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# North Sydney Council

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## Disability Inclusion Action Plan

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2016 - 2019

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## MAYORAL MESSAGE

I am delighted to introduce North Sydney Council's **Disability Inclusion Action Plan 2016 - 2019**. This Plan outlines Council's commitment over the next three years to changes that will make our area and services more welcoming and accessible.

NSW is currently undergoing a period of major reform in the disability sector. As part of this reform the *NSW Disability Inclusion Act 2014* (DIA) was enacted, which legislates that all State and Local Government departments must undertake disability inclusion action planning. This plan must be developed by 1 July 2017.

Council has a long-standing commitment to improving the lives of people with disability. Over the years we have developed several disability action plans, a Charter for Universal Access and established reference groups and committees to advise Council on barriers to access and ways to address these.

While the development of this plan is legislated by the NSW Government, we are not just ticking a box. One in five people in Australia have some form of disability and that statistic is reason enough to commit to developing and implementing a Disability Inclusion Action Plan.

This Plan spans the work of all departments across Council. The strategies and actions outlined here will be translated into practical changes on the ground that will influence everything from the way we recruit through to the way we communicate.

I believe the implementation of this Plan will make a tangible difference to the people who live with disability and I am pleased to comment it to you.

Clr Jilly Gibson  
Mayor



## ABOUT THIS PLAN

North Sydney Council's **Disability Inclusion Action Plan 2016 - 2019** has been designed to identify key aims and actions across Council that will endeavour to create a workplace and a community that has access and inclusion at the core of decision making. Guided by the NSW Government, the key outcomes identified in this plan focus on the following areas; Liveable Communities, Systems and Processes, Employment and Attitudes and Behaviours.

Whilst the emphasis of the plan is on how we can make our community more welcoming to all members of the community it also highlights the need to create a workplace that echoes a similar sentiment. We want to create a workplace that supports an ageing workforce and be seen as an employer of choice to people with disability.

## HISTORY OF NORTH SYDNEY COUNCIL

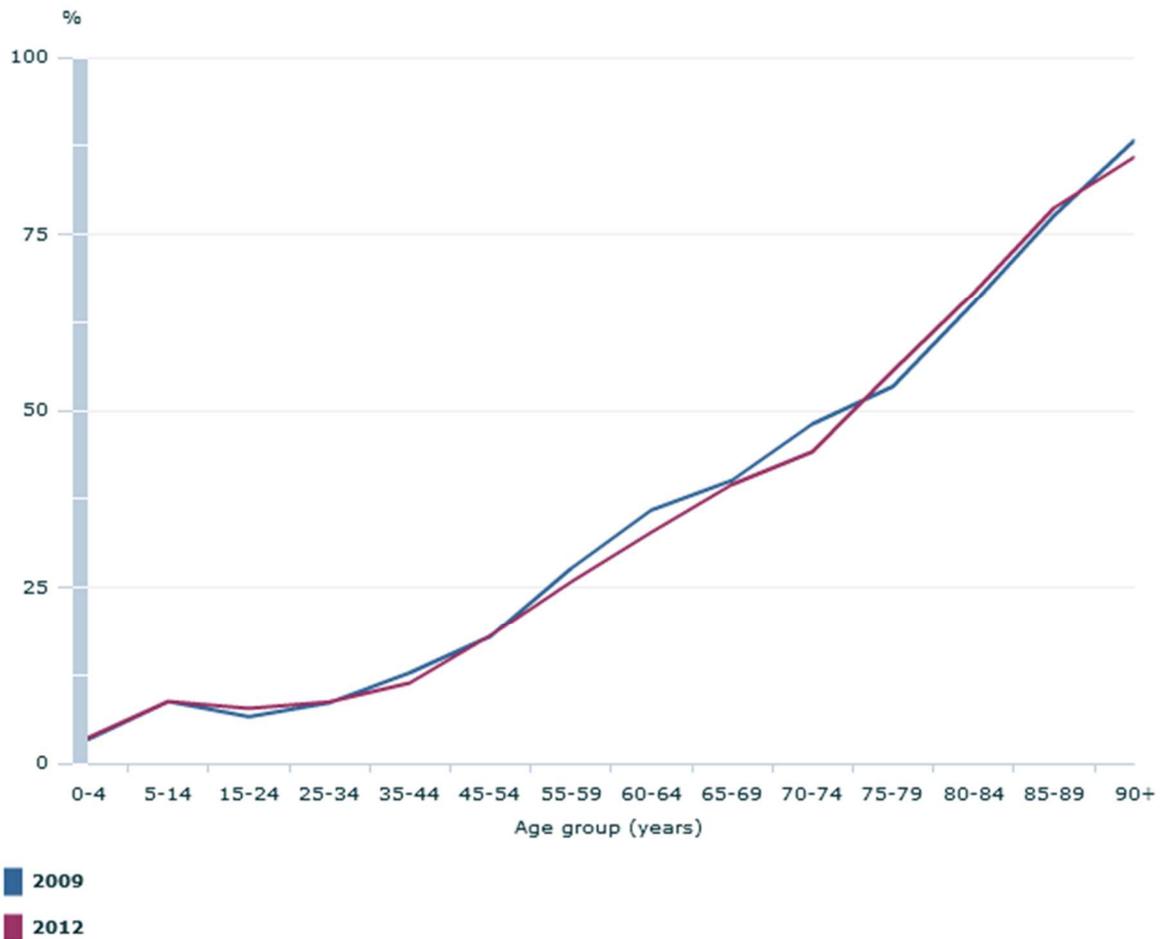
The North Sydney Local Government Area is located on the northern side of Sydney Harbour, and covers ten square kilometres. It is both urban and green in character, comprising two Central Business Districts (CBDs), smaller suburban centres, residential areas, parks and open spaces.

North Sydney has a population of 70,339 people and is characterised by its attractiveness to a range of ages, especially young adults seeking employment and access to services and facilities, resulting in a proportionally higher number of lone person households compared to the State average.



ABS data from the 2011 Census estimate 7686 residents in North Sydney, that is 11.3% of residents, have some form of disability. Coupled with an ageing demography and the knowledge that over 50% of Australians aged 65 and over report living with a disability, it is imperative that we plan for this and seek to create a community that promotes universal access and accommodates the needs of all residents and visitors.

**Graph 1 - Disability rate by age - 2009 & 2012**



ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings-2012

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*“We need to focus on creating age friendly communities, a community where older people can age in place”*

*Aged and Disability Service Provider*

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## OUR MISSION

To be leading edge in serving the community of North Sydney by caring for its assets, improving its appearance and delivering services to people in a financially, socially and environmentally responsible manner.

## OUR CORE VALUES

### SUSTAINABILITY

equity, preservation, justice and precaution

### COMMUNITY SERVICE

efficiency, effectiveness and responsiveness

### OPEN GOVERNMENT

transparency and accountability

### COMMUNITY PARTICIPATION

consultation and involvement

### ETHICAL CONDUCT

honesty and integrity

### JUSTICE

fairness and equity

### QUALITY

innovation and excellence

### TEAMWORK

cooperation and respect

## CHARTER FOR UNIVERSAL ACCESS

ALL FACILITIES AND SERVICES MANAGED BY NORTH SYDNEY COUNCIL WILL ALLOW USE BY PEOPLE WITH DIVERSE ABILITIES AND PROVIDE ACCESS TO THE GREATEST EXTENT POSSIBLE

ALL DEVELOPMENT APPLICATIONS AND CONSENTS WILL COMPLY WITH ACCESS STANDARDS

NORTH SYDNEY COUNCIL WILL APPLY BEST PRACTICE ACCESS STANDARDS WHEN DESIGNING AND MODIFYING ITS FACILITIES

NORTH SYDNEY COUNCIL WILL CONSULT WITH CONSUMERS AND STAKEHOLDERS IN THE DESIGN AND PLANNING OF FACILITIES AND SERVICES

INFORMATION ON NORTH SYDNEY COUNCIL FACILITIES AND SERVICES WILL BE MADE AVAILABLE IN ACCESSIBLE FORMATS WHEN REQUIRED

ALL NORTH SYDNEY COUNCIL AND COMMUNITY CENTRE STAFF WILL RECEIVE INFORMATION AND TRAINING ABOUT UNIVERSAL ACCESS PRINCIPLES

NORTH SYDNEY COUNCIL WILL PROMOTE PRINCIPLES OF UNIVERSAL ACCESS TO ALL LEVELS OF GOVERNMENT AND THROUGHOUT THE COMMUNITY

NORTH SYDNEY COUNCIL WILL REPORT ON STRATEGIES THAT PROMOTE AND INCREASE UNIVERSAL ACCESS IN THE NORTH SYDNEY COUNCIL

## POLICY AND LEGISLATIVE FRAMEWORK

The context for all NSW Disability Inclusion Actions Plans is embedded in the following conventions, laws, schemes, policies, procedures and guidelines:

### INTERNATIONAL

- UN Convention on the Rights of Persons with Disabilities (UNCRPD)

### COMMONWEALTH

- *Disability Discrimination Act 1992 Cwth (DDA)*
- *Disability Services Act 1986 Cwth (DSA)*
- *National Disability Insurance Scheme Act 2013 Cwth*

### NATIONAL

- National Disability Insurance Scheme (NDIS)
- National Disability Strategy (NDS)

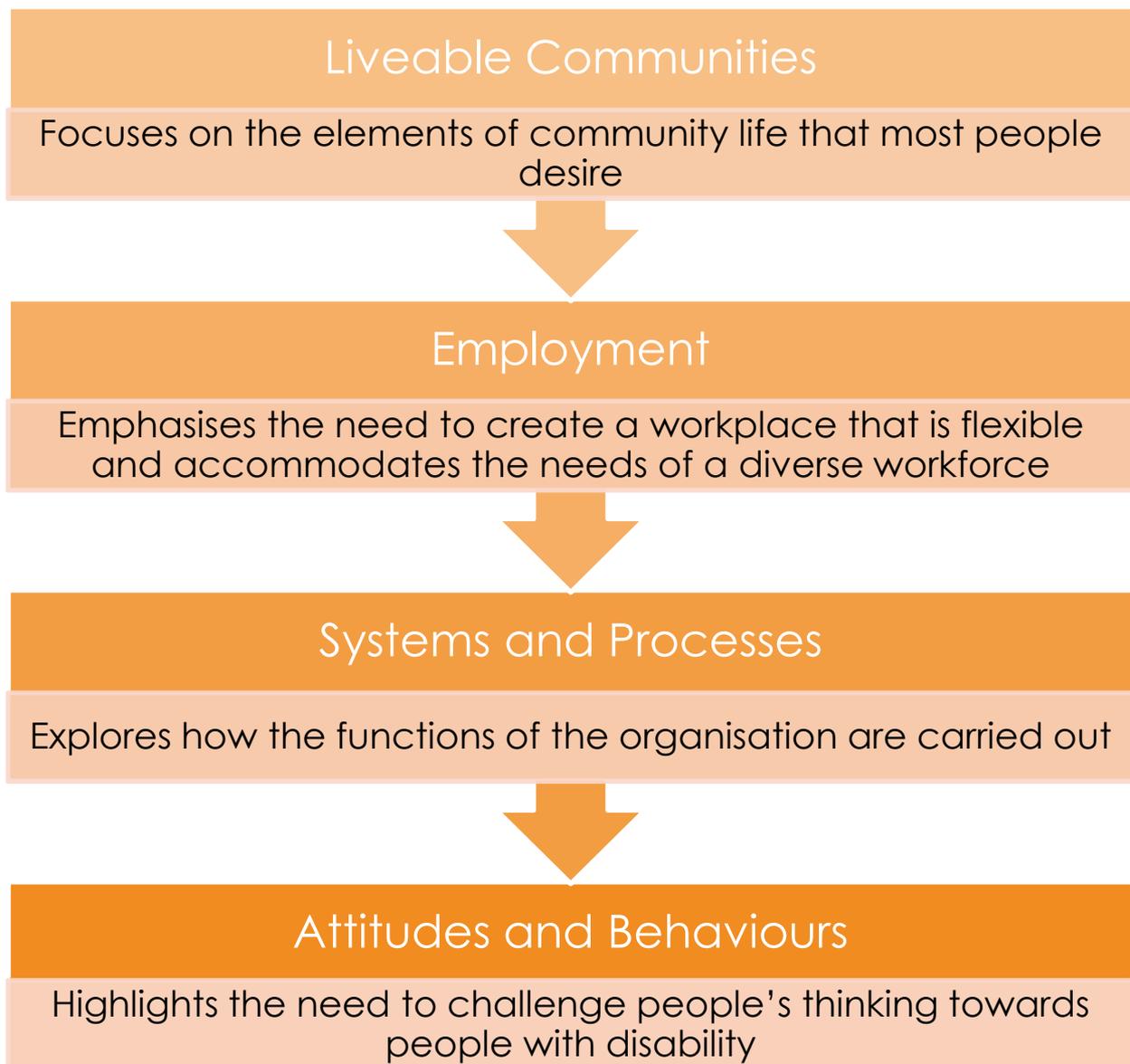
### STATE

- *Anti-Discrimination Act 1977 NSW (ADA)*
- *Disability Inclusion Act 2014 NSW (DIA)*
- *Government Sector Employee Act 2013 NSW (GSEA)*
- NSW Disability Inclusion Plan (NSW DIP)
- NSW Public Sector Capability Framework



## GUIDING PRINCIPLES

The guiding principles that embody this plan were developed by the NSW Government Department of Family and Community Services and underpinned by the legislative framework mentioned above. The following key areas form the basis of our plan.



Within each of these key areas a broad range of aims and actions have been developed, spanning across departments, each focusing on different aspects of service delivery.

## DEFINITION

The *Disability Discrimination Act 1992* defines disability as:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour

## CONSULTATION AND ENGAGEMENT PROCESS

To ensure Council developed a DIAP that was meaningful and deliverable numerous forms of consultation occurred, including both internal and external consultation.

Council's senior leadership team was consulted at the outset, providing opportunity for strategic input in the early phases.

From here, Council undertook both internal and external consultation, to ascertain the views, ideas, thoughts and comments of Council staff and interested members of the community.

Three community consultations took place at various times and in different locations across the LGA. Meetings were held at Council chambers, the Crows Nest Centre and Stanton Library and were well attended and represented by people with disability, carers, service providers and members of the community with an interest in the subject. People were also invited to provide input in other formats.

Two staff consultations also occurred, providing opportunity for Council staff to have input into the plans. Managers and Team Leaders were encouraged to promote these consultations and support staff to attend.

At the conclusion of the consultation phase the DIAP Steering Committee was formulated. Made up of fifteen staff members across all divisions of Council the

Steering Committee were instrumental in developing the plan and providing insight and expertise from their division.

## GOVERNANCE AND ACCOUNTABILITY

Monitoring and reporting is vital in ensuring we deliver on this plan and are held accountable. The DIAP Implementation Committee has committed to meeting on a will monthly basis to monitor the progress of departments in fulfilling their requirements of the plan. The Implementation Committee will also be responsible for compiling quarterly reports that will be submitted to Council's management team.

Whilst the desired outcomes and strategies have been established, the appropriateness and effectiveness of this strategy need to be continually assessed over the lifespan of the DIAP and changed if necessary.

As a live document, we continue to welcome input, feedback and suggestions from the community about how we can continue to make North Sydney a more inclusive and welcoming place for all.



## 1. LIVEABLE COMMUNITIES

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome
<b>Premises, paths and open spaces are barrier free and inclusive of people with disability</b>	1.1 Identify which premises (including council owned community centres) have existing audits of access features and barriers and identify any outstanding audits	March 2017	Community Development, Property Assets and Community Centres	Relevant documents reviewed and analysis of findings undertaken	Review undertaken and list of premises in priority order produced
	1.2 Review the existing audits of access features and barriers of major premises.	March 2017	Property Assets and Manager of Premises	Relevant documents reviewed and analysis of findings undertaken	Time-framed plan developed to remove identified barriers within three year plan
	1.3 Undertake audits of premises and facilities that have not previously been audited	July 2017	Property Assets, NSOP	Access features and barriers identified via report or other evidence	Audit undertaken and priorities highlighted
	1.4 Develop an implementation plan to address issues identified in new and existing audits	August 2017	Property Assets, NSOP, Library	Access features and barriers identified via report or other evidence	Implementation plan developed and factored into respective budget
	1.5 Undertake works identified in the audit	June 2018	Property Assets, Manager of Project/Relevant Department	Access features and barriers removed	Improved access for all community members and visitors to the LGA
	1.6 Audit signage use across Council and ensure accessible way finding for all and inclusive language use	March 2017	Community Development and Property Assets	Accessible way finding implemented in and around Council buildings using inclusive language	Improved access for all community members and visitors to the LGA
	1.7 Develop implementation plan to address issues identified in audits	April 2017	Property Assets, Manager of		

			Project/Relevant Department		
	1.8 Undertake works identified in the audit	June 2018	Property Assets, Manager of Project/Relevant Department	Consistent accessible signage implemented in and around Council and Council-owned buildings	Improved access for all community members and visitors to the LGA
	1.9 Review DCP against dignified access, identify any gaps and ensure dignified access is incorporated into this process	March 2017	Compliance	DCP has been reviewed and dignified access has been incorporated (as required)	Dignified access is addressed at the beginning of all new builds and refurbishment projects
	1.10 Create an access checklist for the installation of all temporary works	TBC	Strategic Planning and Engineering	Procedures are followed to ensure the community is fully aware of how temporary works may impact on accessible travel	Sign posting and alternative routes of travel are provided to residents in various formats, including; at the site, on the website and in the local newspaper
	1.11 Identify where additional accessible public WC's are required	Sept 2017	Property Assets	Gap analysis complete and additional locations identified, with reference to previous studied commissioned by Council Develop implementation plan to create new amenities	Increased access for the community to accessible WC's
	1.12 Audit all accessible public bathrooms for dignified access and usability	Sept 2018	Property Assets, Community Development	Audit completed and implementation plan developed	Improved user experience for accessible WC's
	1.13 Develop implementation plan to carry out tasks identified from audit	Sept 2019	Property Assets	Implementation plan developed	Improved user experience for accessible WC's. Information made

					available on National Toilet Map
	1.14 Remove requirement for an MLAK key from all WC's	Sept 2017	Property Assets, Parks and Reserves	Barriers to use accessible WC's are removed	Improved access to accessible WC's
	1.15 Audit the access features and barriers of parks and open spaces, including accessible play equipment and fences around play areas.	Sept 2017	Parks and Reserves	Access features and barriers identified via report or other evidence.	Increased access for the community to parks and open spaces
	1.16 Develop an implementation plan to remove any barriers prioritise parks and open spaces as identified through the audit	Oct 2017	Parks and Reserves	Time-framed plan developed to remove identified barriers	Increased access for the community to parks and open spaces
	1.17 Schedule of works carried out as identified in implementation plan	Sept 2019	Parks and Reserves	Works carried out in accordance with schedule	Increased access for the community to parks and open spaces
	1.18 The access features and barriers of parks are detailed on Council's website	March 2017	Parks and Reserves/IT	Information is easily located on the website	Increased awareness, and subsequent usage, in the community of the access features of parks
	1.19 Audit all bus stops to identify access features and barriers	Sept 2018	Engineering	Access features and barriers identified via report or other evidence	Increased community participation
	1.20 Development implementation plan to address access features and barriers of bus stops	Oct 2018	Engineering	Time-framed plan developed to remove identified barriers	Increased community participation
	1.21 Works to remove barriers identified in audits are carried	Sept 2019	Engineering	Upgrading of bus stops occur within allocated time frames	Removal of barriers will ensure all bus stops in North Sydney

	out and overseen by project manager				are accessible to people of all abilities
	1.22 Undertake upgrade of Forsyth Park ramp	June 2017	Open Space & Environmental Services	Upgraded path will be completed and comply with Australian Standards	Increased access to Forsyth Park for all community members
	1.23 Upgrade of Primrose Park Arts Centre	June 2017	Community Development	Centre will be made accessible and comply with Australia Standards	Increased usage of all community members to the arts centre
<b>Events, public exhibitions and volunteer programs are accessible to people with disability</b>	1.24 Access features and barriers of events and exhibitions are communicated to the public	Ongoing	Communications and Events, Environmental Services, Community Development and Library, NSOP, IT	Information is easily accessed via website and promotional materials and is made available in different formats	Increased awareness in the community of the access features of events and exhibitions prior to arrival allowing people to plan in advance. Increased attendance and participation from the community with disability
	1.25 Events and exhibitions 'planning accessible events' checklist available on intranet and rolled out to all teams that manage or run any event or exhibition	Sept 2017 Ongoing	Communications and Events, Environmental Services, Community Development and Library, NSOP, IT	Checklist created and available on intranet. Demonstrated communications plan to relevant teams	An increase in the access features of events and exhibitions
	1.26 Update events templates online and on ECM to include accessibility requirements	March 2017	IT	All events listed on website will include details of accessibility features of the event	Community will be better informed of accessibility of events facilitated

					and promoted by Council
	1.27 Seek opportunities available to partner with disability organisations to create and/or enhance volunteer programs	Sept 2017	Environmental Services	Analysis of opportunities and linkages developed	Number of volunteer opportunities through these partnerships is tracked and measured

## 2. EMPLOYMENT

Aim	Action	Timeframe	Department Responsible	Evaluation Method	Outcome
<b>Unintended barriers to mainstream recruitment processes are removed</b>	2.1 Engage third party to review recruitment process from an applicant's perspective to identify any unintended barriers	February 2017	Workforce Planning	Confirm suitable recruitment review has been conducted and an implementation plan to incorporate recommendations has been carried out	Barriers to recruitment process removed. Attract and recruit from wider talent pool
	2.2 Develop checklist to ensure access and inclusion is considered throughout the recruitment process	June 2017	Workforce Planning	Checklist is available on the Intranet and can be accessed during recruitment	Barriers to recruitment process removed. Attract and recruit from wider talent pool
	2.3 Ensure workplace adjustments are embedded into end to end recruitment process	Sept 2017	Workforce Planning and Relevant Manager	Confirm process is embedded	Adjustments for staff are made as required
<b>There is a robust workplace adjustments policy and procedure</b>	2.4 Review workplace adjustments policy and procedure	March 2017	Workforce Planning	Review is complete and any recommendations have been implemented. An	Workplace adjustments are implemented as required.

				adjustments tracking process is in place.	The number of requests increases.
	2.5 Ensure all new and current managers and employees are aware of updated policy and procedure	June 2017	Workforce Planning	Policy and procedure are easily accessed on the Intranet. Communications strategy in place	Workplace adjustments are implemented as required. The number of requests increases.
<b>Staff have the opportunity to provide input and collaborate on projects to create a more inclusive and accessible workplace</b>	2.6 Establish an employee resource group / accessibility network / disability employee network	Sept 2017	Community Development	Established group meets on a quarterly basis (and as required). This group is open to all employees and is made known to all new employees during the recruitment phase	Network with established aims and objectives assists 'Implementation Committee' in the implementation of DIAP
<b>Increase opportunities are to increase the employment of people with disability</b>	2.7 Engage with the newly established disability resource group to identify sustainable programs and a phased approach of those programs to increase employment opportunities.	March 2019	Workforce Planning and Contracts Manager	Employee resource group engaged and progress reported on and reviewed. Programs identified.	Increased number of programs in place to identify pipeline talent for Council and contractors

### 3. SYSTEMS AND PROCESSES

<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Department Responsible</b>	<b>Evaluation Method</b>	<b>Outcome</b>
<b>Service delivery is adjusted to accommodate the needs of people with disability</b>	3.1 Create a process of arranging alternative formats of information for customers	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)	Confirm process is created and systematised and a request is run for each customer facing team to test the system in place	Customers with disability are able to understand key information related

			Community Development IT		to the services provided A list of alternative formats of communication is available for staff to consider
<b>Customers are aware that they can ask for accessible services and information</b>	3.2 Create a process to ensure customers can request adjustments to the delivery of services	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications) IT	Confirm process is created and systematised and a request is run for each customer facing team to test the system in place	Customers with disability can easily request accessible services A universal response to offer alternative formats is available
<b>Accessibility is considered in procurement decisions</b>	3.4 Identify procurement contracts which impact on employment and service delivery of people with disability and ensure those contracts stipulate the requirement to provide accessible goods and services	Sept 2017	Procurement	Confirm key contracts identified	Ability to target key suppliers to work towards enabling Council to meet its commitment to access and inclusion
	3.5 Identify a list of suppliers with accessible goods and services	Sept 2017	Procurement	Information compiled and made available to staff Preferred list of suppliers who support people with disability is available to all staff	Accessible goods and services are more easily procured
	3.6 All purchasing decisions consider accessibility. This is incorporated into policy and decision makers are held accountable	Sept 2017	Procurement	Accessibility requirements are outlined in Procurement Manual	Goods and services procured meet accessibility standards and/or have considered the needs of people with disability

	3.7 Information is provided to prospective tenderers on Council's accessibility requirements	Dec 2017	Contracts Management	Council's accessibility requirements are written into the tender process	Suppliers are aware of and are required to adhere to Council's expectations of service
<b>All employees have the opportunity to complete a Personal Emergency Evacuation Plan (PEEP)</b>	3.8 Ensure there is a process in place to support people with disability during any fire /evacuation process	June 2017	Work Health & Safety and Emergency Planning Committee	Confirm adequate central repository of PEEPs for each building. Confirm process is highlighted in Fire Warden and manager's training. Information about PEEPs included in the induction process. Annual review of PEEPs is conducted.	All employees that request a PEEP are aware that their needs are accommodated
<b>Website and intranet is barrier free for people with disability (WCAG 2.0 'AA' compliant)</b>	3.9 Audit website and intranet against the WCAG 2.0 guidelines to test for 'AA' compliance	Sept 2017	IT	Confirm external website and internal intranet are WCAG 2.0 AA compliant via report or other evidence	Improved usage and access of information through Council's website Minimum of five documents on Council's website are available in alternative formats Minimum of two significant videos on Council website are captioned
<b>Staff authoring web pages and Marketing materials develop accessible documents and information</b>	3.10 Guidelines are provided to staff on creating accessible information online and in hard copy	Sept 2017	IT	Guidelines are easily available and training delivered	Accessibility and inclusion is built into all marketing and communications materials

	3.11 Training is provided to all staff authoring web pages and creating printed marketing materials on how to create accessible information	Sept 2017	IT, Workforce Planning and External Providers to deliver training	Training is identified and delivered to relevant staff	Information on web is consistent and created in an accessible format
	3.12 A checklist is created to ensure all publications are created accessibly	Sept 2017	Communications/ IT	Checklist is available on the Intranet	Accessibility and inclusion is built into all Marketing and communications materials
<b>Visual and audio materials are accessible through captioning and visual description</b>	3.13 Select video and audio materials on the website and intranet are captioned and described and are accessible against the WCAG 2.0 'AA' guidelines	Sept 2017	IT and Governance	Test a selection of videos on website and Intranet.  Review report or evidence	AA compliance
	3.14 Prioritise the captioning and description of video and audio materials utilised in induction and learning and development	Sept 2018	IT and Governance	Review implementation plan for the updating of any videos used in on-boarding or learning and development	AA compliance
<b>Feedback, complaints and consultation mechanisms are accessible</b>	3.15 Ensure any online mechanisms are accessible against the WCAG 2.0 'AA' guidelines	Sept 2017	IT	Confirm compliance to WCAG 2.0 guidelines via report or other evidence	AA compliance
	3.16 Ensure various options for customers to communicate with Council including via the National Relay Service (NRS)	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)	Information is publicly available and easily accessed on Council website	The community can easily communicate with Council using their preferred method of communication
<b>Access and inclusion is embedded into project planning and council reporting</b>	3.17 Access and Inclusion is included in the development of project plans	Sept 2018	Governance	Barriers and other access and inclusion considerations will take place at the beginning of	Increased access for all community to benefit from Council projects

				the planning phase of a project	
<b>Guidance and advice is easily accessible during project work</b>	3.18 Advice and guidance regarding issues related to access and inclusion is made available to all staff	Ongoing	Community Development	Role of Access & Inclusion Coordinator is well informed to all staff	Increased communication between Community Development and other Departments

#### 4. ATTITUDES AND BEHAVIOURS

<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Department Responsible</b>	<b>Evaluation Method</b>	<b>Outcome</b>
<b>Senior leadership champion commitment to access and inclusion</b>	4.1 Disability awareness and confidence training is provided for executive teams	Sept 2018	MANEX	Awareness and training embedded into leadership training programs	Senior leadership team have an increased awareness and added confidence of access and inclusion
	4.2 Senior leaders raise the profile of access and inclusion in their communications by promoting the implementation of the 'Disability Inclusion Action Plan' in their teams	Sept 2018, Ongoing	MANEX		Council wide awareness of the plan and the successes of the plan
	4.3 A Champion is appointed and this is communicated across Council	Sept 2017	Community Development	Promoted through various internal communication channels including; Newscene, Intranet	Employees are aware of name and role of Champion

<b>Progress and outcomes of the plan are communicated</b>	4.4 Progress will be monitored, reviewed and reported and presented quarterly and annually by the implementation committee	Ongoing	Community Development	Progress reports prepared quarterly and made available	MANEX have understanding and awareness of progress of plan and successes
	4.5 Communication plan is created and implemented to share updates and success stories with Council and the community	Sept 2017	Implementation Committee	Reports created and communicated to MANEX. 'Implementation Committee' member presents quarterly	Awareness within workforce and community of Council's progress and success stories
	4.6 'Disability Inclusion Action Plan Implementation Committee' drives the implementation of the DIAP across Council	Ongoing	Community Development	'DIAP Implementation Committee' established. Confirm quarterly meetings occur and evaluation of progress via reports	Structured delivery of the plan
<b>Managers and employees have access to resources and training to raise awareness of and build capability in managing and supporting employees and customers with disability and in etiquette and communication</b>	4.7 Communication and etiquette training and/or resources is provided for employees with customer facing roles initially and then to managers and employees	Sept 2018	Workforce Planning	Confirm learning on disability awareness, etiquette and communication is launched, rolled out and track attendance and/or track access to resources	Increased awareness and added confidence to communicate with employees and customers with disability
	4.8 Provide resources to customer facing teams on 'Welcoming customers with disability'	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)	Resources are readily available both on intranet and in hard copy for teams	Increased awareness and confidence of customer facing teams to welcome customers with disability

					Awareness streamlined across Council to ensure all customers and serviced users have the same customer experience
	4.9 Through the National Relay Service (NRS), provide resources and education for customer facing teams on effectively communicating with customers via this service	Sept 2017	Customer Facing Teams (Customer Service, Library, NSOP, Events & Communications)	NRS promoted across customer facing teams	Customer facing teams are aware of and confident to use the NRS
	4.10 Information and resources relating to access and inclusion for managers and employees, including a 'Managers Guide', and information on creating an inclusive workplace are made available on the Intranet	March 2018	Community Development/ IT	Information and resources are available on the Intranet. Communication strategy is developed to inform employees of this resource and to advise of updates	Managers and employees feel supported and know who to contact for additional support
	4.11 Identify opportunities to raise awareness of access and inclusion within Council and the community such as for International Day of People with Disability, Mental Health Month and Hearing Awareness Week	Ongoing	Community Development	Information is available on Intranet portal and is published through other communication channels, i.e. Newscene, Social Mail	Divisions collaborate on events across the year
<b>Awareness of and early response to assist people experiencing mental illness in the workplace and community</b>	4.12 Provide resources and/or training to staff and managers on mental health in the workplace and community	Sept 2017	Workforce Planning and WHS	Confirm adequacy of resources and training provided to all employees	An increased awareness of mental health in the workplace and community
	4.13 Promote Council's EAP program and app to all Council staff	Sept 2017	Workforce Planning	Information is available on Intranet portal and is	Emotional wellbeing of staff is promoted and encouraged

				promoted through other communication channels	
<b>Raise awareness within the community about access and inclusion and the contribution of people with disability</b>	4.14 Review opportunities to create awareness within the local community	March 2018	Communications	Opportunities reviewed and discussed with Implementation Committee and Council's employee resource group	Community members identify Council as an organisation that promotes access and inclusion for all

## DEFINITIONS

EAP – Employee Assistance Program  
DA – Development Application  
DCP – Development Control Plan  
DDA – Disability Discrimination Act 1992  
DIA – Disability Inclusion Act 2014  
DIAP – Disability Inclusion Action Plan  
LGA – Local Government Area  
MLAK – Master Locksmith Association Key  
NSC – North Sydney Council  
NSOP – North Sydney Olympic Pool  
NRS – National Relay Service  
PEEP – Personal Emergency Evacuation Plan  
WCAG – Web Content Accessibility Guidelines

## ACKNOWLEDGMENTS

The development of this plan could not have been possible without the contributions by the following;

DIAP Community and staff members who participated in the consultations.

Steering Committee

Director, Library and Community Services

Manager, Community Services

A special thank you to the Australian Network on Disability (AND) for their knowledge, assistance and expertise in helping develop this plan.