

## 9.7. Draft Disability Inclusion Action Plan 2026-2030

<b>AUTHOR</b>	George Carrick, Access and Inclusion Coordinator
<b>ENDORSED BY</b>	Beth Morris, Acting Director Planning and Environment
<b>ATTACHMENTS</b>	1. Draft Disability Inclusion Action Plan- Final [9.7.1 - 38 pages]
<b>CSP LINK</b>	<p><b>Outcome 2 – A connected and socially inclusive community where everyone is valued</b></p> <p>S1. Deliver and increase awareness of community events, programs and activities that strengthen and enrich meaningful connections</p> <p>S2. Provide new and improved public and community spaces for people to meet and connect</p> <p>S3. Nurture a shared sense of belonging where everyone’s voice is heard and people feel they are valued</p> <p><b>Outcome 3 – An active community with space for everyone to exercise and enjoy the outdoors</b></p> <p>O3. Provide new and upgraded facilities within existing public spaces to increase amenity, accessibility and diversity</p> <p><b>Outcome 4 – A connected LGA where safe, active and sustainable travel is preferred</b></p> <p>T3. Ensure a fair allocation of assets, parking and road space to promote sustainable travel options and prioritise access for those who need it most</p> <p><b>Outcome 6 – A vibrant LGA where culture and creativity is enjoyed by all</b></p> <p>C3. Provide and promote a diverse range of affordable and accessible cultural and creative events, experiences and opportunities across the LGA</p> <p><b>Outcome 8 – An effective, accountable and sustainable Council that serves the community</b></p> <p>G7. Build a resilient, inclusive and empowered workforce that is committed to delivering community outcomes</p>

### PURPOSE:

This report seeks Council’s endorsement of the Draft Disability Inclusion Action Plan 2026-2030 (DIAP), which outlines Council’s strategic approach to improving access, inclusion, and equity for people with disability.

### EXECUTIVE SUMMARY:

- Council has a legislative requirement under the NSW Disability Inclusion Act 2014 to develop and implement a Disability Inclusion Action Plan every four years.

- The Draft Disability Inclusion Action Plan 2026-2030 (DIAP) outlines Council's four-year framework to improve access, inclusion, and equity across Council's programs, services, and facilities.
- The Plan is informed by a review of Council's current DIAP, targeted engagement with people with disability, Council's Access and Inclusion Committee, and the community.
- The Plan aligns with Council's key strategic documents, including the Community Strategic Plan, the Delivery Program 2025-2029, the Operational Plan 2026-2027 and the Workforce Strategy.
- Key focus areas include positive attitudes and behaviours, liveable communities, employment, and systems and processes.
- Council endorsement is sought to enable the draft DIAP to proceed to public exhibition.

**RECOMMENDATION:**

**1. THAT** Council endorse the Draft Disability Inclusion Action Plan 2026–2030 for public exhibition for a period of at least 28 days.

**2. THAT** Council note that a further report will be presented to Council following the public exhibition period, including a summary of submissions and any recommended changes.

## Background

Under the Disability Inclusion Act 2014 (NSW), local councils are required to develop and implement a Disability Inclusion Action Plan (DIAP) that outlines how they will improve access and inclusion for people with disability. Council's current DIAP is approaching the end of its four-year term, necessitating the development of a new plan to ensure ongoing legislative compliance and continued progress in this area.

The development of the Draft DIAP has been informed by a review of actions delivered under the current DIAP, and engagement with key stakeholders.

Council's Access and Inclusion Committee was consulted at every stage of the Plan's development. The committee, comprised of North Sydney residents with lived experience of disability, provided ongoing advice on priorities, emerging issues, and proposed actions. The committee's involvement ensured that lived experience perspectives were embedded throughout the development process, rather than limited to a single consultation point.

In addition to the insights provided by the Access and Inclusion Committee, Council engaged extensively with internal staff and community stakeholders to inform the development of the plan. Digital consultation materials were shared through Council's *YourSay* website and *eNewsletters*, reaching more than 5,000 recipients. Council also facilitated a series of in-person engagement opportunities at locations including the Kirribilli and Northside Markets, the Crows Nest Festival, Greenway, Crows Nest Centre, and Neutral Bay Community Centre. Council received 101 submissions across all engagement channels, which helped to inform the development of the plan.

The Draft DIAP aligns with Council's broader strategic framework, including the Community Strategic Plan, Delivery and Operational Plan, and Workforce Strategy. This includes alignment with the draft Operational Plan 2026-2027. The draft DIAP identifies key priorities and actions to guide Council's work over the next four years and strengthen its commitment to building a more inclusive and accessible community.

## Report

The Draft Disability Inclusion Action Plan (DIAP) seeks to guide Council's strategic and operational approach to improving access, inclusion, and equity for people with disability over the next four years. The Draft DIAP recognises that meaningful inclusion cannot be achieved through isolated initiatives alone but requires access and inclusion principles to be embedded across all aspects of Council's work, including planning, service delivery, infrastructure, communications, and organisational culture. In this context, Council has a critical leadership role to play in setting expectations, modelling best practice, and driving continuous improvement in accessibility and inclusion across the local government sector and the broader community.

A key focus of the Draft DIAP has been strengthening the link between strategic intent and delivery by ensuring that actions are aligned with, and can be resourced through, Council's Delivery Program and Operational Plan. This approach ensures improved accountability

through integration with Council's Integrated Planning and Reporting Framework, supports more effective implementation, and reduces the risk of actions remaining aspirational without dedicated funding or ownership. It also reinforces a 'whole of organisation' approach, where responsibility for access and inclusion is shared across Council rather than confined to a single function.

The Draft DIAP also responds to key areas of concern consistently raised through community consultation and stakeholder engagement. These include improving the availability and enforcement of accessible parking, enhancing the safety and accessibility of active transport networks, and strengthening staff training to build organisational capacity in access and inclusion. By prioritising these areas, the Draft DIAP seeks to address practical barriers experienced by people with disability while also building the systems, knowledge, and culture required to sustain long term change.

Through this combined focus on embedding inclusion into core business, addressing gaps, and responding to community priorities, the Draft DIAP positions Council to deliver meaningful and measurable improvements in accessibility and inclusion, while reinforcing its role as a leader in creating inclusive and liveable communities.

### **Consultation requirements**

Community engagement has occurred in accordance with Council's Community Engagement Strategy. The Draft DIAP has been developed to be reflective and inclusive of community and stakeholder engagement outcomes. The detail of this report provides the outcomes from the engagement for Council to consider prior to adoption.

Engagement opportunities were promoted through multiple channels, and feedback was accepted in different accessible formats to support participation by people with disability, their carers, and advocates.

This report seeks approval to exhibit the draft Disability Inclusion Action Plan 2026 – 2030 on public exhibition for a period of at least 28 days and comments from the community will be considered prior to the endorsement of the final DIAP.

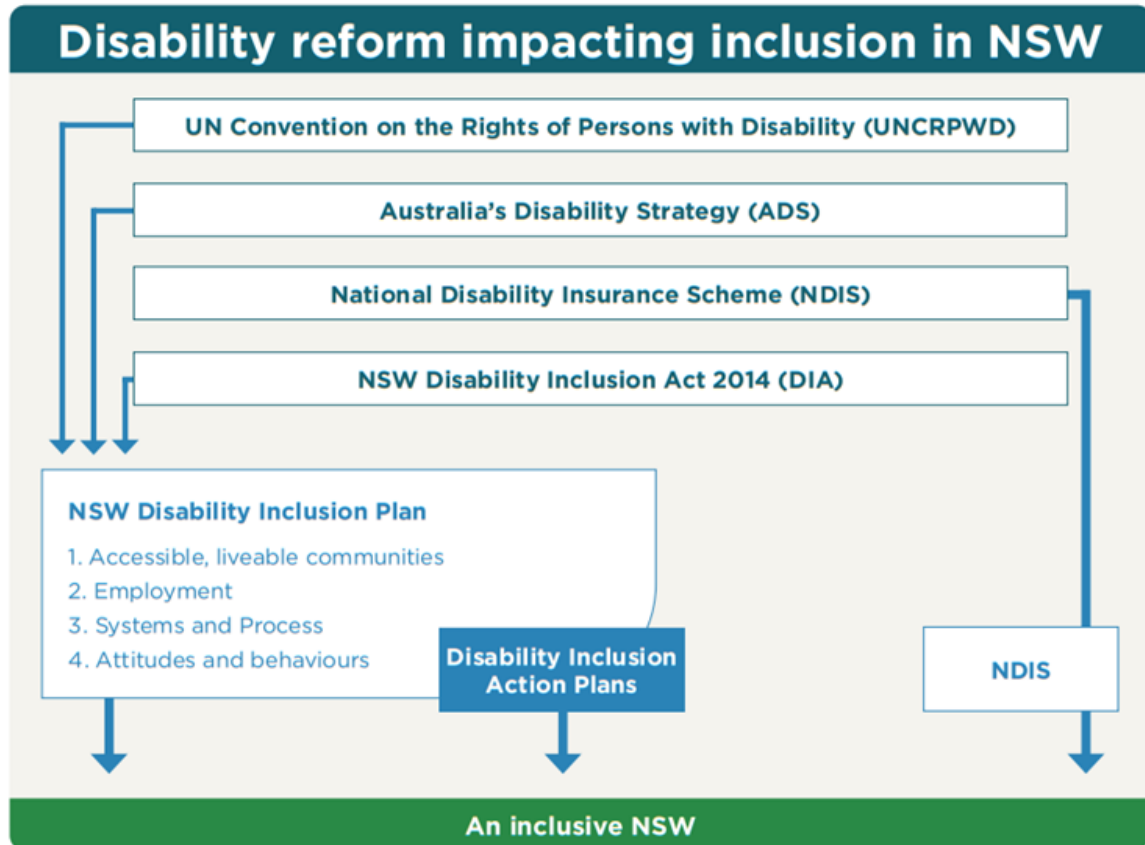
### **Financial/Resource Implications**

Resourcing of the Disability Inclusion Action Plan 2026-2030 is aligned with Council's Delivery Program 2025-2029, Operational Plan 2026-2027 and Workforce Plan. Implementation of the DIAP will be staged in line with these key strategic documents.

Endorsement of the Draft DIAP provides a framework to guide prioritisation of actions and inform future resource allocation decisions, ensuring that investment in disability inclusion is planned, targeted, and aligned with Council's strategic objectives.

## Legislation

The Draft Disability Inclusion Action Plan 2026-2030 has been developed in legislative alignment with the Disability Inclusion Act 2014 (NSW), Australia's Disability Strategy, and the UN Convention on the Rights of Persons with Disability. The image below outlines the full legislative context.





# Draft Disability Inclusion Action Plan 2022–2026



Caption front cover: A woman enjoys a sunny day in the park, smiling as she relaxes in her electric wheelchair and North Sydney Council Logo

## 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.

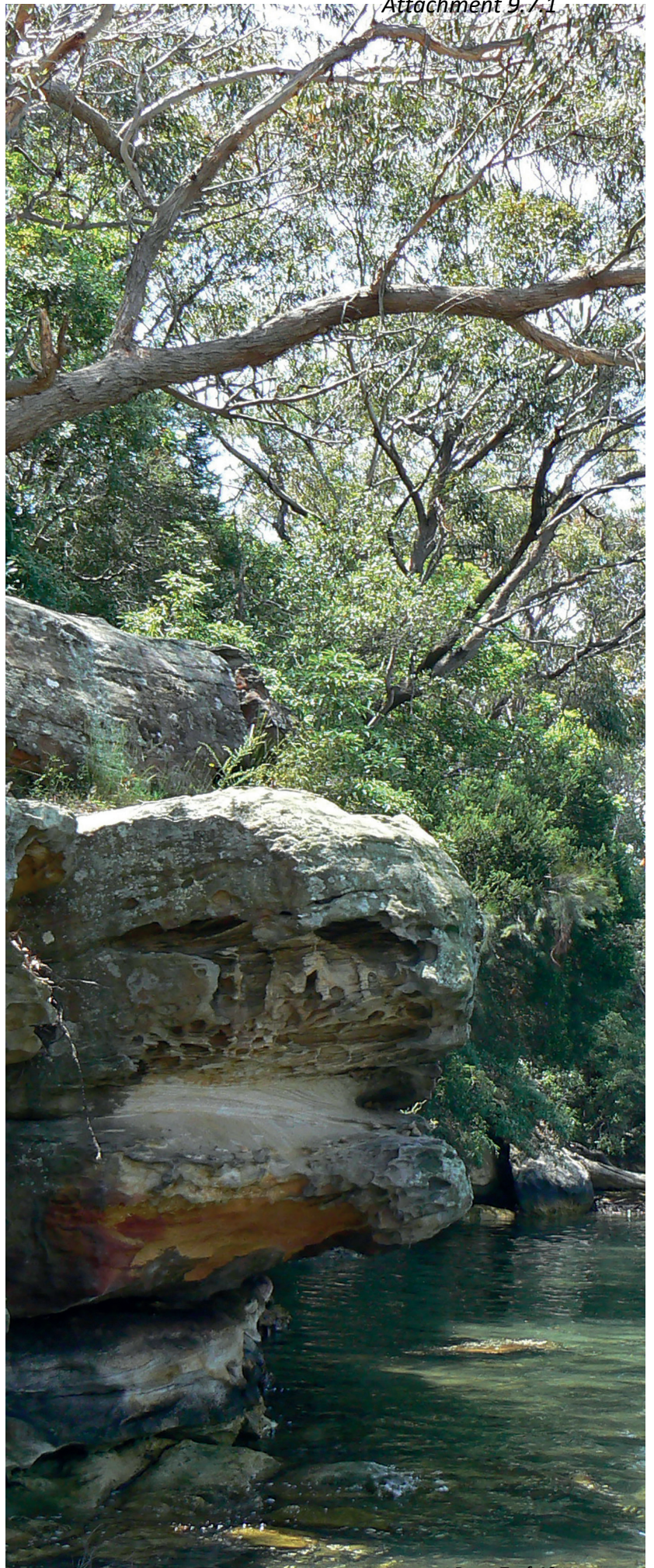
We recognise the Cammeraygal people as the Traditional Owners of the area known today as North Sydney. We acknowledge that the alienation of Cammeraygal Country occurred with a land grant in 1794 without consultation, treaty, or compensation.

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 Gammerragal and Gai-maragal as our community has sought to reflect and honour the heritage of First Nations people in a more culturally appropriate manner.

Caption: Rock erosion at Tunks Park, North Sydney



# Content

Recognition of the Cammeraygal People	inside cover
Mayor's Message	2
CEO's Message	3
Access Committee	4
About this plan	5
Our local context	10
Outcomes from Disability Inclusion Action Plan 2022–2026	13
How we developed this plan	15
Focus area	17
Actions	22

# Table of figures

Disability reform impacting inclusion in NSW	6
The Social Model of Disability	8
The seven principles of inclusive design	9
Disability in Australia	10
North Sydney at a glance	11
Disability in North Sydney	12



Caption: North Sydney Council Mayor, Zoë Baker

# Mayor's message

We know that socially connected and diverse communities have less mental illness and cognitive decline, and are safer, more vibrant and interesting places to live, study and work. Yet...

1 in 5 Australians live with a disability. 52% of Australians over the age of 65 have a disability. 80% of people with a disability have a non-visible disability.

1 in 5 Australians live with a mental health condition and almost 50% of Australians will experience a mental health condition in their lifetime.

In North Sydney,

- 27% of residents live with at least one long term health condition
- 7% of residents live with a mental health condition
- 22% of residents are over the age of 60 years
- 9% of residents over the age of 15 years are unpaid carers who assist their family and friends with a disability, long term illness or old age.

These statistics speak to why Council's commitment to disability inclusion is so vital to the wellbeing and strength of our community – a connected and socially inclusive community where everyone is valued, feels they belong and is empowered to participate.

The last Disability Inclusion Action Plan 2022–

2026 saw real change and progress on disability inclusion. It resulted in the establishment of the Access and Inclusion Committee, mandatory recurring disability confidence training for Council staff, accessibility upgrades to Stanton Library and multiple playgrounds, entrenched access and inclusion principles into Council capital works projects such as Young Street and Burton Street plaza, a partnership with Jigsaw Australia to establish two disability identified traineeship roles and incorporating sensory spaces into Council events – just to name a few.

I am proud and pleased that this new Disability Inclusion Action Plan 2026–2036 builds upon the work of the previous plan. This Plan started with people with lived experience of disability and, as a result, moves beyond a focus on compliance to ensuring that access and inclusion is embedded within every aspect of Council decision-making and service delivery.

Together, supported by this Plan, we can foster disability inclusion, addressing local conditions and create a vibrant community where, no matter your age or disability, everyone can participate and feel like they belong.

A handwritten signature in black ink that reads "Zoë Baker". The signature is written in a cursive, flowing style.

Zoë Baker

MAYOR

# CEO's message

At North Sydney Council, we are committed to fostering a culture that values, respects and supports all people. We recognise that an inclusive organisation is not defined only by its policies and plans, but by the everyday behaviours, attitudes and decisions that shape how people experience our services, workplaces and public spaces.

The Disability Inclusion Action Plan provides a clear and practical framework to embed this culture of inclusion across Council's operations. It translates legislative requirements, community expectations and lived-experience insights into meaningful actions that will guide how we plan, deliver and continuously improve our services.

Importantly, this Plan acknowledges that disability inclusion is a shared responsibility. It requires a coordinated, organisation-wide commitment - supported by strong leadership, clear accountability and a willingness to listen, learn and adapt. The actions outlined focus on removing barriers, improving access, and strengthening our organisational capability so that inclusion becomes part of how we work every day.



Caption: North Sydney Council CEO, Therese Cole

This Plan has been shaped through consultation with people with disability, carers, advocates, service providers and Council staff. Their insights have been critical in identifying where change is needed and where we can make the greatest impact. Just as importantly, this engagement will continue to inform how we implement, monitor and refine our approach over time.

Delivery of the Plan will be integrated into Council's broader planning, reporting and performance frameworks to ensure transparency and accountability. Through this, we will track progress, respond to emerging needs and continue to build a culture that supports equitable access and participation for all.

By embedding inclusion into our systems, policies and everyday practices, we are not only improving access - we are strengthening our organisation and the community we serve.

A handwritten signature in black ink, appearing to be 'T Cole', written in a cursive style.

Therese Cole

CEO

# Access and Inclusion Committee

The Access and Inclusion Committee (AIC) is a formal advisory body comprised of North Sydney LGA residents with lived experience of disability and professional experience in disability advocacy. The AIC provides strategic advice on matters relating to accessibility, inclusion and equity across Council policies, programs, services and infrastructure.

Throughout the development of the Disability Inclusion Action Plan (DIAP), the AIC provided advice and guidance on priority issues, emerging barriers, and areas where Council could achieve the greatest impact. Committee members contributed lived experience and professional expertise insights to inform the actions contained within the DIAP,

helping to ensure the plan responds to real and practical challenges faced by people with disability in North Sydney.

The AIC was consulted during key stages of the Plan's development, providing feedback on proposed actions and implementation considerations. This approach supported the co-design of the plan and strengthened its relevance, feasibility and accountability.

Council recognises the value of lived experience expertise and is committed to the ongoing involvement of the AIC in monitoring the implementation and progress of this Plan.



Caption: Members of the North Sydney Council Access and Inclusion Committee

# About this plan

## Overview

Disability inclusion is a shared responsibility, and this plan demonstrates Council's commitment to working in partnership with people with disability to build a community that is accessible, welcoming and inclusive for everyone.

The Disability Inclusion Action Plan 2026-2030 (DIAP) outlines Council's commitment to creating a more accessible, inclusive and equitable community for people with disability, their families and carers.

People with disability are an integral part of our community. However, many continue to experience barriers to participating fully in everyday life, including accessing services, facilities, information, employment and civic decision making. This Plan provides a coordinated and practical approach to identifying and removing these barriers within Council's sphere of influence.

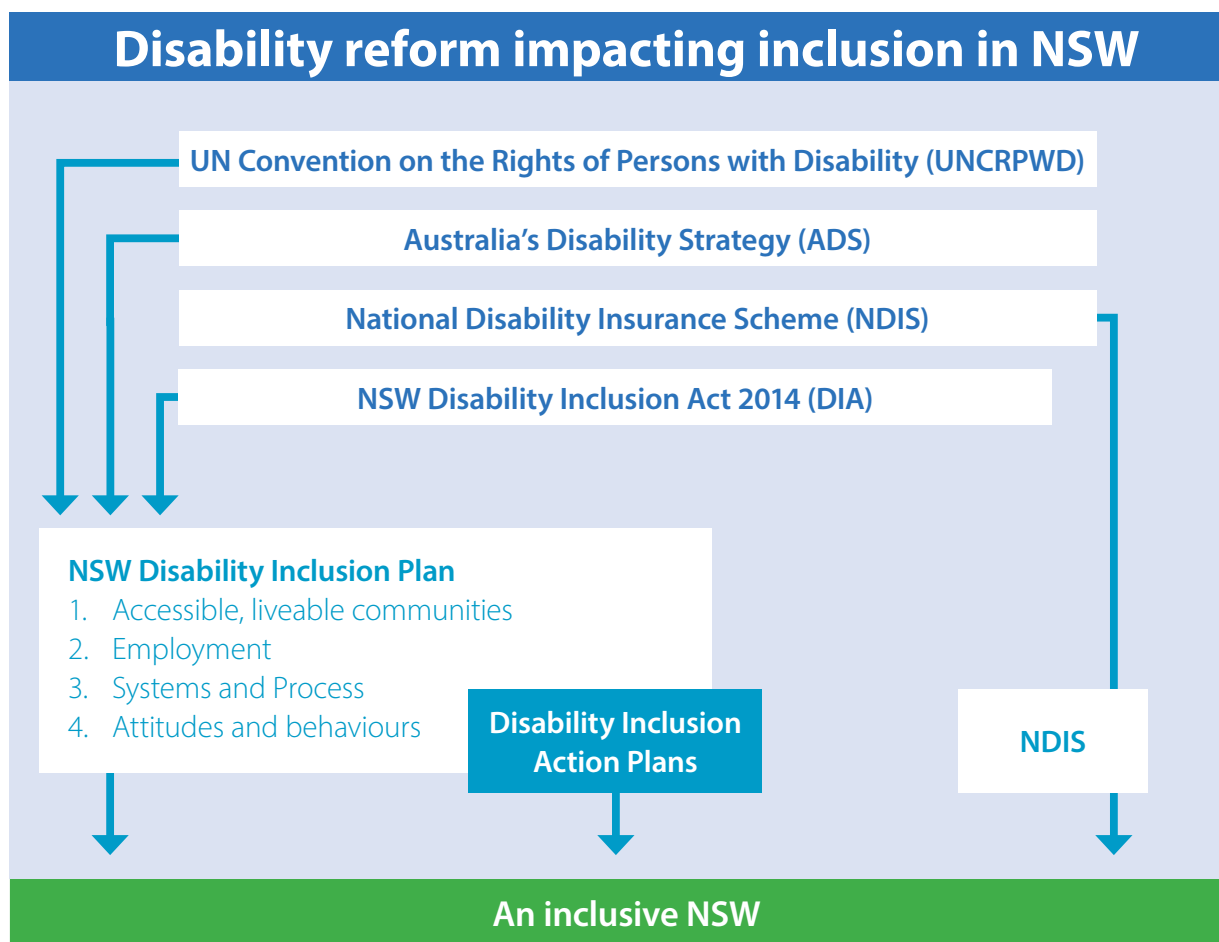


Caption: Wayfinding signage outside the North Sydney Council Chambers

## Legislative and Strategic Context

This Disability Inclusion Action Plan (DIAP) has been developed in accordance with the Disability Inclusion Act 2014 (NSW) and supports the objectives of the NSW Disability Inclusion Plan. It

outlines clear, practical actions that Council will implement over the life of the Plan to improve access and inclusion across Council services, facilities, programs, policies and workplaces.



Caption: The DIAP legislative framework

Everyone has an equal right to be included, respected, contribute and make genuine choices in their lives. People may be born with disability, acquire a disability through their lifetime, experience disability as an older

The actions in this DIAP align with Council's broader strategic planning framework, including the Community Strategic Plan, Delivery Plan and Operational Plan. This integration ensures that access and inclusion are embedded into Council's core business, supporting effective implementation, accountability and long-term cultural change, rather than being treated as a stand-alone initiative.

This Plan is designed to be a practical, living document. Council will monitor progress regularly, report transparently and review actions to ensure they remain achievable, evidence-based and responsive to the evolving needs of the community.

Importantly, the development of this plan has been informed by people with lived experience of disability. The Access and Inclusion Committee, targeted engagement activities and ongoing collaboration with community members, staff and service providers have all played a central role. Embedding lived experience throughout the process ensures that the actions in this Plan are relevant, meaningful and responsive to the real world needs of people with disability.



Caption: An older woman bends over a painting she is working on

## How We Understand Disability

Around one in five Australians lives with disability, increasing to over 50% in people over the age of 65. Disability is a common part of life and can affect people at any stage, often in ways that are not immediately visible. Many people experience disability temporarily or permanently, while many others are connected to disability through caring roles, family relationships, workplaces and broader community life. Disability is not an exception or a marginal experience - it is part of everyday community life.

People with disability have the same rights, dignity and entitlement to participate fully in society as everyone else. These rights are recognised internationally through the United Nations Convention on the Rights of Persons with Disabilities and underpin Australia's approach to disability inclusion.

The NSW Disability Inclusion Act 2014 defines disability as including:

*"A long-term physical, mental, intellectual or sensory impairment, that in interaction with various barriers, may hinder the person's full and effective participation in society on an equal basis with others".*

This definition emphasises the responsibility of communities and institutions to identify and remove barriers so that all people can participate equitably.

This Plan is grounded in the Social Model of Disability. Under this model, disability is understood to arise from barriers created by society rather than from an individual's impairment or diagnosis. Consistent with this model, the Plan focuses on removing barriers, embedding inclusive design and improving systems, policies and practices within Council's control and influence.

## THE SOCIAL MODEL OF DISABILITY

### SOCIETAL BARRIERS

#### ENVIRONMENTAL

- Inaccessible Infrastructure
- Lack of Services
- Poor Communications

#### ATTITUDINAL

- Negative Stereotyping
- Poor Understanding
- Increased Social Isolation

#### INSTITUTIONAL

- Lack of Employment Opportunities
- Non-Inclusive Legislation, Policies and Procedures
- Lack of Educational Opportunities

This approach underpins the actions of this Plan and reflects Council's commitment to creating a community that enables participation, access and inclusion for people with disability.

## The Seven Pillars of Inclusive Design

North Sydney Council is committed to embedding inclusive design across all areas of planning, service delivery and decision-making. Inclusive design goes beyond compliance with minimum accessibility standards by proactively creating environments, programs and services that can be accessed, understood and used by as many people as possible, regardless of age, ability or background.

This Disability Inclusion Action Plan is informed by the seven principles of inclusive design. These principles provide a practical framework to guide Council staff, partners and stakeholders in delivering outcomes that are equitable, flexible and responsive to diverse community needs. Where this plan refers to “access and inclusion principles” in subsequent sections, it is referring to these seven principles of inclusive design.

### The seven principles of inclusive design are:

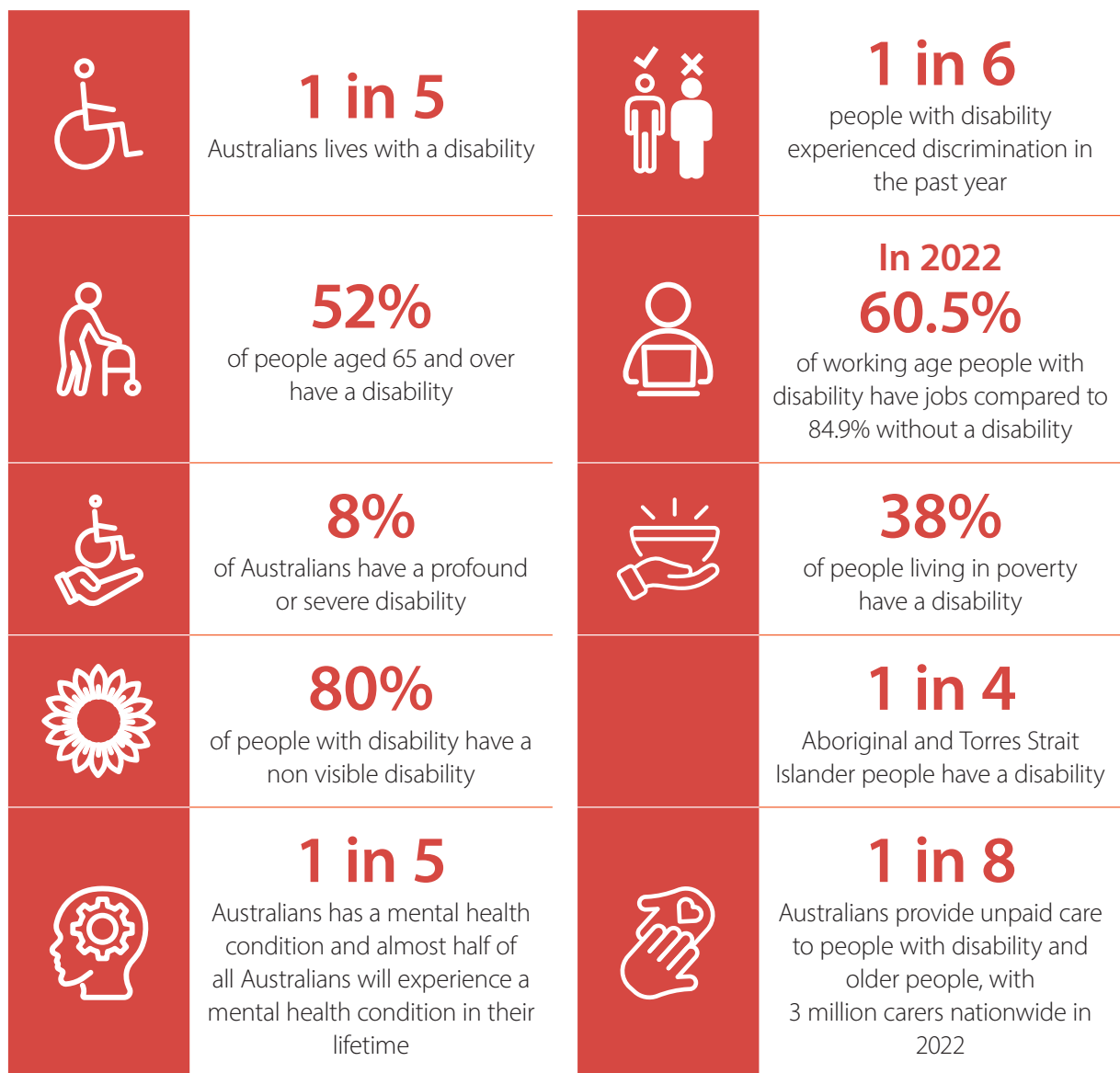
- |   |  |
|---|--|
| <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">1</div> <p><b>Equitable use</b><br/>Ensuring that environments, services and programs are useful and accessible to people with diverse abilities, without segregation or stigma.</p>                      | <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">5</div> <p><b>Tolerance for error</b><br/>Minimising hazards and unintended actions, and designing systems that reduce risk and support safe use.</p>  |
| <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">2</div> <p><b>Flexibility in use</b><br/>Accommodating a wide range of individual preferences and abilities by providing choice in how people access and engage with services.</p>                        | <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">6</div> <p><b>Low physical effort</b><br/>Ensuring environments and services can be used efficiently and comfortably with minimal fatigue.</p>   |
| <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">3</div> <p><b>Simple and intuitive use</b><br/>Designing services and environments that are easy to understand, regardless of a person’s experience, knowledge, language skills or cognitive ability.</p> | <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">7</div> <p><b>Size and space for approach and use</b><br/>Providing appropriate space and layout to enable access and use regardless of a person’s mobility, posture or assistive devices.</p> |
| <div style="background-color: #0056b3; color: white; text-align: center; padding: 10px; font-size: 24px; font-weight: bold; margin-bottom: 10px;">4</div> <p><b>Perceptible information</b><br/>Communicating necessary information effectively through multiple formats, ensuring it is accessible to people with sensory impairments.</p>                 |  |

These principles will inform the planning, design and delivery of Council infrastructure, public spaces, programs, communications and digital services. They will also guide internal processes, procurement, and policy development to ensure inclusion is embedded from the outset, rather than considered as an afterthought.

By applying these principles consistently, Council aims to create a more inclusive, liveable and accessible community for all.

# Our Local Context

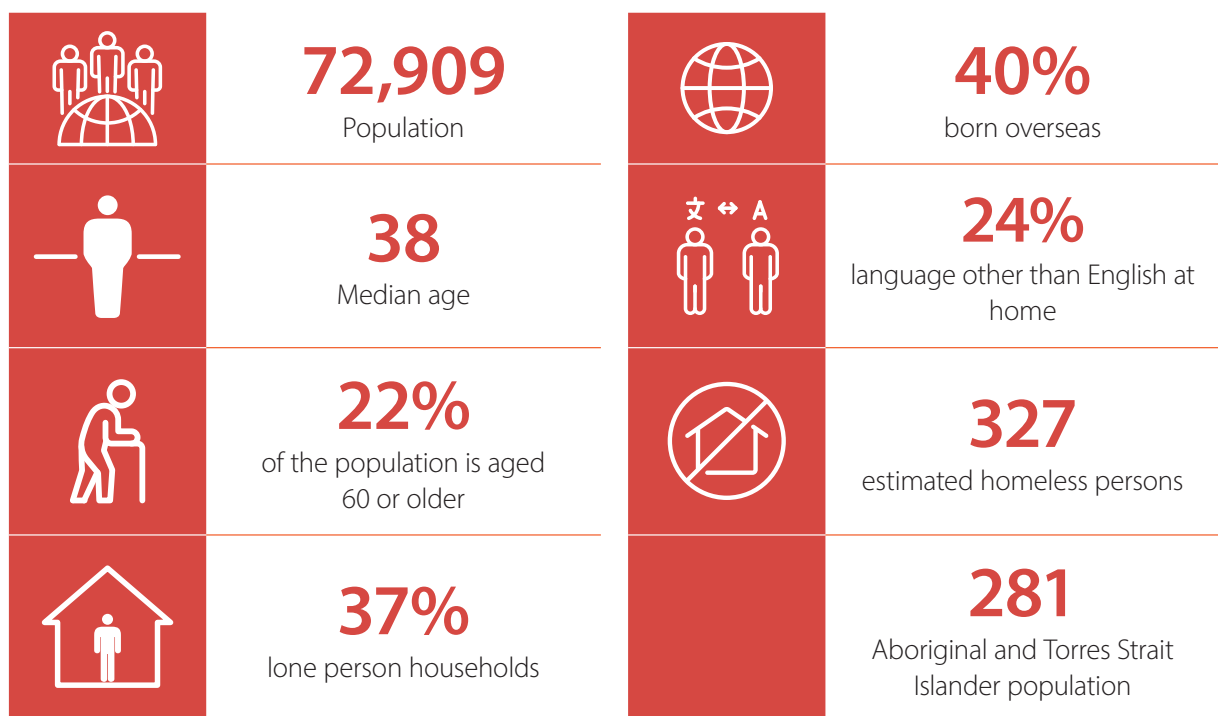
## Disability in Australia



## North Sydney at a glance



Caption: A diverse range of people are depicted in black outline



## Disability in North Sydney



Caption: Two hands envelop paper cutouts depicting a diverse range of people



**27.1%**  
of the population with at least one long term health condition



**5,417**  
carers providing unpaid assistance to a person with a disability, long term illness or old age, representing 9% of the population aged 15 and over



**7%**  
of the population with a mental health condition



**15,165**  
residents over the age of 60 representing 22% of the population



**2.5%**  
of the population required assistance in their day to day lives due to disability



# Outcomes from Disability Inclusion Action Plan 2022–2026

## Positive Community Attitudes and Behaviours

- Implemented mandatory recurring disability confidence training for all staff and improved staff onboarding processes to include disability confidence training
- Implemented specialized disability confidence training for key staff including staff in customer facing roles
- Established the Access and Inclusion Committee and received a nomination in the Local Government Awards for excellence in Community Development.
- Delivered an accessible New Years Eve event.

## Liveable Communities

- Implemented upgraded wayfinding and signage and significantly expanded accessible resources and services at Stanton Library
- Delivered an accessible parking bay at the Coal Loader
- Delivered accessibility upgrades to multiple playgrounds including Grasmere Reserve, Lodge Road and Merrett Park Playgrounds
- Delivered accessibility upgrades to community spaces including Young St and Burton St Plazas

## Employment

- Reviewed and updated Council's Workplace Adjustments Policy to improve awareness, access and use of workplace adjustments by staff
- Reviewed and updated Council's Carers Policy to strengthen recognition of, and support for, employees with caring responsibilities
- Partnered with Jigsaw Australia to establish two disability identified traineeship roles, supporting pathways into meaningful employment for people with disability

## Systems and Processes

- Improved the accessibility of Council meeting webcasts through the introduction of captioning and recording services
- Implemented the UserWay accessibility widget into Council's YourSay website, improving the accessibility of Council's community engagement
- Established the Access and Inclusion Committee, providing a direct mechanism for people with disability to advise on Council's work
- Updated Council's website to ensure compliance with current WCAG standards.



Caption: Two school children, one assisting the other

# How we developed this plan

This Plan was developed through a co-designed process that centred the voices and lived experiences of people with disability. This approach ensured that insights from those most affected by barriers, were embedded throughout the development of the Plan, guiding both its priorities and actions.

## Review of the Current Plan

The development of this DIAP commenced with a comprehensive review of Council's previous Disability Inclusion Action Plan. This review examined the progress, outcomes and implementation of existing actions. It identified areas of success and opportunities for improvement, helping to ensure the new Plan is responsive to changing community needs and Council's evolving operating environment. The 2026 – 2030 DIAP builds on this foundation and strengthens Council's long-term commitment to access and inclusion.

## Governance and Internal Stewardship

To support the development and future implementation of the Plan, Council established a Disability Inclusion Action Plan working group. This Working Group includes representatives from across Council and provides internal stewardship of the plan. The working group played a key role in coordinating input, facilitating collaboration, supporting alignment with Council's strategic planning and operational frameworks and ensuring a consistent approach across the organisation.

## Lived Experience and Community Input

Council's Access and Inclusion Committee was consulted at every stage of the Plan's development. The committee, comprised of local residents with lived experience of disability, provided ongoing advice on priorities, emerging issues and proposed actions. Their involvement ensured that lived experience perspectives were embedded throughout the development process, rather than limited to a single consultation point.

In addition to the insights provide by the Access and Inclusion Committee, Council engaged extensively with internal staff and community stakeholders to inform the development of the plan. Digital consultation materials were shared through Council's YourSay website and eNewsletters, reaching more than 5000 recipients. Council also facilitated a series of in person engagement opportunities at locations including, the Kirribilli and Northside Markets, Crows Nest Festival, Greenway, Crows Nest Centre and Neutral Bay Community Centres. In total, Council received 101 submissions across all engagement channels, all of which informed the development of this plan.

# Focus Areas

The actions in this Plan are organised around four focus areas, aligned with the NSW Disability Inclusion Framework. Together, these focus areas reflect where Council can have the greatest influence in removing barriers and enabling equitable participation for people with disability.



Caption: School children are depicted playing wheelchair sports

## 1. Positive Attitudes and Behaviours

An inclusive community is one where people with disability feel welcomed, respected and able to participate fully in community life. Under this focus area, Council will strengthen disability confidence and capability across the organisation and the wider community. This includes improving staff awareness, skills and understanding of accessibility, inclusion and universal design, and supporting community education initiatives that challenge assumptions and reduce stigma.

### What we heard:

- A desire for partnerships with local schools, businesses and community organisations to identify initiatives to support access and inclusion in North Sydney
- Strong support for Council's participation in the Hidden Disability Sunflower Initiative
- A recommendation for Council staff to participate in experiential learning opportunities led by people with disability
- Support for community education resources that improve understanding of accessibility features such as accessible parking and tactile ground surface indicators
- Support for the development and implementation of an accessible community/business award program to celebrate and recognise best practice in access and inclusion
- A need for diverse and accessible communication channels to widely promote information about Council events, services and facilities
- A request to ensure that online information about Council events, services and facilities consistently include clear and specific details about available accessibility features.

### What we will do:

- Participate in the Hidden Disability Sunflower Initiative to ensure staff are able to recognise, respect and support community members who choose to use the sunflower symbol
- Continue to provide mandatory disability confidence training to all staff
- Deliver experiential learning opportunities led by people with disability to help staff better understand, how people with disability access and experience Council services, facilities and public spaces
- Partner with local businesses and community organisations to develop and implement an Access and Inclusion Award
- Enhance Council's website to provide a central hub for clear, consolidated information about accessibility features of Council events, services and facilities
- Develop and implement a diverse range of communication channels to widely promote information about accessing Council events, programs and facilities.

## 2. Liveable Communities

This focus area addresses access to Council facilities, resources, events and services. Council will embed universal design principles into planning, development, infrastructure upgrades, events and asset management to improve accessibility and useability for all community members.

### What we heard:

- Council should prioritise the development of a Council wide wayfinding strategy to support mobility throughout the LGA
- Accessibility upgrades are needed to ensure Council Chambers are easily accessible
- Footpaths must be maintained to a high standard to support safe and easy travel- particularly near transport, commercial and retail hubs
- Pedestrian safety and accessibility should be prioritised through the removal of barriers such as on-footpath signage, parked e-bikes and temporary construction obstructions
- An adult changing facility is needed within the North Sydney LGA
- There is strong support for the implementation of sensory spaces at all major events
- Services, events and facilities at Stanton Library are highly valued and should continue to be maintained and/or expanded
- A disability parking policy is required to ensure accessible parking is prioritised- especially near key destination hubs including, close to transport, commercial and retail hubs
- Access and inclusion principles should be embedded into the design and delivery of all capital works
- Council playgrounds should continue to be upgraded to improve accessibility
- The needs of people with sensory or respiratory sensitivities should be supported and Council should investigate ways to improve access to Council buildings and events

### What we will do:

- Embed access and inclusion principles into key Council planning documents, including the Special Entertainment Precinct (SEP) masterplan and the Developmental Control Plan (DCP)
- Deliver an adult accessible changing place within the North Sydney LGA
- Upgrade Council playgrounds to be more inclusive and accessible and embed access and inclusion principles into the design and development of all playgrounds
- Upgrade key footpaths and walkways to improve access and walkability- particularly close to transport, retail and commercial hubs
- Deliver new accessible and inclusive public spaces at Berry's Bay foreshore
- Deliver laneway upgrades in North Sydney CBD to improve accessibility and safety
- Rebuild and renew heritage bus shelters to improve accessibility
- Develop a framework to support the implementation of sensory spaces in all major Council events
- Explore opportunities to provide chemical and fragrance free spaces at all Council facilities
- Develop a Council wide wayfinding strategy using universal design principles
- Develop and implement a Council wide Disability Parking Policy

### 3. Employment

Inclusive employment practices play a key role in supporting workforce participation, independence and economic security for people with disability. Under this focus area, Council will work to remove barriers to employment and career progression and, strengthen organisational capability to create a welcoming, inclusive and supportive workplaces where people with disability can thrive.

#### What we heard:

- Support for implementing a disability mentorship program within Council
- A need to explore opportunities to create flexible roles that are more inclusive for people with disability
- Interest in broadening traineeship and cadetship programs to create meaningful pathways for employment for people with disability into Council roles
- The importance of a communications initiative to enhance staff awareness of inclusive employment practices
- A recommendation to review Council's employee handbook and induction practices to ensure alignment with contemporary best practice in disability inclusion.

#### What we will do:

- Establish a sustainable traineeship and cadetship program to create meaningful pathways to employment for people with disability within Council
- Review Council's Employee Handbook, recruitment processes and induction practices to ensure they align with contemporary best practice in disability inclusion
- Review and improve Council's approach to collecting workforce data on disability to better understand representation, identify barriers and inform inclusive employment practices
- Develop and implement a communications initiative to enhance staff awareness and understanding of Council's inclusive employment practices.



Caption: A man in a wheelchair is giving a talk to school children in the Coal Loader tunnels

## 4. Systems and Processes

Accessible systems and processes enable people with disability to interact with Council independently, confidently and with dignity. Under this focus area, Council will strengthen the accessibility of information, communications, digital platforms, governance structures, policies and internal systems.

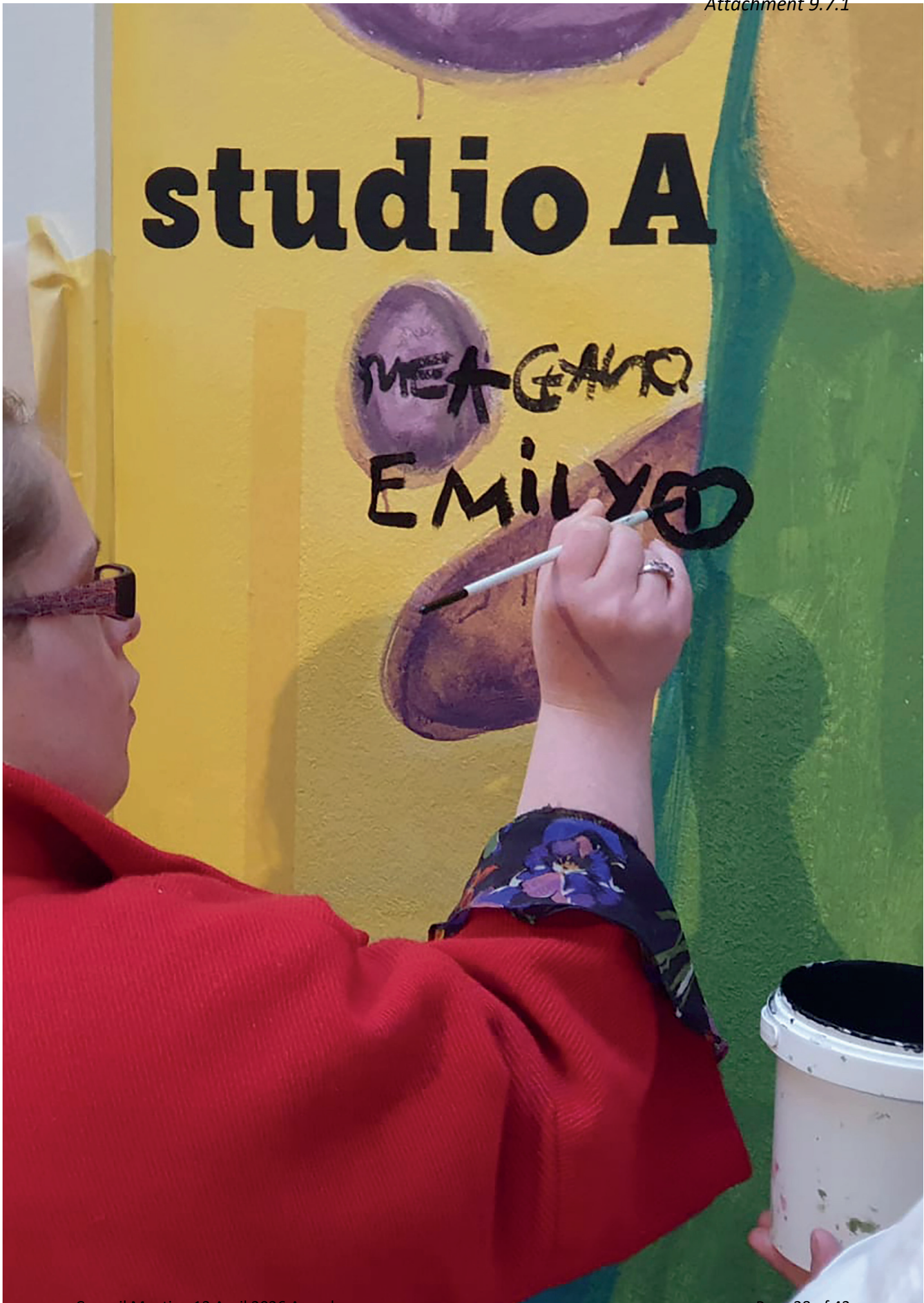
### What we heard:

- Council should review its recruitment processes for all Committees of Council to ensure they are accessible and inclusive
- A person with disability and/or disability advocate should participate in the Traffic and Transport Committee
- Council should ensure transparency and clear communication regarding the development and implementation of this Plan
- Accessibility checklists and guidelines are needed to support staff in embedding access and inclusion principles into their work
- All Council documents should include visual representation of people with disability, including those with non-visible disabilities
- Council's bookings systems are not currently accessible and should be upgraded to ensure they are accessible, inclusive and user friendly.

### What we will do:

- Implement digital community information screens in Civic Park
- Ensure all key Council documents are provided in accessible formats and feature inclusive representation of people with disability
- Review Council's bookings systems to ensure they are accessible, inclusive and user friendly
- Ensure DIAP actions are embedded into Council's strategic planning documents
- Establish a DIAP Implementation Working Group to oversee and monitor the implementation and report progress of this Plan.

Caption: Studio A artist Emily signs her name on a painting



# Actions

## Positive Attitudes and Behaviours

Focus area	Action	Owner	Delivery Plan Action	Deliverables
Training and Capacity Building	1.1.1: Participate in the Hidden Disability Sunflower program to build awareness and understanding of non-visible disabilities across Council.	People and Culture	G 7.3	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Registration with Hidden Disability Sunflower Program</li> <li>Training delivery to frontline staff</li> <li>Internal and external communications campaign</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Monitoring and evaluation</li> </ul>
	1.1.2: Explore partnership opportunities with specialist providers to build staff and community awareness around mobility, wayfinding and safe travel for people with disability.	People and Culture	G 7.3	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Identifying potential partners</li> </ul> <p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Co-design of resources</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Delivery of training to staff and community</li> <li>Monitoring and evaluation</li> </ul>
	1.1.3: Design and deliver experiential learning opportunities lead by people with disability to support Council staff to better understand how people with disability access and experience Council services, facilities and public spaces.	People and Culture	G 7.3	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Identifying potential partners</li> </ul> <p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Co-design of resources</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Delivery of training to staff and community</li> <li>Monitoring and evaluation</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	1.1.4: Incorporate disability confidence training into resources delivered to volunteers through a digital volunteer hub.	Community Resilience and Sustainability	SI 3.7	<p><b>Years 2–3</b></p> <ul style="list-style-type: none"> <li>Develop and deliver a digital volunteer hub</li> <li>Embed previously acquired disability training into digital volunteer hub</li> </ul> <p><b>Years 4</b></p> <ul style="list-style-type: none"> <li>Monitoring and evaluation</li> </ul>
<b>Creating Inclusive Communities</b>	1.2.1: Develop and implement a recognition program for businesses, community organisations and individuals who have significantly contributed to improving access and inclusion.	Community Resilience and Sustainability	SI 1.7	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Establishment of project scope</li> <li>Establishment of assessment process</li> <li>Development of program materials</li> </ul> <p><b>Years 3</b></p> <ul style="list-style-type: none"> <li>Launch of annual award category through NS Community Awards</li> <li>Public recognition of award through communications channels</li> </ul>
	1.2.2: Review Council's communication approach to improve accessibility.	Customer and Communications	SI 3.1	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Review of Council's internal and external communications channels to identify accessibility barriers and gaps</li> <li>Development and implementation of accessible communications guidelines</li> </ul> <p><b>Years 2–4</b></p> <ul style="list-style-type: none"> <li>Monitoring and review of accessible communications standards and development of further resources where necessary</li> </ul>
	1.2.3: Enhance Council's website to provide a central, accessible location that consolidates clear, up-to-date accessibility information about Council services, events and facilities	Customer and Communications	SI 1.11	<p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Review of all Council services, events and facilities to capture all accessibility information</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Development of central accessibility hub on Council's website containing clear, accessible information about Council services, events and facilities</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	1.2.4: Develop and implement a communications plan informed by community insights that outlines preferred mediums, accessibility considerations and promotion standards for Council communications and engagement	Customer and Communications	SI 1.6	<p><b>Years 3</b></p> <ul style="list-style-type: none"> <li>Collaborate with people with disability to develop accessible communications guidelines and resources promoting information about Council events, services and facilities.</li> </ul> <p><b>Years 4</b></p> <ul style="list-style-type: none"> <li>Integration of access information into event promotions, booking platforms and Council's accessibility hub.</li> </ul>

## Liveable Communities

Strategic Planning	2.1.1: Embed access and inclusion principles into the design, development and implementation of any proposed Special Entertainment Precinct (SEP) in North Sydney	Strategic Planning	ED 4.14	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Engagement with Access and Inclusion Committee to inform access and inclusion considerations on any proposed precinct</li> <li>Development of access and inclusion principles specific to any proposed SEP</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Embedding of access and inclusion principles into the design and implementation of any proposed SEP</li> </ul>
	2.1.2: Undertake a review of Council's planning controls, including the North Sydney Developmental Control Plan, to determine whether current requirements reflect best practice and effectively deliver adaptable and universally designed housing.	Strategic Planning	H 3.4	<p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Desktop review of existing planning controls relating to universal design and adaptable housing.</li> <li>Benchmarking against contemporary best practice standards</li> <li>Engagement with internal stakeholders to identify implementation challenges and opportunities</li> </ul> <p><b>Years 3</b></p> <ul style="list-style-type: none"> <li>Consultation with people with disability and advocates and housing providers to inform the review</li> <li>Preparation of a review report outlining findings, gaps and recommendations for improvement</li> </ul> <p><b>Years 4</b></p> <ul style="list-style-type: none"> <li>Implementation of report outcomes</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	2.1.3: Embed access and inclusion principles into the development of all major strategic planning projects.	Strategic Planning	SI 2.1	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Engage with internal stakeholders and the Access and Inclusion Committee to develop access and inclusion guidelines for major strategic planning projects</li> </ul> <p><b>Years 2–4</b></p> <ul style="list-style-type: none"> <li>Embedding of access and inclusion guidelines and principles into all major strategic planning projects</li> <li>Continued engagement with the Access and Inclusion Committee and community to inform design and implementation</li> </ul>
<b>Accessible and Inclusive Infrastructure</b>	2.2.1: Design and construct a fixed adult accessible changing place in the North Sydney LGA.	Capital Projects and Asset Management	O 3.7	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Scoping of suitable location for adult accessible changing place</li> <li>Complete design of adult accessible changing place in line with Changing Places Design Specifications</li> <li>Confirmation of eligibility and application for funding under the Accessible Australia Initiative</li> </ul> <p><b>Years 3</b></p> <ul style="list-style-type: none"> <li>Construction of an adult accessible changing place in North Sydney</li> <li>Registration of the facility on the national Changing Places map and inclusion in Council’s accessibility portal</li> </ul>
	2.2.2: Upgrade Council playgrounds to be more inclusive by embedding universal design principles into playground design, equipment selection and supporting amenities.	Capital Projects and Asset Management	O 3.1, 03.3	<p><b>Years 1–4</b></p> <ul style="list-style-type: none"> <li>Prioritisation of playgrounds for upgrade based on need, location, usage and equity across the LGA</li> <li>Delivery of staged playground upgrades, incorporating inclusive play equipment and amenities</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	2.2.3: Upgrade key footpaths and walkways in the North Sydney LGA to improve access and walkability- particularly those close to transport, retail and health hubs	Capital Projects and Asset Management	T 1.1, 1.5	<b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Delivery of staged footpath and walkway upgrades incorporating accessible gradients, compliant kerb ramps, tactile ground indicators and improved lighting and wayfinding.</li> </ul>
	2.2.4: Work with Transport for NSW to deliver new accessible public space through the Berry's Bay project. This project includes the fit out of Woodley's Shed as a community facility.	Capital Projects and Asset Management	SI 2.6	<b>Years 1–2</b> <ul style="list-style-type: none"> <li>• Delivery of accessible and inclusive public spaces in Berry's Bay Foreshore</li> </ul>
	2.2.5: Deliver upgrades to key North Sydney CBD laneways to improve accessibility, safety and amenity.	Capital Projects and Asset Management	ED 1.5	<b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Engagement with people with disability and Access and Inclusion Committee to inform implementation priorities and user experience</li> <li>• Delivery of construction works to upgrade selected laneways in accordance with accessible design standards</li> </ul>
	2.2.6: Rebuild and renew heritage style bus shelters across North Sydney LGA to improve accessibility.	Capital Projects and Asset Management	T 2.11	<b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Delivery of rebuild and renewal of heritage style bus shelters to meet accessibility standards.</li> </ul>
	2.2.7: Work with Neutral Bay Village landowners to deliver a new accessible Neutral Bay Community Centre.	Strategic Planning	SI 2.8	<b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Subject to a review of Planning Proposals and associated Voluntary Planning Agreements, advocate for the delivery of an accessible Neutral Bay Community Centre, informed by community consultation and contemporary universal design guidelines.</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	2.2.8: Consider accessibility improvements within scheduled asset renewal works at North Sydney Oval, focusing on key amenities including seating, corporate facilities and public toilets.	Capital Projects and Asset Management	O 4.10	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Engage with the Access and Inclusion Committee to inform the prioritised scope of upgrade works for the North Sydney Oval facility</li> <li>Include the development and implementation of accessibility upgrades into funding advocacy efforts for facility upgrades</li> </ul> <p><b>Years 2–4</b></p> <ul style="list-style-type: none"> <li>Pending the provision of grant funding, deliver renewal and upgrades of the North Sydney Oval facility to improve accessibility of key amenities</li> </ul>
<b>Accessible Services, Events and Facilities</b>	2.3.1: Deliver a framework to support the implementation of sensory spaces at all major Council events	Arts, Library and Events	SI 3.2	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Review current event planning frameworks to identify opportunities for improvement in the implementation of sensory spaces</li> <li>Develop a sensory spaces framework outlining principles and minimum standards for Council events.</li> <li>Creation of practical tools such as checklists and signage standards to support implementation.</li> <li>Engagement with Access and Inclusion Committee to inform the development of all materials</li> </ul> <p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Pilot delivery of sensory spaces at select events to test and refine framework</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Rollout of sensory framework at all Council events</li> <li>Continuous monitoring and review</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	2.3.2: Explore opportunities to provide chemical and fragrance-free spaces at suitable Council events and facilities.	Arts, Library and Events	SI 3.2	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Review of current Council practices relating to procurement of cleaning products and air fresheners, event set ups and facilities management.</li> </ul> <p><b>Years 2</b></p> <ul style="list-style-type: none"> <li>Development of chemical and fragrance-free guidelines outlining principles, minimum standards and practical implementation measures.</li> <li>Identification of suitable locations within Council facilities and events where chemical and fragrance-free spaces can be provided</li> <li>Pilot implementation of chemical and fragrance-free spaces at select Council facilities and events.</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Full rollout of chemical and fragrance-free spaces in identified events and facilities.</li> <li>Monitoring and review of guidelines and practices.</li> </ul>
	2.3.3: Identify opportunities and implement projects to become an exemplar in the access and inclusion of Council programs, services, events and facilities.	Community Resilience and Sustainability	SI 3.2	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Desktop review of best practice initiatives being implemented by other government organisations and other relevant examples.</li> <li>Engagement with people with disability and the Access and Inclusion Committee to identify opportunities of best practice in access and inclusion.</li> </ul> <p><b>Years 2–4</b></p> <ul style="list-style-type: none"> <li>Development and implementation of identified projects to become an exemplar in the access and inclusion of Council services, events and facilities.</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
	2.3.4: Explore new opportunities in the North Sydney LGA for free, safe and accessible study spaces for students in primary school, high school and university.	Community Resilience and Sustainability	SI 2.17	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Engagement with educational institutions, local community stakeholders to identify potential accessible study spaces.</li> <li>Engagement with students and young people to identify priorities for the provision of accessible study spaces.</li> </ul> <p><b>Years 2–4</b></p> <ul style="list-style-type: none"> <li>Design and implementation of accessible study spaces in North Sydney LGA</li> <li>Communication of available accessible study spaces through communications channels.</li> </ul>
<b>Accessible Transport</b>	2.4.1: Subject to funding undertake a holistic review of parking in the LGA, including on-road and in council operated carparks and consider how to best improve disability parking in North Sydney.	Traffic and Transport	T 3.7	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Conduct a holistic review of parking in the LGA and provide a report to Council with recommendations</li> <li>Engage with people with disability and the Access and Inclusion Committee to understand the needs of people with disability and inform the recommendations of the report.</li> </ul>
	2.4.2: Develop a 'parking space hierarchy' for commercial and residential streets to ensure that space is available for those who need it, such as disability parking, loading zones and outdoor dining.	Traffic and Transport	T 3.7	<p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Using the outcomes of the holistic review of parking in 2.4.2, develop a parking space hierarchy to ensure that space is available for those who need it.</li> </ul>
	2.4.4: Develop and implement a Council-wide Disability Parking Policy to ensure consistent, equitable and accessible provision of disability parking.	Traffic and Transport	T 3.7	<p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Using the outcomes of the holistic review of parking in 2.4.2, develop a disability parking policy to ensure consistent, equitable and accessible provision, management and enforcement of disability parking.</li> <li>Engage with people with disability and the Access and Inclusion Committee to inform the development of the policy.</li> <li>Develop internal guidance materials for staff and contractors involved in parking design, approvals and enforcement.</li> </ul>

Focus area	Action	Owner	Workforce Plan Action	Deliverables
<b>Employment</b>				
<b>Inclusive Employment</b>	3.1.1: Investigate opportunities to implement sustainable pathways of employment of people with disability within Council	People and Culture	1.4.1	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Review existing Council workforce structures, entry level roles and employment pathways suitable for inclusive employment opportunities.</li> </ul> <p><b>Years 2–3</b></p> <ul style="list-style-type: none"> <li>Develop a sustainable inclusive employment model model, including eligibility, recruitment processes, support arrangements and progression pathways</li> <li>Engage with the Access and Inclusion Committee to ensure the eligibility criteria, recruitment processes and support arrangements are accessible and inclusive.</li> <li>Identify host teams across Council willing to participate in the program</li> </ul> <p><b>Years 4</b></p> <ul style="list-style-type: none"> <li>Deliver a pilot sustainable inclusive employment program with intakes, structured supervision, mentoring and on the job support.</li> </ul>
<b>Inclusive Workplace</b>	3.2.1: Undertake a review of Council's Employee Handbook, recruitment processes and induction practices to ensure they align with contemporary best practice in disability inclusion.	People and Culture	4.3.1	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Review the Employee Handbook, recruitment policies and induction materials to identify opportunities to better align with contemporary best practice in disability inclusion</li> <li>Undertake benchmarking against contemporary best practice, relevant legislation and inclusive employment standards.</li> <li>Engage people with disability, disability employment specialists and staff networks to inform the review process.</li> </ul> <p><b>Years 3</b></p> <ul style="list-style-type: none"> <li>Deliver an updated Employee Handbook and accessible recruitment and induction materials.</li> </ul>

Focus area	Action	Owner	Workforce Plan Action	Deliverables
	3.2.2: Review and improve Council's approach to collecting workforce data on disability to better understand representation, identify barriers and inform inclusive employment practices.	People and Culture	Delivery Plan G 6.1	<b>Years 1–2</b> <ul style="list-style-type: none"> <li>• Audit existing disability data collection practices and identify gaps and barriers to disclosure.</li> <li>• Develop a consistent, privacy focused approach to collecting disability workforce data across recruitment, onboarding and employment</li> <li>• Implement clear, inclusive disability disclosure questions with guidance on purpose, use and confidentiality.</li> <li>• Establish a baseline of disability representation in Council's workforce and use workforce data to identify barriers and inform inclusive recruitment, retention and workplace adjustment practices.</li> </ul>
	3.2.3: Develop and implement a communications initiative to enhance staff awareness and understanding of Council's inclusive employment practices.	People and Culture	Delivery Plan SI 3.1	<b>Years 3–4</b> <ul style="list-style-type: none"> <li>• Create accessible communications materials including case studies, staff stories, etc.</li> <li>• Integrate inclusive employment content into established internal communications channels</li> <li>• Engage with staff with lived experience with disability to inform and co-create content where appropriate and consented.</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
<b>Systems and Processes</b>				
<b>Accessible and Inclusive Information</b>	4.1.1: Implement a digital community information screen pilot project in Civic Park.	Customer and Communications	SI 1.8	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Conduct a feasibility assessment for accessible digital information screens in Civic Park, including technical, accessibility, maintenance and cost considerations.</li> <li>Engage with accessibility, wayfinding and digital technology specialists to identify best practice inclusive design features</li> <li>Engage with the Access and Inclusion Committee to inform functionality, placement and user experience</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Installation of pilot accessible digital information screens in Civic Park</li> </ul>
	4.1.2: Ensure that all of Council's key documents and digital information are provided in accessible formats and include inclusive imagery that represents people with disability.	Customer and Communications	SI 3.1	<p><b>Years 1–2</b></p> <ul style="list-style-type: none"> <li>Audit Council's key documents, templates and digital information against accessibility standards.</li> </ul> <p><b>Years 3–4</b></p> <ul style="list-style-type: none"> <li>Deliver updated key documents and digital information in alignment with the outcomes of the communications review outlined in 1.2.2.</li> </ul>
	4.1.3: Review Council's bookings systems to ensure they are accessible, inclusive and user friendly	Customer and Communications	O 4.6	<p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Conduct a review of Council's current bookings systems against digital accessibility standards</li> <li>Identify accessibility barriers such as screen reader incompatibility, complex navigation or unclear instructions</li> <li>Engage with people with disability to test booking systems and provide lived experience feedback</li> </ul> <p><b>Years 1</b></p> <ul style="list-style-type: none"> <li>Deliver updated accessible and inclusive bookings systems.</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
<b>Accessible and Inclusive Governance</b>	4.2.1: Embed the perspectives of people with lived experience of disability into key decision-making processes relating to pedestrian transport, mobility and public safety.	Traffic and Transport	SI 3.2	<b>Years 1–2</b> <ul style="list-style-type: none"> <li>Formalise a referral pathway requiring all major pedestrian transport and public domain upgrade projects to be presented to a lived experience advisory mechanism at concept design stage.</li> </ul>
	4.2.2: Embed inclusive and equitable recruitment practices into Council's STAR Committees and other advisory bodies.	Corporate Governance	G 3.4	<b>Years 1</b> <ul style="list-style-type: none"> <li>Review existing recruitment processes, eligibility criteria and application methods for committees of Council.</li> <li>Identify barriers to participation for people with disability</li> <li>Engage with people with disability and existing committee members to inform the review</li> <li>Develop inclusive recruitment guidelines for advisory bodies and committees of Council including accessible application options and clear support pathways</li> <li>Update recruitment materials to include plain language, accessible formats and clear information about available adjustments and supports</li> </ul>

Focus area	Action	Owner	Delivery Plan Action	Deliverables
<b>Access and Inclusion in Strategic Planning</b>	4.3.1: Ensure that actions from the Disability Inclusion Action Plan (DIAP) are systematically incorporated into future Council Delivery Plans and Operational Plans.	Corporate Governance	G 1.2	<b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Mapping of DIAP items against future Operational Plan items</li> <li>• Alignment of DIAP reporting with Council’s existing quarterly and annual reporting frameworks</li> <li>• Integration of DIAP items into budget and workforce planning processes</li> </ul>
	4.3.2: Establish a DIAP Implementation Working Group to provide oversight of the DIAP, monitor progress and report regularly to Council on action status and outcomes.	Community Resilience and Sustainability	G 1.2	<b>Years 1</b> <ul style="list-style-type: none"> <li>• Establishment of a DIAP Implementation Working Group with clear purpose, scope and governance arrangements</li> <li>• Development and endorsement of a terms of reference outlining membership, roles, reporting lines and meeting frequency</li> <li>• Appointment of representatives from relevant business units responsible for DIAP actions</li> </ul> <b>Years 1–4</b> <ul style="list-style-type: none"> <li>• Half yearly meetings to review progress against the DIAP tracking documents</li> <li>• Preparation of half yearly progress reports summarising achievements, risks, delays and next steps</li> </ul>



