

# Waverley Disability Inclusion Action Plan

2022 – 26



WAVERLEY  
COUNCIL

# Waverley Disability Inclusion Action Plan

## **An Inclusive Community For Everyone**

We support our community members to participate positively in community life – whatever their age, gender, physical ability, socio-economic status, sexuality or cultural background – to feel that they can be active, healthy, valued and connected.

We plan and design for our diverse community, by providing safe, healthy and inclusive services and spaces.

We strive to do the best we can to become the most accessible and inclusive place.

Waverley Council acknowledges the Bidjigal, Birrabirragal and Gadigal people, who traditionally occupied the Sydney Coast and we acknowledge all Aboriginal and Torres Strait Islander Elders both past and present.

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## Message from the Mayor

Disability does not discriminate. People with a disability are represented in every age, social or cultural group. Council recognises that people with a disability have many strengths and attributes but can also face barriers and stereotypes preventing them from fully enjoying life.

The Disability Inclusion Action Plan (DIAP) recognises the underlying social responsibility of Local Government and others to protect the rights of people with disability, improve their access and participation in community life, and promote the value of diversity and inclusion.

This is Council's second draft plan. It reflects our learnings while rolling out the first DIAP as well as feedback from diverse groups, services and individuals through various engagement channels.

The plan addresses important focus areas that will help improve the lives of people with disability, their friends, family and carers. Waverley and Randwick Councils will continue to work together as part of a regional framework to achieve a more coordinated approach to making our communities accessible and welcoming.

We've already achieved a lot over the last five years but there is still much to do.

This plan offers practical ideas for collaborating with our partner agencies, local business, services and networks to make a difference in people's lives and create a more welcoming and inclusive Waverley: a community where:

- people can move around easily and can access services, facilities and participate in community life;
- genuine opportunities to engage in meaningful employment exist for everyone;
- people of all abilities can live independent lives and connect, engage and make choices about the services they want to access.

An inclusive community is a community where everyone belongs. I'm proud of the many successful projects and initiatives already completed or under way and excited about the prospect of working with everyone on innovative and emerging opportunities.

**Paula Masselos,**  
Mayor of Waverley

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# 01 / Introduction

This is Council's second DIAP since the introduction of the NSW Disability Inclusion Act in 2014 and builds on actions taken by Council over many years to improve accessibility in Waverley.

In 2017, Randwick and Waverley Councils committed to developing a joint regional framework to support a consistent approach to disability planning across the Eastern suburbs. The DIAP commits to shared strategies while identifying local issues and priority recommendations in relation to barriers to access, good practice examples and opportunities for improvement. It identifies achievable strategies that improve physical access, participation, engagement, and inclusion of people of all abilities.

The DIAP sets out actions Council will take in partnership with others and builds on the success of our previous achievements. It is based around four key outcome areas and regional strategies identified by people who live, visit and work in the Eastern suburbs. This joint regional framework establishes various regional strategies under four outcome areas:

- 1. INCLUSIVE ATTITUDES AND BEHAVIOURS**
- 2. LIVEABLE COMMUNITY**
- 3. MEANINGFUL EMPLOYMENT**
- 4. ENGAGEMENT AND ACCESSIBLE SYSTEMS**



# 02 / Developing the Plan

The plan was developed by reviewing the outcomes from the 2017-2021 plan. Council engaged with the community to identify gaps and emerging needs. We did this to ensure the DIAP continues to respond to changing community expectations, issues and trends. Some actions are ongoing and these have been included in this plan as well. Feedback from participants together with an overview of engagement strategies is summarised in a separate report which can be found on Council's website. Importantly, consultation feedback confirmed that the regional framework and strategies continue to be relevant focus areas for action.

More than 130 people participated in engagement activities between 25 October to 20 February 2022. We heard from younger and older people with disability, families, carers and services with diverse experience of disability including physical, sensory, neuro diverse, cognitive, mental health, and chronic illness.

Council held two regional workshops, resident focus groups, and met with individuals, disability service providers and local networks. We also received survey responses and submissions.

## What people told us

Participants told us about their **priorities**

- Accessibility of streetscapes, open spaces, and beaches
- Access to meaningful employment
- Genuine engagement and opportunities for codesign
- Engagement and connection with local business and community networks

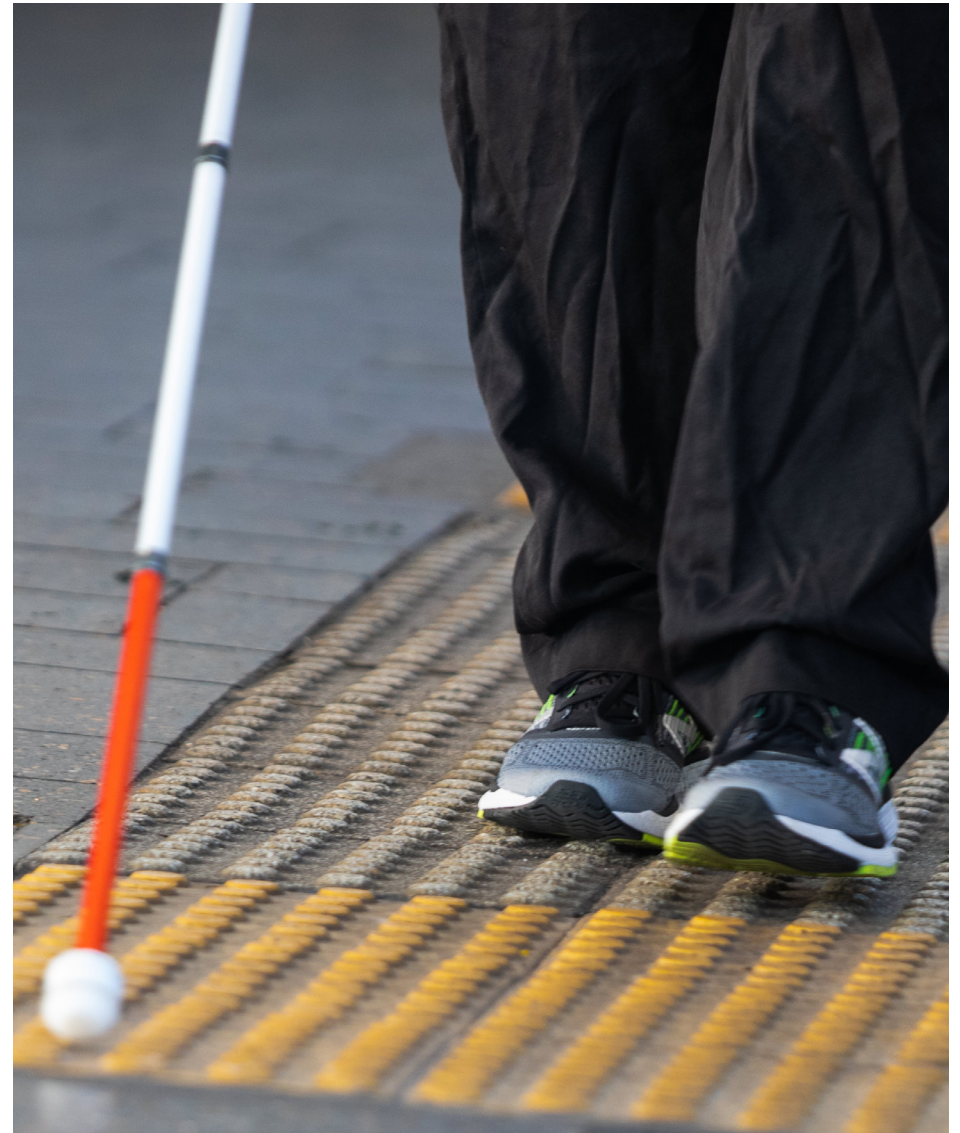
They also told us about **what works well**

- New and upgraded accessible venues and streets
- Transport network and light rail
- Information and community education sessions on interesting topics
- Inclusive skill development opportunities eg: Learn to surf classes, Tactile Tours and Our Vision for Inclusion



### Areas identified for further improvement

- Make it easier to access commercial centres and shops, places to exercise, socialise and play
- Make it easier to participate in recreation, events and cultural activities
- Improve community perception about people's abilities and needs to support greater connection and opportunity to access employment
- Treat inclusive design as an essential component when designing streetscapes, programs, communications, and activities



## Key achievements

### Access Bondi

Access Bondi was launched in 2019 to celebrate and promote improved access to the beach. The improvements include a new ramp to the north end of the beach, storage lockers to enable independent access to beach wheelchairs, new accessible amenities, including an accessible shower and beach matting which is currently rolled out three days a week pending weather conditions. A grant from NSW Surf Life Saving helped to fund elements of the initial project. Council continues to work in partnership with Bondi Beach Surf Life Saving and other partners on initiatives to improve inclusion at Bondi.

### Inclusive Play Space Study

The Waverley Inclusive Play Space Study provides strategic direction on how Council's existing play spaces can be improved to provide equitable and inclusive play opportunities for everyone. The study was recognised by industry experts and peers from around Australia and awarded the Strategic Planning Award at the Parks and Leisure Australia NSW/ACT Awards 2021.

### Our Vision for Inclusion

'Our Vision for Inclusion' is an awareness raising video addressing topics such as bullying, employment, relationships, and social stigma faced by people with disability. The video was produced by the Waverley Community Living Program participants as part of an advocacy project.

The video was launched on International Day of People with Disability 2020.

### Bondi Pavilion

Bondi Pavilion restoration project incorporates inclusive design elements throughout the building and surrounding area. Temporary accessible amenities and changing places were installed whilst the building was restored. Access Advisory Committee members provided input into the concept design through participation in a stakeholder consultation group.

# 03 / Actions we will take

## Top 4 priorities

### Employment

- Skills development, partnerships and placements

### Accessible streetscapes/ open space

- Infrastructure upgrades
- Beach & coastal walk strategy

### Co-design

- Identify co-design opportunities - programming & events

### Improved Connections

- Grant for Inclusion
- Partner with business/ community networks



## Focus Area 1. Inclusive Attitudes and Behaviours

**Outcome Statement: Council values and supports inclusive attitudes and behaviours across Council and the community.**

Everyone has the right to be treated with respect and dignity. Council can play a key role in building community awareness of the rights and abilities of people with disability and supporting the development of positive attitudes and behaviours towards people with disability.

What some people have told us...

*'Sometimes I feel when I go to my local area, some of the shops don't understand how to treat people with disabilities ... they treat other people like normal but not me and that's discriminating. They should just have proper training of how to talk to people with disabilities, like everybody else.'*

## Regional Strategy

**1.1 Provide community awareness raising activities to support inclusive attitudes and behaviours.**

### Actions

- 1.1.1 Continue to deliver a community awareness program to promote inclusive attitudes and increase understanding of invisible disability and codesign some initiatives with people with disability.
- 1.1.2 Continue to increase the visibility of people with disability in Council publications and communications.

## Regional Strategy

**1.2 Increase organisational understanding, knowledge and skills to apply access and inclusion principles and practices in their key job responsibilities.**

### Actions

- 1.2.1 Continue to deliver Disability Awareness training for all Council workers, including training on dignity of risk.
- 1.2.2 Continue to provide learning and development opportunities to support staff to apply access and inclusion principles and practices into their job responsibilities, including use of inclusive communications.



## Regional Strategy

### 1.3 Engage with local business to promote the benefit of providing accessible services, environments and inclusive communications.

#### Actions

- 1.3.1 Continue to recognise and award good practice in access and inclusion through Council's Local Business Awards.
- 1.3.2 Continue to promote the benefits to local business of inclusive and accessible services and employment practices.
- 1.3.3 Develop an Inclusive Tourism strategy and link key information to NSW Destination website.

## Focus Area 2. Liveable Communities

### Outcome Statement 2. People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.

People with disability want the same opportunities as everyone to participate in community life. An accessible built environment and access to affordable services and housing are fundamental to these objectives.

Council's role is to create well-designed facilities, streetscapes, and open spaces to enable people with disability to move around with dignity and independence. Council can take the lead and work with others to deliver inclusive events, cultural and recreational activities; and to improve access to affordable services and housing for people with disability.

What some people have told us...

*'I lived in Waverley for 30 years. It was a rental. We were given a no grounds eviction. We spent six months looking for a house and I've moved out of Waverley now. We found a house outside the area and we've had to adapt the ramps ourselves with no help from NDIS. We basically took this place because we had no choice.'*

*I'm not happy, it is not accessible, it's too expensive, it's in bad condition, but we are forced into these places with no choice because the rent is too expensive and the houses are not accessible. We need to stay in the area to be close to our community, hospitals, and doctors. '*

### **Regional Strategy**

#### **2.1 Work with partner agencies to increase access to services and information that support people to live independently.**

##### **Actions**

- 2.1.1 Continue to deliver quality services that promote independence and wellbeing and support people with disability to make community connections.
- 2.1.2 Deliver an information program that helps people navigate the service system, including targeted information for people from diverse backgrounds.
- 2.1.3 Implement an Access and Inclusion Grant to increase opportunity for people to participate in mainstream activities.
- 2.1.4 Identify and promote digital inclusion initiatives to help upskill people and create more opportunities to access supports and connections.
- 2.1.5 Investigate how to minimise the impacts of construction and residential redevelopment on residents with disability.

### **Regional Strategy**

#### **2.2 Recreational and cultural activities and events are inclusive and are actively promoted.**

##### **Actions**

- 2.2.1 Implement and promote accessible event guidelines to improve the accessibility and inclusiveness of all events held in Waverley.
- 2.2.2 Increase the number of accessible and inclusive events and cultural programs.
- 2.2.3 Promote carer's companion card and accept at all paid events.
- 2.2.4 Identify sporting and recreational opportunities and gaps within the region and work with neighbouring councils and organisations to increase the number of recreational activities.

### **Regional Strategy**

#### **2.3 Advocate for increased diversity of housing stock that is affordable and accessible.**

##### **Actions**

- 2.3.1 Maintain access to Waverley's social housing program for those most in need and upgrade units to be accessible where possible.
- 2.3.2 Research housing needs of older people and people with disability to better understand future demand for housing that is affordable and accessible.

2.3.3 Continue support for housing and homelessness partnerships and initiatives to deliver housing outcomes.

**Outcome Statement 3. All new council assets, buildings and open spaces are designed to be fully accessible, and Council proactively manages the built environment to meet our diverse community needs now and, in the future**

### Regional Strategies

**3.1 Increase access to Council facilities, venues, parks and beaches.**

#### Actions

- 3.1.1 Continue to design all new council venues to accessible universal design principles and identify and install accessible signage, facilities and fixtures such as hearing loops, recharge points, secure and calming spaces.
- 3.1.2 Continue to deliver a program to upgrade and install accessible public toilets and accessible adult change facilities and maintain information in the National Toilet Map.
- 3.1.3 Incorporate accessibility and universal design as a key component of the annual capital works program to upgrade streetscapes.

3.1.4 Conduct access audits of streetscapes in commercial and village centres to identify continuous paths of travel, kerb ramp placement and key social infrastructure, including street furniture and calming spaces.

3.1.5 Prioritise repair of damaged footpaths when access for wheelchair users or people with limited mobility are blocked and there is no alternate path of travel.

3.1.6 Provide clear paths of travel along property lines where possible.

3.1.7 Develop an accessible beach and coastal walk strategy to identify opportunities for inclusive recreation and play.

3.1.8 Maintain opportunities for beach access and extend the days beach matting is rolled out at Bondi.

3.1.9 Implement the inclusive play strategy and ensure opportunity for co-design and selection of accessible equipment.

3.1.10 Develop a wayfinding strategy to meet the needs of people with disability and prioritise upgrading signage in major centres.



**Outcome Statement 4: The community is a place where people can move around easily and can access services, facilities and participate in community life.**

**Regional Strategies**

- 4.1 Work with transport providers for increased accessibility of the public, private and community transport systems and to support whole of journey planning.

**Actions**

- 4.1.1 Increase the number of accessible drop off and pick up zones at key destinations.
- 4.1.2 Develop and implement an accessible parking strategy to prioritise accessible parking at key locations and outside venues.
- 4.1.3 Implement a sensor scheme to provide real time information on the availability of mobility parking.
- 4.1.4 Continue to monitor and enforce the appropriate use of mobility parking.
- 4.1.5 Upgrade priority bus stops and shelters, including lighting, and link to a continuous accessible path of travel where possible.

- 4.1.6 Ensure clear signage and information about alternative paths of travel is made widely available particularly when construction on footpaths impedes accessibility.
- 4.1.7 Online maps are updated to provide information to support whole of journey planning.



### Focus Area 3. Meaningful Employment

#### Outcome Statement 5: People of all abilities have access to meaningful employment.

Meaningful employment and all the associated benefits of financial security, skills recognition, social interaction, and feelings of self-worth remain an important goal for many people with disability. Council's role is to support and advocate for local opportunities for skill development and access to meaningful employment.

What some people have told us ...

*'Mainstream employers are still hesitant to employ people with disabilities. There needs to be more education promoting the value of employing people with disability'*

#### Regional Strategies

##### 5.1 Support and advocate for local employment opportunities.

#### Actions

- 5.1.1 Support disability employment initiatives and facilitate connection with local business, encouraging skill development and employment opportunities.

##### 5.2 Ensure that Council's workforce, recruitment policies and purchasing procedures support diversity and inclusion principles.

#### Actions

- 5.2.1 Set a disability employment target and monitor strategies to increase and support employment of people with disability.
- 5.2.2 Identify skill development opportunities within Council and establish identified Council placements and traineeships.
- 5.2.3 Drive a culture of inclusive leadership and incentivise change by nominating staff champions through a staff award for inclusion.

### Focus Area 4. Engagement and Accessible Systems

#### Outcome Statement 6. Council is an organisation that is aware of and responsive to the needs of people of all abilities.

To achieve positive outcomes for all community members it is important that people can easily access information they need to make informed decisions, provide feedback, and be actively engaged in Council decisions. Council's role is to ensure communication systems and processes are inclusive.

What some people have told us ...

*'Much more engagement and consultation is needed than currently exists.'*

### Regional Strategies

#### **6.1 Increase access to and awareness of council information, feedback systems and services for people with disability.**

##### Actions

- 6.1.1 Key publications and documents are made available in a diverse range of formats.
- 6.1.2 Continue to ensure Council's website is compliant with WCAG 2.0 and accessibility upgrades are progressively implemented based on an access audit.
- 6.1.3 Ensure information about accessibility is included in promotional material and signage.

#### **6.2 Council community consultation and engagement processes are inclusive and support participation and the views of a diverse range of users.**

##### Actions

- 6.2.1 Ensure Council's engagement and feedback systems are promoted and easy to use, and feedback is accurate and timely.
- 6.2.2 Council's Access and Inclusion Panel is supported and actively engaged in monitoring DIAP outcomes.



# 04 / Delivering the plan

## Implementation

The Waverley DIAP forms part of Council’s Integrated Planning Framework and priority actions are cascading down from the high level Community Strategic Plan via the 4-year delivery program into the annual Operational Plan.

Council officers prepare an implementation plan to set out priorities, timeframes, resources, key indicators, and staff responsibilities to drive implementation, monitor progress, and enable Council and community to measure the success of the plan.

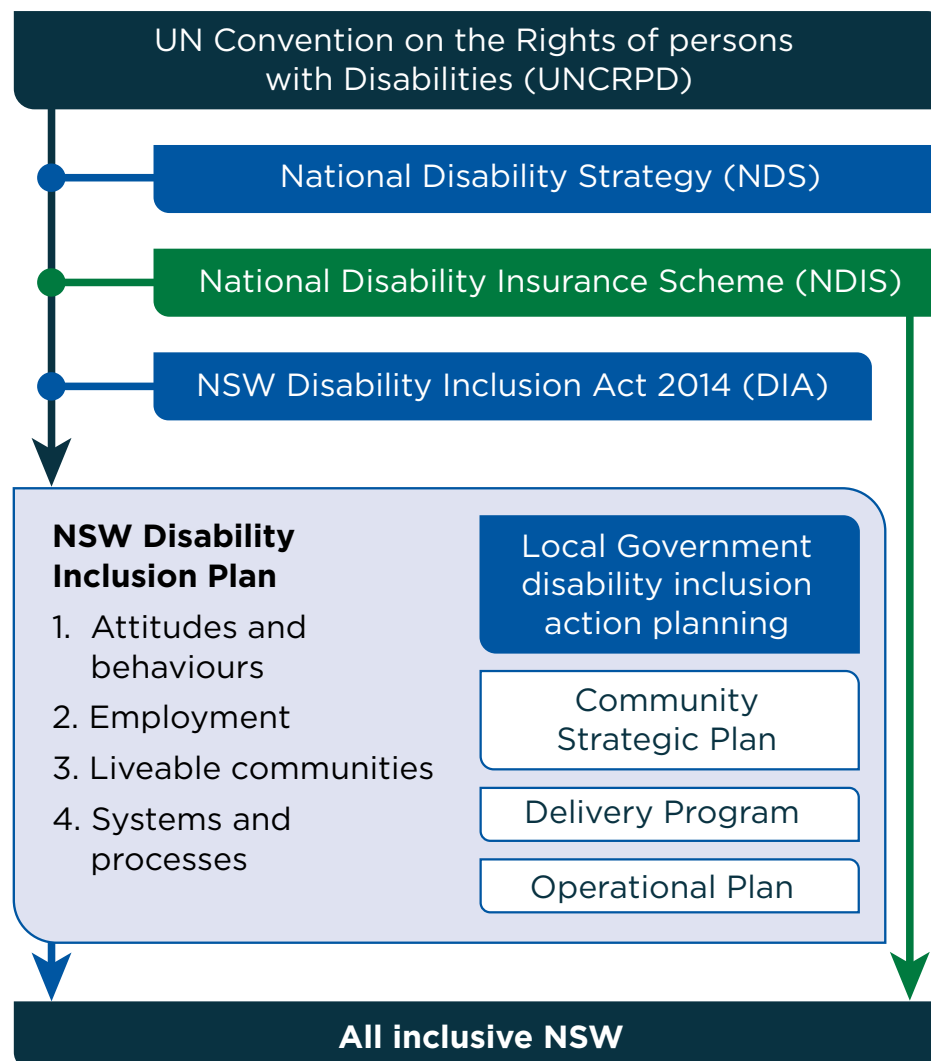
## Monitoring and review

The DIAP is a dynamic document that will be updated annually to reflect the current needs and issues of the community. Strategies and actions may be modified to reflect changes caused by factors such as demographic trends, policy and legislative changes, social planning activities, input from Council departments and feedback from the community.

## Reporting

A report detailing progress against annual actions will be made through Waverley Council’s Annual Report, posted on the website and submitted to the NSW Disability Council.

Figure 1 illustrates the DIAP planning process.



## Governance

Responsibility for DIAP actions is shared across Council directorates with executive officers leading the integration of access and inclusion priorities into their team's work plans and reporting on progress.

Project groups work on focus areas that require collaboration and strategic advice from across Council teams.

The Waverley Access and Inclusion Advisory Panel provide feedback, input, and monitor implementation through the provision of progress reports on key projects. The Council endorsed 2022-26 DIAP is lodged with the NSW Disability Council which will receive and monitor Council's annual progress reports.

## Resourcing the plan

Some actions in this plan are a continuation of work Council has already planned and is implementing. Some actions may not require funding and can be implemented through improved collaboration, staff training, prioritisation or modifying approaches.

We will continue to identify and develop partnerships with the community and business to achieve DIAP outcomes. Actions that require funding will be allocated through the annual budget. Grant or funding opportunities may also become available to help Council deliver some actions within this plan.

## Contact us

Comment and suggestions on the Waverley Disability Inclusion Plan can be made at any time.

Contact our Community Development Officer - Access and Inclusion:

**Telephone:** 9083 8928

**Email:** [aiap@waverley.nsw.gov.au](mailto:aiap@waverley.nsw.gov.au)

**In person:** Waverley Customer Service, 55 Spring St, Bondi Junction, NSW, 2022.  
9am - 5pm Monday to Friday

**Write to:** Manager, Older people and Disability Services, Waverley Council, PO Box 9, Bondi Junction 1355

### National Relay Service

24-hour relay call numbers

TTY/voice calls 133 677

Speak & Listen 1300 555 727

SMS Relay 0423 677 767

**Translating and Interpreter Service (TIS)** on 131 450.

For more information about this plan visit:

[www.waverley.nsw.gov.au/community](http://www.waverley.nsw.gov.au/community)

# 05 / Our Diverse Community



## People with disability

People with disability living in and visiting our community have a range of different needs and abilities due to various cognitive, psychological, physical, sensory, and psycho-social impairments.

Disability may be acquired at birth or early in life, or may be the result of accident, illness, injury, or ageing.

Disability is the result of the interaction between people living with impairments and an environment filled with barriers. Even though it is widely recognised that the way people experience disability depends on the complex interactions between impairment and the environment in which they are undertaking activities, disabilities are often divided into 'disability groups' such as physical and mobility, learning and cognition, vision, or hearing.

No two people experience disability in the same way. The kinds of barriers that people with disability may face that can prevent them from participating fully in community life include:

- Physical barriers – such as uneven footpaths, steps into buildings, lack of accessible parking
- Systemic and operational barriers – such as when a person is unable to access or submit information
- Social attitudes – such as negative perceptions and attitudes towards people with a disability or older people.

The implication for our community is that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others, and that this participation is a fundamental right of people with disability.

## Impact of Disability

In 2016, 9409 [4] Eastern Suburbs residents reported needing help with day-to-day tasks due to a disability related to self-care, mobility, and communication, however not all people with disability need assistance. The likelihood of living with a disability increases with age. In Australia, 50.7% of people aged 65 years and over reported to have a disability [5].

Residents with disability experience disadvantage in the areas of community participation, employment, and housing. 1 in 12 people with disability in Australia reported they have experienced discrimination due to their disability in the last 12 months [5].



People with disability are less likely than those without to have participated in sport or recreational activities or to have attended a sporting event as a spectator. They are also less likely than people without disability to have attended a selected cultural venue or event in the last 12 months [7].

## **Mental Health**

Mental health conditions refer to many different illnesses and disorders that significantly affect how a person feels, thinks, behaves, and interacts with other people. Some of the types are depression, anxiety, schizophrenia, bipolar mood disorder, personality disorders, and eating disorders.

People's experiences differ. Episodes of mental illness can come and go during different periods in people's lives.

Some people experience only one episode of illness and fully recover. For others, it recurs throughout their lives.

People experiencing "invisible disability" such as mental health issues are often misunderstood and excluded due to a lack of awareness and understanding. People with a lived experience of a mental health issue or mental illness may not identify as a person with a disability.

## **People with disability from diverse backgrounds**

Disability is part of human diversity. People with disability are represented in every age group, cultural and socio-economic background. Our region has a culturally and linguistically diverse population. In 2016, 25% of our community spoke a language other than English at home [1]. The most common ancestries in the Eastern Suburbs region were English, Australian, Irish, and Chinese [4].

Access to culturally appropriate services, programs and information that reflect, and support different cultural identities enables connection to place and therefore increased community participation.

Indigenous Australians are more likely to experience disability than other Australians [5]. The indigenous community is also more likely to experience social disadvantage related to employment, housing, and transport issues [8].

## Disadvantage and Homelessness

People with a disability are more likely to experience socio-economic disadvantage than other residents. The weekly median income of people with disability is less than half of those with no reported disability [5]. People with disability are less likely to be either working or seeking work.

In Australia, only 53% of people with disabilities aged between 15 and 64 years are either working or seeking work, compared to 83% of people with no disability [6].

Issues related to homelessness are complex. People experiencing homelessness tend to have health related problems as contributing causes for homeless circumstances. Many experience mental illness and need some level of support services to help them to find and maintain housing [6].

## Carers

Carers play a vital role in the community. Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, or who are frail aged. Caring may include help and support in daily activities of the person being cared for. More than 20,000 [4] residents in our region provide some form of unpaid care and assistance to a person with a disability, long term illness or old age. The COVID 19 pandemic not only had a negative impact on people with a disability but also on carers health and wellbeing, with an increase in carer responsibilities and stress [12].

A Disability Inclusion profile can be found on Council's website.

[https://www.waverley.nsw.gov.au/\\_data/assets/pdf\\_file/0017/192113/19848 - WC Disability Inclusion Profile infographic NOV21.pdf](https://www.waverley.nsw.gov.au/_data/assets/pdf_file/0017/192113/19848_-_WC_Disability_Inclusion_Profile_infographic_NOV21.pdf)

# 06 / Legislative Framework

## International

- United Nations Convention on the Rights of Persons with Disabilities 2008

## National

- Disability Discrimination Act 1992 (Access to Premises Standards - Buildings) Standards 2010
- Disability Standards for Accessible Public Transport 2002
- National Disability Strategy 2010 - 2020
- National Disability Insurance Scheme
- Web Accessibility National Transition Strategy (2010)
- National Art and Disability Strategy (2009)

## New South Wales

- Disability Inclusion Act 2014
- Carers (Recognition) Act 2010
- Anti-discrimination Act 1997
- Mental Health Act 2007
- NSW Disability Inclusion Plan

## Local

- An Inclusive Community for Everyone - Regional Disability Inclusion Framework Eastern Suburbs
- Waverley Disability Inclusion Action Plan



# 07 / References

## References

- [1] ABS (2017) SA4 118 Sydney Eastern Suburbs Data Summary 2016
- [2] ABS (2016) 2011.0 Census of Population and Housing: Reflecting Australia - Stories from the Census
- [3] Destination NSW (2016) Bondi Visitor Profile
- [4] ABS (2016) Census of Population and Housing: Usual Residence
- [5] ABS (2015) 4330.0 Disability Ageing and Carers Australia: Summary of Findings
- [6] ABS (2016) 2049.0 Census of Population and Housing: Estimating Homelessness
- [7] ABS (2014) 4159.0 General Social Survey: Summary Results
- [8] Randwick Council (2010) An Inclusive Randwick
- [9] ABS (2015) 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, Disability Discrimination in Australia
- [10] ABS 2015 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, Use of aids and equipment by people with disability in Australia
- [11] ABS (2015) 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, A profile of people with Disability
- [12] Funktion 2017 - Our Diverse Community reproduced from An Inclusive Community for Everyone. Eastern Suburbs Regional Disability Framework

# 08 / Appendix

## Waverley Disability Action Plan 2022 - 2026

Inclusive attitudes and behaviours		Council values and supports inclusive attitudes and behaviours across Council and the community		
Regional Framework Strategies	Waverley Actions/Projects	Lead	KPI	Timeframe
<b>1.1</b> Provide <b>community awareness raising activities</b> to support inclusive attitudes and behaviours	<b>1.1.1</b> Continue to deliver a community awareness program to promote inclusive attitudes and increase understanding of invisible disability and codesign some initiatives with people with disability	Community Services	Codesign initiatives developed and promoted	Ongoing
	<b>1.1.2</b> Continue to increase the visibility of people with disability in Council publications and communications	Communications	Positive image library expanded	Ongoing
<b>1.2</b> Increase <b>staff understanding, knowledge and skills</b> to apply access and inclusion principles and practices in their key job responsibilities	<b>1.2.1</b> Continue to deliver Disability Awareness training for all Council workers, including training on dignity of risk	Human Resources  Community Services	# Staff trained	Ongoing



Inclusive attitudes and behaviours	Council values and supports inclusive attitudes and behaviours across Council and the community			
Regional Framework Strategies	Waverley Actions/Projects	Lead	KPI	Timeframe
1.2 <i>(continued)</i>	<b>1.2.2</b> Continue to provide learning and development opportunities to support staff to apply access and inclusion principles and practices in their work, including use of inclusive communications	Human Resources Community Services	# Learning and Development sessions held	Ongoing
<b>1.3 Engage with local business</b> to promote the benefit of providing accessible services, environments, and inclusive communications	<b>1.3.1</b> Continue to recognise and award good practice in access and inclusion through Council's Local Business Awards	Economic Development Community Services	Access and Inclusion Award delivered	Ongoing
	<b>1.3.2</b> Continue to promote the benefits to local business of inclusive and accessible services and employment practices	Economic Development Community Services	# of initiatives	Ongoing
	<b>1.3.3</b> Develop an inclusive tourism strategy and link key information to NSW Destination website	Economic Development	Strategy developed	Year 4

<b>Liveable Communities</b>		<b>People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>2.1</b> Work with partner agencies to increase <b>access to services and information</b> that support people to live independently	<b>2.1.1</b> Continue to deliver quality services that promote independence and wellbeing and support people with disability to make community connections	Community Services	Annual Satisfaction Rating	Ongoing
	<b>2.1.2</b> Deliver an information program that helps people navigate the service system, including targeted information for people from diverse backgrounds.	Community Services	Annual program delivered	Ongoing
	<b>2.1.3</b> Implement an Access and Inclusion Grant to increase opportunity for people to participate in mainstream activities	Community Services	Annual grant delivered	Ongoing
	<b>2.1.4</b> Identify and promote digital inclusion initiatives to help upskill people and create more opportunities to access supports and connections	Community Services	Digital inclusion initiatives promoted	Ongoing
	<b>2.1.5</b> Investigate how to minimise the impacts of construction and residential redevelopment on residents with disability	Community Services	Resource Develop and promote	Year 1

<b>Liveable Communities</b>		<b>People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>2.2 Recreational and cultural activities and events</b> are inclusive and are actively promoted	<b>2.2.1</b> Implement and promote accessible event guidelines to improve the accessibility and inclusiveness of events held in Waverley	Community Services	Guideline finalised and promoted	Year 1 & 2
	<b>2.2.2</b> Increase the number of accessible and inclusive events and cultural programs	Arts and Culture Library	# of annual activities	Ongoing
	<b>2.2.3</b> Promote carer's companion card and accept at paid events	Arts and Culture Library Venue Hire	Carers Card promoted	Arts and Culture Library Venue Hire
	<b>2.2.4</b> Identify sporting and recreational opportunities and gaps within the region and work with neighbouring councils and organisations to increase the number of recreational activities	Open Spaces Community Services	Research conducted and initiatives promoted	Year 2

<b>Liveable Communities</b>		<b>People of all abilities have opportunities to live independent lives in their community and to connect, engage and make choices about the services they access.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>2.3</b> Advocate for increased diversity of <b>housing stock</b> that is affordable and accessible	<b>2.3.1</b> Maintain access to Waverley’s social housing program for those most in need and upgrade units to be accessible where possible	Facilities	# adaptable / accessible units	Ongoing
	<b>2.3.2</b> Research housing needs of older people and people with disability to better understand future demand for housing that is affordable and accessible.	Community Services	Research completed	Year 3
	<b>2.3.3</b> Continue support for housing and homelessness partnerships and initiatives to deliver housing outcomes	Community Services	# of referrals /annual street count	Ongoing

<b>Liveable Communities</b>		<b>All new council assets, buildings and open spaces are designed to be fully accessible, and Council proactively manages the built environment to meet our diverse community needs now and, in the future.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>3.1</b> Increase access to Council facilities, venues, parks and beaches.	<b>3.1.1</b> Continue to design Council venues to accessible universal design principles and install accessible signage, facilities, and fixtures such as hearing loops, recharge points and secure, calming spaces	Facilities	Annual upgrades as per audit	Year 1 and ongoing
	<b>3.1.2</b> Continue to deliver a program to upgrade and install accessible public toilets and accessible adult change facilities and maintain information in the National Toilet Map	Facilities	Annual upgrades and information updates as per audit	Ongoing
	<b>3.1.3</b> Incorporate accessibility and universal design as a key component of the annual capital works program to upgrade streetscapes	Capital Works	Annual program implemented	Year 1 Ongoing
	<b>3.1.4</b> Conduct access audits of streetscapes in commercial and village centres to identify continuous paths of travel, kerb ramp placement and key social infrastructure, including street furniture and calming spaces	Capital Works	Audits completed as per schedule	Year 2

<b>Liveable Communities</b> <b>All new council assets, buildings and open spaces are designed to be fully accessible, and Council proactively manages the built environment to meet our diverse community needs now and, in the future.</b>				
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>3.1</b> <i>(continued)</i>	<b>3.1.5</b> Prioritise repair of damaged footpaths when access for wheelchair users or people with limited mobility is blocked and there is no alternate path of travel	Capital Works	Process for priority repairs implemented	Ongoing
	<b>3.1.6</b> Provide clear paths of travel along property lines where possible	Planning	Street Design Guidelines reviewed	Year 2
	<b>3.1.7</b> Develop an accessible beach and coastal walk strategy to identify opportunities for inclusive recreation and play	Community Services	Strategy developed	Year 3
	<b>3.1.8</b> Maintain opportunities for beach access and extend the provision of beach matting at Bondi	Community Services Open Space Maintenance	Beach matting >3days pw	Ongoing

<b>Liveable Communities</b> <b>All new council assets, buildings and open spaces are designed to be fully accessible, and Council proactively manages the built environment to meet our diverse community needs now and, in the future.</b>				
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>3.1</b> <i>(continued)</i>	<b>3.1.9</b> Implement the inclusive play strategy and ensure opportunity for co-design and selection of accessible equipment	Open Spaces	Annual upgrades implemented	Ongoing
	<b>3.1.10</b> Develop a Wayfinding strategy to meet the needs of people with disability and prioritise upgrading signage in major centres	Capital Works	Strategy developed and signage upgraded	Year 3 Ongoing



<b>Liveable Communities</b>		<b>The community is a place where people can move about easily to access services and facilities and participate in community life.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>4.1.</b> Work with transport providers for increased accessibility of the public, private and community <b>transport systems</b> and to support whole of journey planning	<b>4.1.1</b> Increase the number of accessible pick up and drop off (PUDOs) zones at key destinations	Traffic & Transport	# Accessible PUDOs installed	Year 1 audit Year 2-3 installations
	<b>4.1.2</b> Develop and implement an accessible parking strategy to prioritise accessible parking at key locations and outside venues	Parking Community Services	Audit completed and additional parking installed at priority locations	Year 1 audit Year 2-3 installations
	<b>4.1.3</b> Implement a sensor scheme to provide real time information on the availability of mobility parking	Parking	Sensor scheme trial implemented	Year 1
	<b>4.1.4</b> Continue to monitor and enforce the appropriate use of mobility parking	Parking	# Annual enforcements	Ongoing

Liveable Communities	The community is a place where people can move about easily to access services and facilities and participate in community life.			
Regional Strategies	Waverley Actions/Projects	Lead	KPI	Timeframe
4.1 (continued)	4.1.5 Upgrade priority bus stops and shelters, including lighting, and link to a continuous accessible path of travel where possible	Traffic	# Annual bus shelter upgrades	Ongoing
	4.1.6 Ensure clear signage and information about alternative paths of travel is made widely available, particularly when construction on footpaths impedes accessibility	Capital Works	# Information promotions	Ongoing
	4.1.7 Online maps are updated to provide information to support whole of journey planning	Planning	Annual Discover Waverley updates	Ongoing

<b>Meaningful employment</b>		<b>People of all abilities have access to meaningful employment.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>5.1</b> Support and advocate <b>for local employment opportunities</b>	<b>5.1.1</b> Support disability employment initiatives and facilitate connection with local business, encouraging skill development and employment opportunities	Community Services	>2 initiatives	Ongoing
<b>5.2</b> Ensure that Council's <b>workforce, recruitment policies and purchasing</b> procedures support diversity and inclusion principles	<b>5.2.1</b> Set a disability employment target and monitor strategies to increase and support employment of people with disability	Human Resources	Annual progress report	Ongoing
	<b>5.2.2</b> Identify skill development opportunities within Council and establish identified Council placements and traineeships	Human Resources Community Services	# of placements	Ongoing
	<b>5.2.3</b> Drive a culture of inclusive leadership and incentivise change by nominating staff champions through a staff award for inclusion	Human Resources	Annual staff inclusion award	Ongoing

<b>Engagement and Accessible Systems</b>		<b>Council is an organisation that is aware of and responsive to the needs of people of all abilities.</b>		
<b>Regional Strategies</b>	<b>Waverley Actions/Projects</b>	<b>Lead</b>	<b>KPI</b>	<b>Timeframe</b>
<b>6.1</b> Increase access and awareness of council <b>information, feedback systems and services</b> for people with disability	<b>6.1.1</b> Key publications and documents are made available in a diverse range of formats	Communications	# Alternative format requests	Ongoing
	<b>6.1.2</b> Continue to ensure Council's websites are compliant with WCAG 2.0 and accessibility upgrades are progressively implemented based on access audits	IT	Website compliant	Ongoing
<b>6.2</b> Council community <b>consultation and engagement</b> processes are inclusive and support participation and the views of a diverse range of users	<b>6.2.1</b> Ensure information about accessibility is included in promotional material and signage	Community Services	Information tool developed	Year 1
	<b>6.2.2</b> Council's Access and Inclusion Panel is supported and actively engaged in monitoring DIAP outcomes	Community Services	Minimum three meetings annually	Ongoing