA is classified as being unaffordable and there is a lack of housing options across the price spectrum, particularly for key workers (such as teachers, nurses and firefighters) and low-income households.

Therefore, housing affordability will continue to be a significant issue within the LGA, particularly for very low to medium income households as well as key workers, single parent families and those on pensions, who are likely to be more acutely impacted.

4. Infrastructure Australia (2019), Australian Infrastructure Audit



- University
- Schools
- Library
- Health services
- Community centres and halls
- LGA boundaries



10 Community centres and halls



1 Library



2 Hospitals
(1 outside the LGA - Royal North Shore)



15+ Schools and tertiary education



13+ Cultural spaces
(as per the Culture and Creativity Study)



169Ha Public open space
(as per the Open Space and Recreation Study)

Focus areas to guide discussion

This paper proposes four areas of focus to guide conversations with our community to identify the infrastructure, services, programs, advocacy and actions to support the future priorities.

The four focus areas provide a common language and understanding. They are an interconnected framework to consider social inclusion through an objectives-based approach. This acknowledges that each individual and community group, or cohort, will have a unique perspective and expectation.

We will seek to identify individuals and groups who may be unintentionally 'invisible'; underrepresented; or experiencing barriers to accessing, contributing and participating in the community life of North Sydney.

Within this context, we acknowledge that some people will likely require more dedicated support, and the four focus areas will have varying relevance to each person. Establishing a common understanding and language will enable us to consider our collective needs and aspirations.

We want our community and stakeholders to consider what the key priorities are to address our highest needs and achieve our aspirations. This will ensure that the North Sydney Social Inclusion Strategy provides a roadmap for how Council and the community can work together, including strategic partnerships and measurable indicators to evaluate success.





1

How we maintain CONNECTION with each other



What is this theme about?

Increased social connections within and across communities have a positive impact on their social, cultural, economic and political health and vitality. Reducing social isolation, ensuring opportunities for participation and welcoming the contribution of all individuals are key pillars of a connected community. North Sydney Council plays a strategic and proactive role in fostering opportunities for rich social connections within and across the community.

“be more interconnected .. work with other areas to bring us all together”

“Create more ways that allow people to be with people with the same interests”

“host events and activities that foster a greater connection and belonging in the community”

“have more parks and community centres for public interactions with one another”

“have community centres where people meet other members of the community”

“be a place that creates connections between schools and small businesses”

Children and young people told us that they wish North Sydney would ...

**EXAMPLE TO LEARN FROM:
HUMANITAS - INTERGENERATIONAL LIVING,
THE NETHERLANDS**

In 2012, the Dutch government stopped funding care costs for citizens over the age of 80 without an urgent care need. As a result, many people living in long-term care facilities were lonely, isolated, focused on their limitations and unhappy. At the same time, student housing was expensive and limited.

Humanitas, a home for the elderly, created an intergenerational living environment consisting of six students and 160 elderly residents.

The governance model focuses on the everyday lives of all residents. It is not only an environment in which elderly people live, it is now a central place in the community where elderly people, students and others in need of support live together, and the broader community enjoys spending time together well.

Issues and opportunities

Socially connected communities are more likely to experience reduced levels of mental illness and cognitive decline, achieve a healthy work life balance, succeed at school and work, and be part of safer communities.⁵ More than one quarter of Australians are lonely, and most Australians will experience loneliness in their lifetime, with higher rates among young people and the elderly.⁶

Opportunities for intergenerational connection have been shown to improve cognitive function, increase empathy, and promote people living longer.⁷

In collaboration with the community we are seeking to identify where our social connections are strong and well established, and where they are diminishing or have disconnected.

Let's discuss

1 While young people are more connected than ever, loneliness and social isolation are increasing, particularly in people aged 15-24. The population of North Sydney is ageing and we know that for older people, the risk of experiencing loneliness and social isolation is significantly higher than for other age groups.

With one person households making up nearly 40% of all households in North Sydney, combined with the ageing population, there is a significant risk of increased social isolation and loneliness.



What actions can we take to minimise social isolation and loneliness?

How can we increase opportunities for intergenerational connections? *(for example, connections with schools and the broader community)*

2 45.5% of our residents lived somewhere else five years ago and 52% of all dwellings are rented. The transient nature of our community also increases the risk of social isolation and may result in people feeling less connected to the community.



In what ways do you feel connected to your community?

How aware are you of spaces, places and groups across the North Sydney LGA that enable you to connect with others?

3 Our social networks are both formal and informal. While the frequency and level of connection may differ, it is the quality of these networks – the depth, strength and diversity of our connections – that is critically important.



What currently supports our community to feel more connected?

(think about the spaces, activities and ideas)

5. Samtani, Suraj et al, November 2022, Associations between social connections and cognition: a global collaborative individual participant data meta-analysis, The Lancet, Volume 3, Issue 1

6. Blake, Martin, 7 August 2023, Connections Matter: A report on the impacts of loneliness in Australia, Groundswell Foundation

7. Cockrell, Maurya, 19 October 2022, The Power of Intergenerational Connection, American Society on Aging: Generations, Generations Journal, Fall 2022

8. Australian Institute of Health and Welfare, 7 September 2023, Social isolation and loneliness, <https://www.aihw.gov.au/reports/australias-welfare/social-isolation-and-loneliness>



What is this theme about?

Belonging is not only our connectedness to our community, it is the sense that we are welcome, that we can be part of something and that we are truly accepted. Belonging is tied to our identities, through our shared beliefs, values or ideals and in acceptance of our different experiences, circumstances and aspirations.

To belong is to know that there are a variety of options, opportunities and experiences that enable us to engage with community life, should we choose to. While North Sydney, compared with the rest of Sydney, has a relatively low mix of economically, culturally and socially diverse communities, we are committed to fostering a community where all people feel welcome, and share a strong sense of belonging.

45% of our residents have lived in the LGA for less than 5 years

0.4% First Nations Peoples

40% born overseas

- 6.6% England
- 3.8% China
- 2.7% New Zealand
- 2.4% India

3% LGBTIQ+ couples

"Listening and learning together"

"Trust by family and friends"

"accepting who other people are"

"people just smiling and acknowledging you"

"Have a safe space for your ideas"

"Helping each other - like baking someone a cake"

"sharing similiar experiences and common interests - opportunity to do stuff with local community"

"Not being afraid to speak out"

"Being involved"

"Having a sense of identity"

"Cultural inclusion and recognition"

Children and young people told us that to them belonging means ...

Issues and opportunities

Belonging means different things to different people. For some, it can be simply feeling welcome and knowing their neighbours, while for others, it can be a much deeper level of engagement with their community and civic life.

It is vital that we provide a variety of opportunities for our community to 'belong' in their own way. Community members who feel a strong sense of belonging are 2.6 times more likely to report being in excellent health than people without a sense of belonging.⁸

In Council's 2023 Customer Satisfaction Survey, more than half (64%) of participants agreed North Sydney has a strong sense of community. However, this has declined approximately 11% (from 75%) since 2020. The sense of community of people aged 50-59 years is also significantly less than the average at 53%.

Belonging to a community is also feeling that you can ask for and access the help and support you need. With a lower population of economically, culturally and socially diverse communities, the ongoing viability of critical social services could be at risk. This could devastate our most vulnerable community members.

Let's discuss

- 1 When community members are socially connected through networks, services and places, and, have opportunities to engage and participate we foster a community where people feel they belong.



What does belonging mean to you?

What makes you feel you belong? *(think about the spaces, places, facilities, groups and activities)*

- 3 The number of households on higher incomes has increased, the number on lower incomes has decreased, and the cultural and age diversity of our community is less than other areas across Greater Sydney. Sharing our experiences, stories and traditions allows us to feel part of something bigger and that we are contributing to a North Sydney community that welcomes people of different backgrounds, ages, abilities and circumstances.



Why do you think our community's sense of connection has decreased?

- 2 It is vital that we engage with all parts of our community to ensure they have free and equitable access to our community spaces, information and services available. In particular, vulnerable groups can be excluded from physically accessing buildings, or accessing information due to a reliance on digital media channels or language barriers.



In what ways do you think we can improve accessibility for everyone in our community?

⁸ University of British Columbia, Social Connection and Health, March 2018



3

How we encourage and value our community's CONTRIBUTION



What is this theme about?

An inclusive and connected community is better able to contribute to and fully participate in civic life. North Sydney Council values diverse voices from across our community, and seeks to provide opportunities for our community to be highly engaged.

We welcome our community's perspectives and seek to understand their needs and aspirations. This understanding strengthens our decision-making and guides our investment in building the capacity and resilience of our community.

EXAMPLE TO LEARN FROM: SYDNEY POLICY LAB, CIVIC ENGAGEMENT INDEX

Released in 2021, the University of Sydney's Civic Engagement Index explores how Australians connect to their communities. The Index scores individuals based on their levels of trust, participation and connection with other members of their community. The findings include:

- Younger people who grew up in a home where English is not the primary language spoken emerged as the most engaged citizens
- People who were older, poorer and lived in rural areas rated significantly lower when it came to civic engagement
- People with children rated significantly higher on civic engagement than people without children, suggesting family draws people into civic spaces

"should know the processes and be integrated into future processes"

"offer new perspectives"

"challenge the norm"

"are dealing with problems that other generations created"

"bend the rules"

"[have] big imaginations"

"take risks and aren't afraid of things"

"are NOT boring"

"might see things adults may not, like a broken slide"

"[worry that] things stay the same if we are not listened to"

Children and young people told us that their voice matters because they ...

Issues and opportunities

As the branch of government most connected to local communities, and to reflect good governance, we recognise that providing a formal framework and opportunities for open dialogue and meaningful participation will strengthen Council's engagement with our community, and our community's engagement with each other.

Participation in civic life builds social capital, which increases the capacity and resilience of the community to identify and address challenges and change.

Civic contributions can be made through voting, activism, volunteering and engagement in community activities and organisations. With a highly educated, wealthier and older community mix, there is likely to be untapped capacity in our community to increase participation and contribution.

We need to ensure our community is aware of and can identify opportunities to lead or advocate for change, and to work with Council, relevant agencies and local organisations in a proactive and constructive way.

Let's discuss

- 1 Our community's participation and involvement in civic life is essential to our future. It also helps Council to understand the needs and aspirations of our community, which then flow through to our work, our decisions, how we direct investment and our advocacy efforts.



In what new ways can we effectively engage with our changing community?

- 2 Nearly 18% of North Sydney LGA residents are volunteers, larger than the share for Greater Sydney. However, with an ageing population, increasing number of young families, and increased cost of living, the need for volunteers is likely to grow.



How can we better connect our community with the range of existing volunteering opportunities, and identify new ones?

- 3 To ensure we provide the appropriate opportunities, we need to identify where there are barriers to participation and contribution. With a lower population of economically, culturally and socially diverse communities, the risk is that some people become 'invisible' or do not have the opportunity for their voice to be heard.

What would make you and your neighbours feel welcome to participate in civic life?





4

How we continue **INVESTING** to build social inclusion



What is this theme about?

Council is best placed to understand social issues within our community, however with increasing expectations on local government and limited resources, we are aware of our capacity and resource constraints and aim to maximise our impact.

We will seek to collaborate and partner across all levels of government, service providers, community organisations and other local councils to maximise our resources, share knowledge and coordinate activities.

EXAMPLES TO LEARN FROM: DEMOCRACY GARAGE, COPENHAGEN

Demokrati Garage (Democracy Garage) is located in the North Vest area of Copenhagen and is the city's democracy house and a meeting place for participation. Formerly a blacksmith and car workshop, this space is now a DIY workshop encouraging more and better democracy.

It functions as a meeting place for democracy innovation and everyday participation or 'Demokrati Fitness'.

The Garage also is home to:

- **Flere Fugle:** Copenhagen's first citizen bakery
- **We Do Democracy:** democracy advisors who develop and implement new democratic and participatory formats
- **SAGA:** party-neutral youth organisation with over 1000 members, teaching younger generations that democratic society and using one's voice has the potential to change the world
- **Kontra Advokater:** human rights NGO that deals with social, employee and climate law cases
- **Folkestuen:** community and event space in the converted forge



Photo Source: Demokrati Garage

Issues and opportunities

North Sydney Council has a significant role in the planning, delivery and management of community infrastructure. We also support, coordinate and advocate for services where gaps exist, to ensure an equitable distribution of services and support.

This includes providing inclusive access to Council's programs, resources, services, spaces and infrastructure. We also work with community organisations, local business, industry, education providers and other service providers to ensure an integrated, evidence-based, local response to our community's priorities and aspirations.

As noted earlier in the paper, while Council is concerned with the full range of matters impacting our community, there are many services that support social inclusion that are not in our direct control.

We will continue to work closely with state and federal government to support our community's access to services such as health, education, police, emergency management and housing; alongside other social services relevant to our community.

We consider our collaboration with local organisations, government agencies and key stakeholders to be an essential pre-condition to the success of our Social Inclusion Strategy.

Let's discuss

- 1 One of the key priorities of this Discussion Paper is to work collaboratively with the community to prioritise our activities, including for the areas of highest need and greatest potential impact.

What do you think should be the priority to grow and nurture a socially inclusive North Sydney?



- 2 To successfully implement our priority actions, we all have a role to play. Council's roles are varied, but the community and business are also critical in creating a more socially inclusive North Sydney.

What do you think is the role of community and business in supporting social inclusion across North Sydney?



Photo Source: North Sydney Council

Next steps

How you can participate

We have a number of opportunities for the community to provide their insights and ideas, including:

Complete the online survey

Our 10-minute online survey allows you to contribute your feedback about social inclusion in North Sydney. You can also provide feedback on all strategy topics.



Book into a workshop

You can also book in to be part of our community chats. We will be talking with older people, young people, culturally diverse people, women, people with disability and their carers and the LGBTIQ+ community within the North Sydney LGA.

Attend a community forum

Join us for our Social Inclusion Community Forum to hear from expert panelists about how we all have a role to play in social inclusion and join an evidence-based discussion.

Wednesday 15 May | 6pm-7.30pm
Hutley Hall, North Sydney Council

Have a chat with your Councillors and Council staff

Share your ideas, raise concerns, and tell us what works and what aspects of North Sydney community life you value and want to see more of.

You will find Council staff at local markets and CBD pop-up stalls over the coming weeks, listening to your feedback and answering questions.

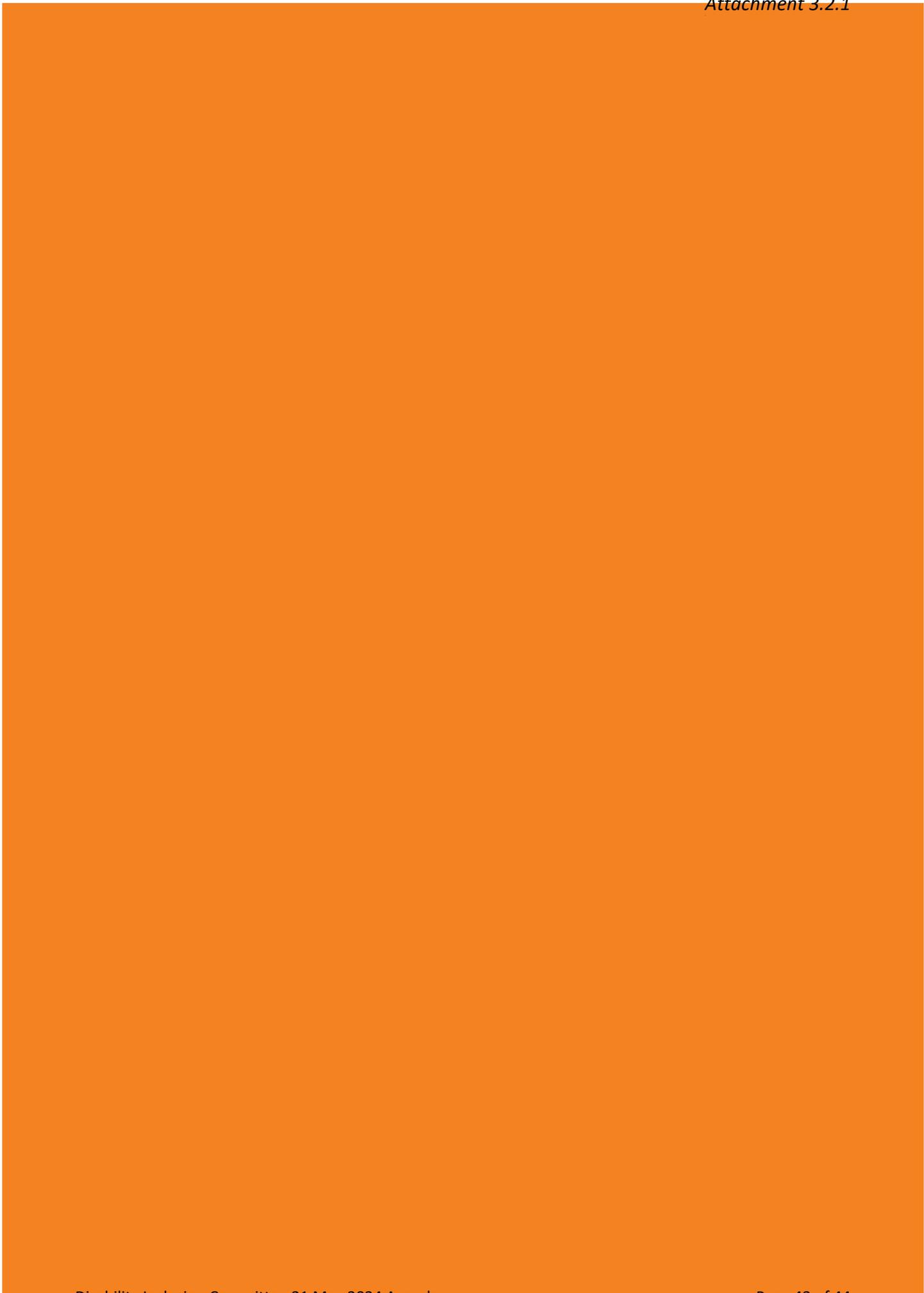
For more information about the project or the engagement activities, visit:

yoursay.northsydney.nsw.gov.au/our-next-ten-years



Photo source: Planet X Youth Centre Facebook





4. General Business

5. Closure