



# Access and Disability Inclusion Plan

2020 - 2024



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

.....

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

.....

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



For further information please contact:

Community Development Officer, Disability Services

**P** 9424 0000

**E** [kmc@kmc.nsw.gov.au](mailto:kmc@kmc.nsw.gov.au)

[krg.nsw.gov.au/pwd](http://krg.nsw.gov.au/pwd)



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

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





# Introduction

## Access and the community

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

These access challenges can be as a result of life stage, such as pushing young children in a pram, or developed as a result of ageing, such as fragility or sensory impairment or congenital barriers. Other access challenges are experienced as a result of physical or intellectual disabilities acquired through injury, ill health or genetic variances.

Mental health is also a growing issue across Australia and impacts the person, family and carer's alike. Social stigma and lack of community awareness can further debilitate people with mental ill-health at some point this year.

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

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

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

# Understanding access and inclusion

## Accessibility

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

Accessible services or facilities are;

- Easy to find, use, enter, reach
- Easy to speak with, get information from or understand.
- Easily available.

## Inclusion

Inclusion is an Universal human right that aims to ensure that all people, irrespective of their race, gender, disability or other attribute that can be considered different feel that they belong to, are engaged with and connected in their lives.

## Disability Discrimination

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

## Who is affected by community access?

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

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

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

# Access demographics in Ku-ring-gai

There are approximately 126,046 residents in Ku-ring-gai. Australian Bureau of Statistics (ABS 2018) Data identifies the following residents as having circumstances that impact on physical access, community inclusion or access to information, services and support:

- An estimated 22,015 residents (18.5%) have a disability that limits, restricts or impairs everyday activities and has lasted, or is likely to last, for at least six months.
- 4294 residents (3.6%) need help in their day-to-day lives due to severe or profound disability.
- 11,738 (9.9%) are older adults aged 70 plus.
- 4036 (3.4%) residents are over the age of 85.
- 11,547 (8.7%) provide unpaid care to a person with a disability, long term illness or person of older age.
- 6027 (5%) families have young children aged 4 and under.
- 11.3% per 100 people report mental ill health.

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

<sup>1</sup>Statistics sourced from Sydney North Primary Health Network Ku-ring-gai Local Government Area Health Profile and the ABS Census of Population and Housing (2016, 2018)

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



# Ku-ring-gai Council's commitment to Equitable access

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

**Council's key plans and policies include the following:**

## 1. Ku-ring-gai's Draft Community Strategic Plan 2038

Ku-ring-gai's current Community Strategic Plan 2038 – 'Our Community. Our Future' was adopted by Council in June 2013. The Plan is a long term strategic plan for the future of the Ku-ring-gai local government area.



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

The Plan is at the top of Council's planning framework and informs other policies and plans by providing long term direction for Council and the organisation to align its delivery of policies, programs and services to the community. It was prepared in accordance with the

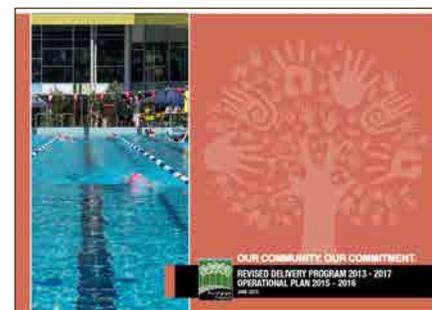
NSW Integrated Planning and Reporting Legislation, introduced in 2009. In particular, its content reflects the following four Social Justice principles:

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

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

## 2. Council's Delivery Program 2018 – 2021

The Delivery Program 2018-2021 identifies those actions that Council will achieve during its term to progress the long term objectives in the Community Strategic Plan. It outlines the services, programs and projects it is committed to delivering, how Council resources will be allocated and is linked to the Community Strategic Plan 2030.



# Long term objectives and term achievements

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

| <b>THEME 1 – COMMUNITY, PEOPLE AND CULTURE</b> |   |  |
|--|---|--|
| <b>Issue</b>                                   | <b>Long Term Objectives</b>   | <b>Term Achievements</b>   |
| <b>C1 – Community Wellbeing</b>                | C1.1 – An equitable and inclusive community that cares and provides for its members.  | <p>C1.1.1 – Council’s policies, programs and advocacy address the social and health needs of all age groups, reduce disadvantage and address gaps in service provision.</p> <p>C1.1.2 – Access has increased for communities that face barriers to using social services and facilities.</p> |
| <b>C3 – Community Connectedness</b>            | C3.1 – A community where opportunities are provided for all voices to be heard and where community stewardship, participation and engagement is supported and promoted. | C3.1.1 – Our community is engaged in shaping the identity of their local areas and feel secure and socially connected.   |
| <b>C6 – Housing Choice and Affordability</b>   | C6.1 – Housing diversity, adaptability and affordability is increased to support the needs of a changing community.   | Council’s planning approach to the provision of housing across Ku-ring-gai is responsive and addresses the supply, choice and affordability needs of the community and the changing population   |

## THEME 3 – PLACES, SPACES AND INFRASTRUCTURE

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



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

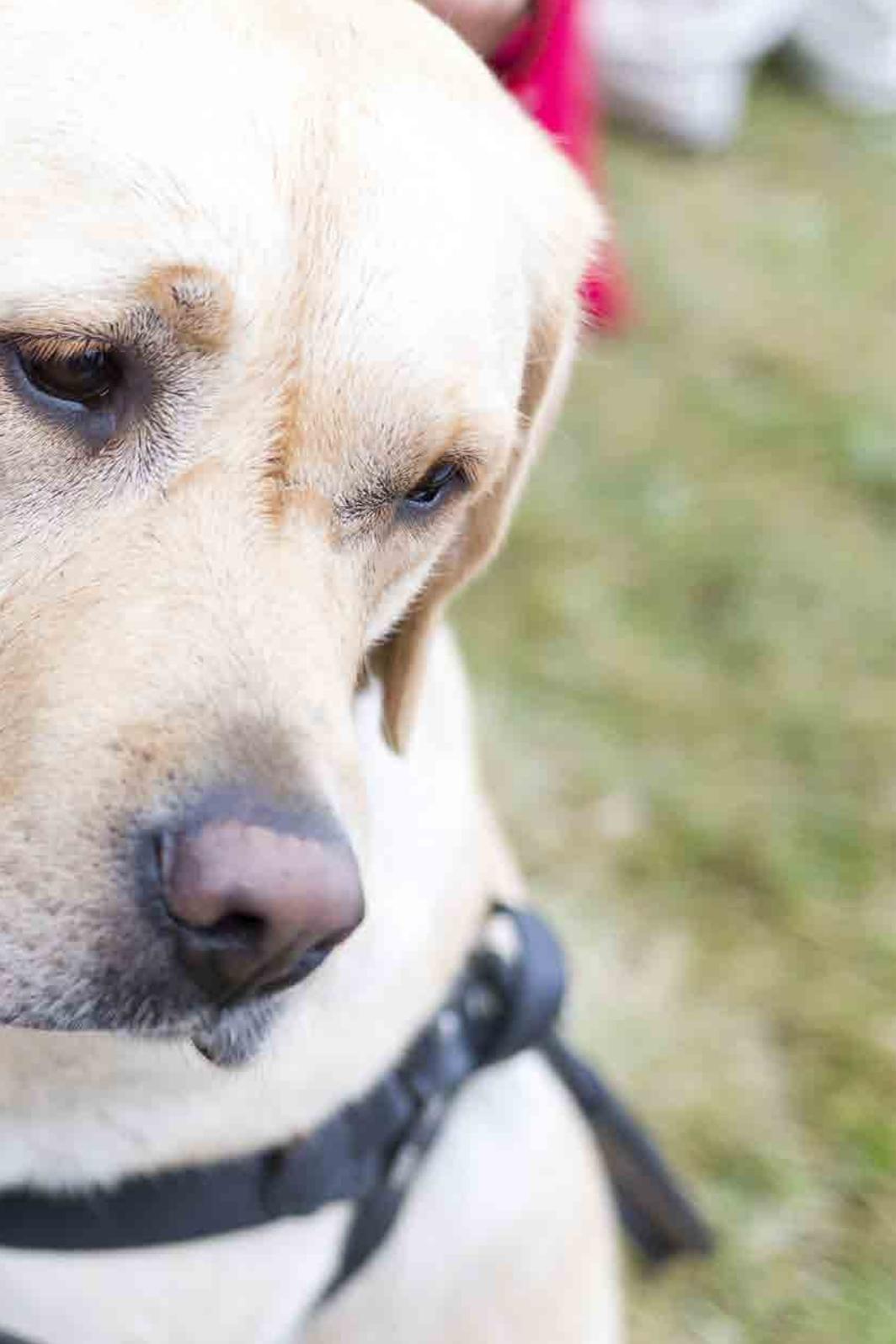
## THEME 4 – ACCESS, TRAFFIC AND TRANSPORT

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

## THEME 6 – LEADERSHIP AND GOVERNANCE

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





# History of the Plan

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

The Access and Disability Inclusion Plan 2014-2018 replaced the previous Access Policy and Disability Discrimination Action Plan. The new plan provided a framework across all areas of Council operations. The plan supports the Council to meet their requirements under the Disability Discrimination Act (1992), the NSW Disability Inclusion Act (2014) and the policy and legislative framework in which Council operates.

The plan has been designed to ensure that all organizational practices are proactive in meeting the needs of all people of all abilities and that Council's services and facilities are inclusive and accessible to all

The Access and Disability Inclusion Plan has provided Council with strategies on how to;

- Address potential barriers
- Provide access to premises and open spaces
- Provide access to services and programs
- Make communication and information accessible
- Make employment processes within Council accessible
- Monitor, review and evaluate the plan

# Council's achievements

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

- Council has achieved certification in accessible web standards for Customer services and libraries provide low height counters and hearing loops.
- Libraries provide services a home library service, library bus, large print and talking books.
- Children's centres provide integrated, inclusive and supportive services for children and families with additional needs.
- A broad range of social and educational activities are provided to seniors through the Seniors in Action program.
- Council hosts an annual Discobility event to provide social and peer support for young people with a disability.
- A Footpath Network Extension and Upgrade Program is underway that improves and extends access and mobility around the current footpath network.
- A Pedestrian Access and Mobility Plan is being developed that looks at ways to improve access around key activity centres.
- Community grants are provided to disability service and other local community groups that incorporate an inclusion component.
- A program of access and disability awareness training has been delivered to staff across Council.
- A range of accessible recreation facilities are available, including an all abilities playground and accessible walking track.
- A car park improvement program is underway that focuses on line marking and upgrading off-street parking for people with disabilities, compliant with the latest Australian Standards for accessibility.

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

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

# Legislation and policy

- Disability Inclusion Act 2014
- Commonwealth National Disability Strategy 2010 - 2020
- The National Disability Insurance Scheme (NDIS)
- Disability Access to Premises - Building Standard (2010).

## Commonwealth National Disability Strategy (NDS) 2010 - 2020

In February 2011, the Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010–2020 (NDS). The NDS outlines a 10 year plan to improve the lives of Australians with disability, promote participation, and create a more inclusive society. It has a vision of ‘an inclusive Australian society that enables people with disability to fulfill their potential as equal citizens’. The NDS focuses on six policy areas that require a whole-of- government, whole-of-life approach to disability planning and service delivery:

- **Rights protection, justice and legislation** – statutory protections such as anti-discrimination measures, complaints mechanisms , advocacy and the electoral and justice system.
- **Inclusive and accessible communities** – The physical environment including public transport; parks, building and housing; digital information and communications technologies: civic life including social, sporting, recreational and cultural life.
- **Economic security** – Jobs, business opportunities, financial independence, adequate income support for those not able to work and housing.
- **Personal and community support** – Inclusion and participation in the community, person centered care and support provided by specialist disability services and mainstream services; informal care and support.

- **Learning and skills** – Early childhood education and care, schools, further education, vocational education; transition from education to employment; life-long learning.
- **Health and wellbeing** – Health services, health promotions and the interactions between health and disability systems; wellbeing and enjoyment of life.

## National Disability Insurance Scheme

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

The launch of the National Disability Insurance Scheme commenced in the Hunter Region 1 July 2013. For more information visit [www.ndis.nsw.gov.au](http://www.ndis.nsw.gov.au)

## **NDS NSW Implementation Plan 2012 - 2014**

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

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

- Improving access to buildings and housing in NSW
- Implementing measures to improve the availability of accessible toilets.
- Developing a web based disability planning resource for Local Government.
- Improving participation in the arts
- Increasing participation in mainstream sport and recreation and improving access to sport and recreation facilities
- Developing partnerships with Local Government so that people with disability are better able to access and participate within the local community
- Instigating measures that encourage more people with disability to stand for election at the Local Government elections in 2016
- Supporting local councils to develop strategies to increase the diversity of their workforces to include more people with disability.

## **The NSW Disability Inclusion Plan 2015**

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

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to mainstream services through better systems and processes.

The Plan was developed in response to the NSW Disability Inclusion Act 2014.



Unisson Paper & Art Studio, Pymble

# Disability Inclusion Act 2014

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

Key objectives of this Act include:

- a. to acknowledge that people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights,
- b. to promote the independence and social and economic inclusion of people with disability.” (Part 1, division 2:3)
- c. Under this Act, Local Government will be required to develop and report on Disability Inclusion Plans.

## Council’s obligations under the Disability Inclusion Act 2014

### Requirements for disability action plans:

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

- c. include details of the authority's consultation about the plan with people with disability, and
  - d. explain how the plan supports the goals of the State Disability Inclusion Plan, and
  - e. include any other matters prescribed by the regulations.
4. A disability inclusion action plan may be a document or part of a document prepared for another purpose if the Secretary is satisfied the document or part fulfils the requirements of subsections 1 and 3.
  5. A public authority must, as soon as practical after the day it is required to have a disability inclusion action plan:
    - a. Give a copy of the plan to the Disability Council, and
    - b. Make the plan publicly available.

### **Report on implementation of plans**

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

4. In this section annual report means:
  - a. of a government department—its Annual Report under the Annual Reports (Departments) Act 1985, and
  - b. of a local council—its Annual Report under the Local Government Act 1993.
3. The Minister is to table a report about the implementation of disability inclusion action plans in each House of Parliament as soon as practicable after the end of each financial year.

### **Review of plans**

1. A public authority must review its disability inclusion action plan before the end of each 4-year period after the day the authority is required to have the plan.
2. The purpose of the review is to ensure the disability inclusion action plan fulfils the requirements of section 12 (1) and (3).
3. In reviewing its disability inclusion action plan, the public authority must consult with people with disability and have regard to any guidelines issued under section 9.

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

# Legislative framework

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

## Disability inclusion legislation

Laws that address disability discrimination and inclusion include;

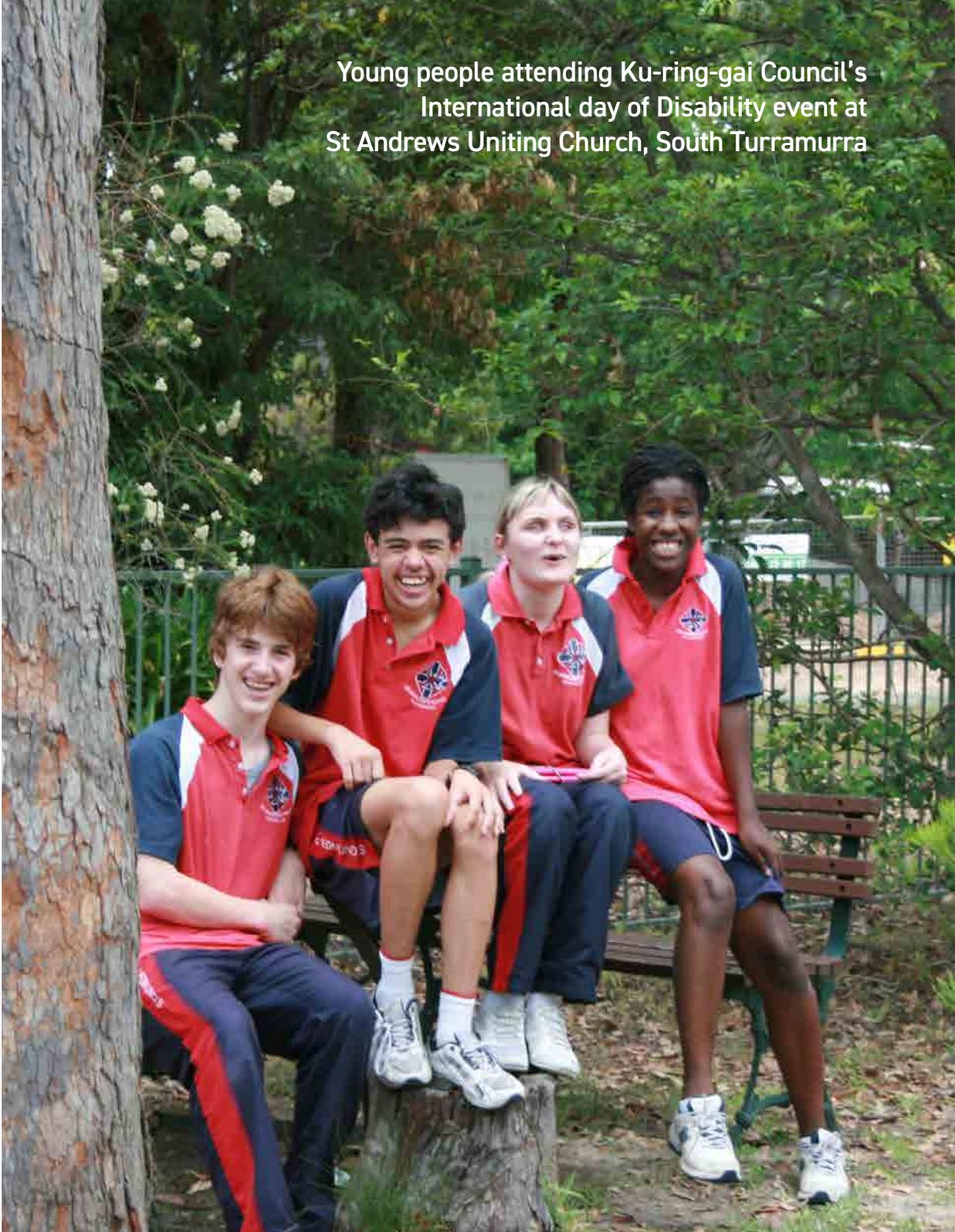


UN Convention on the Rights of Persons with Disabilities, ratified by Australia in 2008

Disability Discrimination Act (1992)

NSW Disability Inclusion Act (2014)

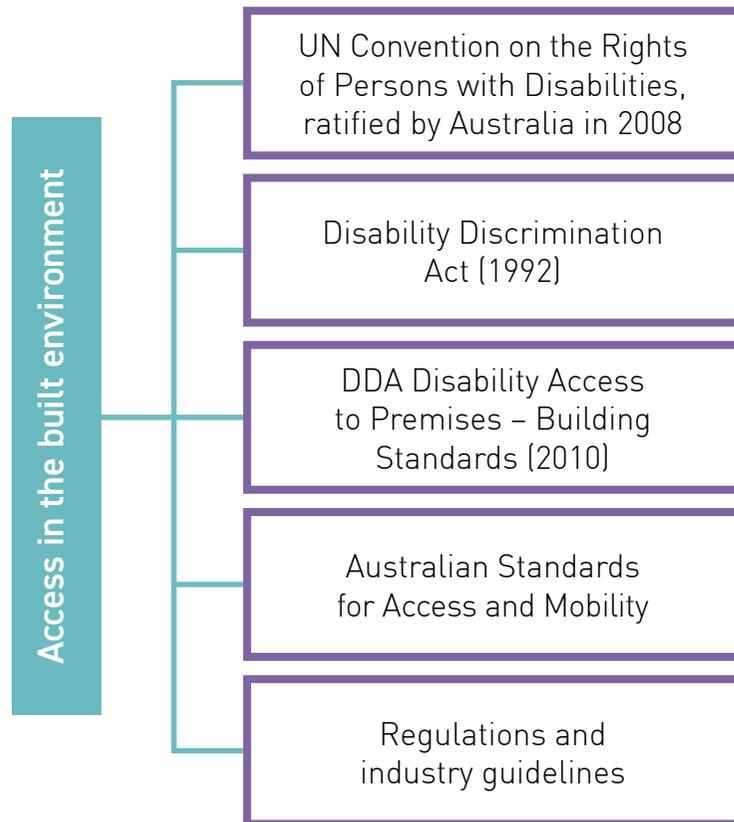
The guiding principles are that of a fair and inclusive society that provides equitable and dignified access for all.



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

## Access to the built environment legislation

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



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

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

### Consider 'access' an issue for all

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

# Developing the new plan

This Ku-ring-gai Council *Access and Disability Inclusion Plan (2019-2023)* is Council's most current Disability Action Plan. The plan provides a framework across all areas of council's operations and supports Council to meet its policy and legislative requirements.

This *Access and Disability Inclusion Plan (2019 – 2023)* will assist Council in addressing existing or potential barriers, provide equity of access to premises, open space, services, programs, information, communication and employment processes and systems. The Plan is designed to ensure that organisational practices are proactive in meeting the needs of people of all abilities and that Council's services and facilities are inclusive and accessible to all.

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



Member of the TAFE gardening group operating out of Gordon-Pymble Uniting Church premises

# Consultative Process of the 2014-2018 plan

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

The consultation process has been staged as follows:



## Community Consultation

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

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

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

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

# Reviewing the Plan

Every four years the Disability Inclusion Act (2014) dictates the need for Council to develop and review their Access Disability and Inclusion Plan before the end of the 4th year that it has been in place. Therefore the 2014-2018 plan has been formally reviewed to take into consideration relevant legislation and policy and aims to support the goals of the NSW Disability Inclusion Plan. The plan has been reviewed in collaboration with Departments across Council, disability service providers, people with disabilities and an accredited access consultant. There have been some additions to the plan and minor changes have also been implemented.

Man using wheelchair tending to accessible flower bed



# Challenges

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

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

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

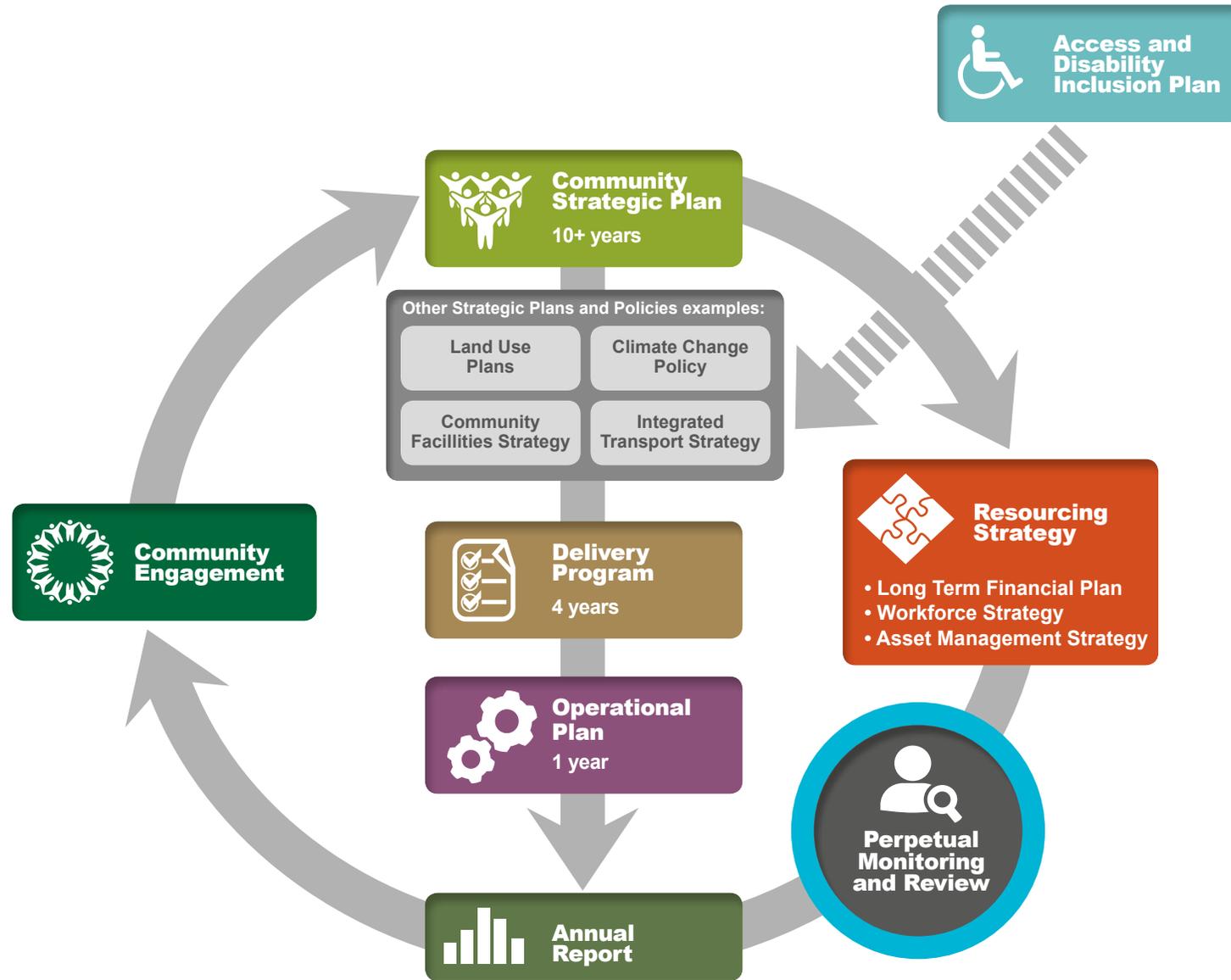
However, it should be noted that providing equitable access is a priority and all new Council facilities and projects aim to meet current access legislation and best practice. When necessary, accredited access consultants are brought in to review and provide advice and recommendations.

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



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

# Relationship to Council's other plans





Ladies participating  
in craft making  
session.

## Monitoring, evaluation and reporting

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

# Policy Statement

## Overall aim

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

## Objectives

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

## This plan applies to:

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

## Policy principles

This Policy is directly aligned with Ku-ring-gai Council's Community Strategic Plan 2030 and the Delivery Program (2018 – 2021) and Operational Plan (2018 – 2019). It has the following principles:

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



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

# Action Plan Structure

## Accessibility



Access in the built environment



Council services



Sports and recreation



Information and communication



Festivals and events



Public transport and parking



Local businesses and services

## Employment, education & training



Employment



Education

Students and teacher from  
St Edmund's College Wahroonga



Action Plan

Accessibility

# Access in the built environment

Photo: Units built alongside accessible walkway

| Area  | Action   | Outcome   | Timeframe (Financial yr) |
|---|--|---|--------------------------|
| <b>Council Premises, assets, facilities and meeting rooms</b> | Provide and maintain Council buildings, facilities and meeting rooms to meet relevant access standards. Currently this includes the Disability (Access to Premises - Building) Standards 2010; Disability Discrimination Act (1992); Building Code of Australia; and Australian Standards for Access and Mobility. Develop guidelines and checklists to guide staff in this process. | <ul style="list-style-type: none"> <li>• New Council premises and upgrades to existing Council premises provide equitable and dignified access for staff and visitors</li> <li>• A continuous accessible path of travel is provided in, through and around Council premises wherever achievable within the landform and with respect to heritage features.</li> <li>• Council premises and facilities are designed and fitted with compliant infrastructure, including the appropriate installation of ramps, railings, tactile ground surface indicators, contrast stair nosings, signage and lighting.</li> </ul> | Ongoing                  |
|   | Monitor progress of the Directions Report on Emergency Egress for all occupants by the Australian Building Code Board.   | <ul style="list-style-type: none"> <li>• Safe, equitable and dignified egress from Council buildings is provided for all occupants in an emergency, to comply with the building Code of Australia.</li> </ul>   |                          |
| <b>Urban Planning</b>   | Review of key urban planning policies by an ACAA accredited access consultant to ensure community and disability access are comprehensively addressed to meet current legislation and industry guidelines, and best practice principles are considered.  | <ul style="list-style-type: none"> <li>• Council's Development Control Plan (DCP) Public Domain Plan (PDP) and Pedestrian Access and Mobility Plan are compliant with legislative and industry standards. Best recommendations are integrated when appropriate</li> </ul>   | On-going                 |

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

| Area  | Action   | Outcome  | Timeframe<br>(Financial yr)   |
|---|--|--|---|
| <b>Maintenance and upgrades to Council buildings and assets</b> | <p>Undertake whole of site access audits on high use Council buildings and assets. Both internal and external environments are audited.</p> <p>External environment incorporates point of arrival to point of entry and path of travel around the building or facility.</p> <p>Develop a report and implementation plan that outlines maintenance and upgrades to incorporate access for people who have a disability. The report should identify costs and priorities for implementation.</p> | <ul style="list-style-type: none"> <li>• <b>Stage 1</b> – Project scope and requirements are established by project team, identifying buildings to be reviewed and required resources.</li> <li>• <b>Stage 2</b> – Access review of high use community buildings is prioritised and conducted, cost estimates and works reported upon.</li> <li>• <b>Stage 3</b> – Prioritises are set and funding sourced for access improvements.</li> <li>• <b>Stage 4</b> – Building works are conducted.</li> </ul> | <p>Stage 1<br/>2019 – 2020</p> <p>Stage 2 - 4<br/>2020- onwards</p> |
|   | <p>Address urgent access issues on a case by case basis.</p>   | <ul style="list-style-type: none"> <li>• Urgent issues are addressed, assessed and an appropriate response implemented.</li> </ul>   | <p>Ongoing</p>  |
| <b>Streets and footpaths<br/><br/>(Across the LGA)</b>          | <p>Improve, maintain and expand the accessible footpaths network in Ku-ring-gai through the Footpath Network Extension and Upgrade Program (FNEUP)</p>   | <ul style="list-style-type: none"> <li>• New footpaths are built in accordance with current access standards.</li> <li>• Current footpath networks are improved by replacing kerb ramps, laying tactile indicators and improving surface quality to meet current access standards.</li> <li>• Access improvements are given a priority rating.</li> </ul>  | <p>Ongoing</p>  |
|   | <p>Tactile ground indicators (TGI) are installed following the Australian Standards.</p>   | <ul style="list-style-type: none"> <li>• Installation of tactile ground indicators are installed consistently across the LGA and in-line with the Australian Standards.</li> </ul>   | <p>On-going</p>   |
|   | <p>Kerb ramps are installed following Council's standards and drawings.</p>  | <ul style="list-style-type: none"> <li>• New pathways have kerb ramps installed</li> <li>• Existing footpaths have kerb ramps installed/ upgraded/ replaced when maintenance is required on the footpath</li> </ul>  | <p>On-going</p>   |

| Area  | Action   | Outcome   | Timeframe<br>(Financial yr) |
|---|--|---|-----------------------------|
| <b>Streets and footpaths</b><br><br><b>(High use pedestrian areas and town centre developments)</b> | Identify and prioritise gaps and opportunities for improving the walking network in high-use pedestrian areas.   | <ul style="list-style-type: none"> <li>• The Pedestrian Access and Mobility Plan (PAMP) is implemented to;               <ul style="list-style-type: none"> <li>a. Review pedestrian activity in key centres;</li> <li>b. Guide future plans and development for pedestrian infrastructure.</li> </ul> </li> </ul>  | On-going                    |
|   | Invest in safe, accessible, convenient and coherent pedestrian infrastructure on key pedestrian routes.  | <ul style="list-style-type: none"> <li>• Equitable access is provided for all pedestrians in key activity centres.</li> </ul>   | Ongoing                     |
|   | Implement the outdoor dining and footpath trading policy   | <ul style="list-style-type: none"> <li>• Traders and restaurateurs provide clear paths of travel for all pedestrians using footpaths, walkways and crossing</li> </ul>  | Ongoing                     |
| <b>Affordable, Accessible and Adaptable Housing</b>   | Complete a housing study to identify the housing needs of all demographics and household structures within Ku-ring-gai.  | <ul style="list-style-type: none"> <li>• The need for affordable, adaptable and accessible housing in the LGA is identified by the study</li> <li>• Council develops policy and controls that aim to increase the provision of adaptable and accessible housing to meet targets</li> <li>• A housing strategy is developed to manage growth and the changing housing needs of residents.</li> </ul> | 2020                        |
|   | Monitor policy development from Commonwealth and NSW Government regarding accessible housing and respond accordingly. In particular, NDIS disability housing and state planning for seniors housing and essential workers.   | <ul style="list-style-type: none"> <li>• Council responds to updated policy and legislation on adaptable and accessible housing.</li> </ul>   | Await updates               |
|   | All new builds comply with the DSCP that states that all new apartments and townhouses must be designed to the Silver Level under the Liveable Housing Guidelines. In addition, 15% of apartments and townhouses must reach the Platinum Level under the Liveable Housing Guidelines | <ul style="list-style-type: none"> <li>• There are more housing options for people requiring accessible housing.</li> </ul>   | On-going                    |

| Area                                   | Action  | Outcome   | Timeframe<br>(Financial yr) |
|--|---|---|-----------------------------|
| <b>Public<br/>toilets</b>              | Continue to action the capital works program and Local Infrastructure Renewal Scheme.   | <ul style="list-style-type: none"> <li>• New and improved accessible toilets are provided.</li> </ul>   | Ongoing                     |
|  | Continue to update the link to the National Public Toilets Map on Council's website.  | <ul style="list-style-type: none"> <li>• People who require accessible toilets can search for toilets that fully comply with Australian Access and Mobility Standards.</li> </ul>   | On-going                    |
|  | Install a Changing Places bathroom in the regional accessible playground.   | <ul style="list-style-type: none"> <li>• Daily barriers people who have disabilities face are reduced as the changing places bathroom is more adequately equipped for changing adults who have severe disabilities.</li> </ul>  |                             |
| <b>Access<br/>review<br/>processes</b> | Review plans and designs to ensure appropriate access is integrated into both internal and external environments during the strategic planning stage of all major public developments, including the development or renovation of buildings, facilities and assets, streetscapes and park and recreation areas. | <ul style="list-style-type: none"> <li>• Access is considered and addressed early in the planning and design process, reducing costs associated with redesign or retrofitting.</li> <li>• A holistic whole of site approach is undertaken to review access in both the internal and external environment to ensure a continuous path of travel is provided to, in and around the building or facility.</li> <li>• Relevant standards and legislation are identified and addressed prior to project implementation.</li> </ul> | Ongoing                     |

# Council services

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



| Area                | Action  | Outcome   | Timeframe (Financial yr) |
|---------------------|---|---|--------------------------|
| Disability Services | Promote the rights and independence of people with a disability through education, advocacy and public information.   | <ul style="list-style-type: none"> <li>Council staff and the wider community understand and feel empowered to act in a manner that supports disability rights and independence.</li> </ul>  | Ongoing                  |
|                     | Support local residents to connect with services and community. Provide advice and guided referrals when appropriate.   | <ul style="list-style-type: none"> <li>Residents receive quality advice and support from Council staff. The LINCS database is utilised to source information on local services.</li> </ul>  | Ongoing                  |
|                     | Research and implement strategies that more effectively engage and meet the needs of culturally diverse groups. Translation support is provided upon request.   | <ul style="list-style-type: none"> <li>Council provides culturally competent disability service provision.</li> </ul>   | Ongoing                  |
|                     | Monitor service gaps in the provision of local disability services, particularly during the transition to NDIS. Work with service providers and Government agencies to advocate for additional funding and services where gaps exist. | <ul style="list-style-type: none"> <li>A diverse range of disability services are available in Ku-ring-gai that meet the varying needs of people with a disability, their family and carers.</li> </ul>                                       | Ongoing                  |
|                     | Initiate Communities in Practice working group to share information and best practice and address local community needs. Identify community ambassadors to support and promote disability rights in Ku-ring-gai.                      | <ul style="list-style-type: none"> <li>Council, local services and interested representatives collaborate to address key issues and work to produce positive local outcomes for people with disability, their families and carers.</li> </ul> | Establish 2019 – 2020    |

| Area                                       | Action  | Outcome   | Timeframe<br>(Financial yr) |
|--|---|---|-----------------------------|
| <b>Disability Services<br/>(continued)</b> | Identify opportunities to build public perception of people who have a disability and highlight the positive contribution people who have a disability make to our community. | <ul style="list-style-type: none"> <li>Community members have an improved understanding of the abilities of people who have a disability which contributes towards a more inclusive community.</li> </ul> | Ongoing                     |
|  | A glossary of terms will be provided for all Council staff to refer to so that all internal and external communication is inclusive.  | <ul style="list-style-type: none"> <li>The correct terminology will be used in all of Council's communication.</li> </ul>   | Ongoing                     |
|  | Monitor and respond to changes brought about by the implementation of the National Disability Insurance Scheme (NDIS).  | <ul style="list-style-type: none"> <li>Council is up to date with the latest developments and plays an active role in driving positive change through its existing networks.</li> </ul>                   | Ongoing                     |
|  | Work collaboratively with local disability community groups to develop and promote mainstream opportunities for people with disabilities within the community.                | <ul style="list-style-type: none"> <li>Partnered initiatives produce positive outcomes for people with a disability through referrals, information or joint events.</li> </ul>                            | Ongoing                     |
|  | Attend and contribute to local disability network meetings and working groups as appropriate.   | <ul style="list-style-type: none"> <li>Positive relationships are developed and maintained with local service providers, community organisations and relevant Government departments.</li> </ul>          | Ongoing                     |
| <b>Senior's services</b>                   | Continue to provide programs that support older adults to maintain mobility and retain independence.  | <ul style="list-style-type: none"> <li>The number of seniors that remain active and maintain mobility for a longer period is increased.</li> </ul>  | Ongoing                     |
|  | Advocate on behalf of older adults on issues relating to mobility, access to information and services, housing and transport.   | <ul style="list-style-type: none"> <li>Senior access and housing issues are identified and raised with appropriate bodies and organisations.</li> </ul>   |                             |

| Area                | Action  | Outcome  | Timeframe<br>(Financial yr) |
|---------------------|---|--|-----------------------------|
| Youth Services      | Respond to the needs of young people with a disability and/ or mental health issues and provide advocacy, referral and other support as required. | <ul style="list-style-type: none"> <li>• Young people who have a disability have equitable access to services and supports.</li> </ul>   | Ongoing                     |
|                     | At a minimum, youth services will host the annual Discobility event for young people aged 12-24 with a disability.                                | <ul style="list-style-type: none"> <li>• Young people with a disability have opportunities for socialisation and peer support. Carer respite is provided.</li> </ul>   | Annually                    |
|                     | Continue to run the Young men's Program and the Young Woman's program within local schools  | <ul style="list-style-type: none"> <li>• Young people are provided a platform to raise and discuss the issue of youth mental health. Information is provided with on local support services.</li> </ul>  | On-going                    |
|                     | Host an information and consultation session for parents on disability and/ or mental health.   | <ul style="list-style-type: none"> <li>• Parents are provided with information that better equips them to assist their families.</li> </ul>  | Annually                    |
|                     | Improve the access of the youth centers so that youth who have access needs can attend the youth centers.   | <ul style="list-style-type: none"> <li>• The youth centres are accessible and inclusive to all youth</li> </ul>  | On-going                    |
|                     | Hold an annual music festival that is accessible and inclusive so that people who have a disability can attend the event.                         | <ul style="list-style-type: none"> <li>• The music festival will be accessible and inclusive so that people of all abilities can attend the event.</li> <li>• The set-up of the event will include a sensory tent for people to retreat to when they feels over-stimulated.</li> <li>• An Auslan interpreter will be available to sign for people.</li> </ul>  | Annually                    |
| Children's Services | Identify family and child needs on a case by case basis and provide appropriate support to families with additional needs.                        | <ul style="list-style-type: none"> <li>• Services work in partnership with families and carers to ensure that children with additional needs, or children from families in which a parent or sibling has additional needs receive appropriate supports.</li> <li>• Families with additional needs receive priority placement in childcare services, as per the Federal Government Priority of Access Guidelines</li> </ul> | Ongoing                     |

| Area                                       | Action  | Outcome   | Timeframe<br>(Financial yr) |
|--|---|---|-----------------------------|
| <b>Children's Services<br/>(continued)</b> | Employ and train staff and educators with appropriate skills to support children and families with additional needs.  | <ul style="list-style-type: none"> <li>• Children's Services employ staff at each centre that are trained to work with children with additional needs.</li> <li>• An annual in-service training program is delivered to staff and educators.</li> </ul> | Ongoing                     |
|  | Build and maintain links with Child Care Inclusion & Professional Support Programs to enable services to support children with additional needs   | <ul style="list-style-type: none"> <li>• Council works in partnership with relevant Government agencies to ensure that families and children with additional needs are comprehensively supported and their needs addressed.</li> </ul>                  | Ongoing                     |
|  | Apply for the Preschool Disability Support Program or Inclusion Support Subsidy to access funding for additional resources to support families and children with additional needs.  | <ul style="list-style-type: none"> <li>• Services are better able to support children with additional needs and effectively meet inclusion targets as per direction from the Department of Family and Community Services (FACS)</li> </ul>              |                             |
|  | Continue to monitor the implementation of the Strengthening Supports for Children and Families 0-8 Years Strategy and respond as appropriate. The strategy outlines that children's services will be required to increase capacity to integrate children with additional needs into mainstream provision. | <ul style="list-style-type: none"> <li>• Services are better able to support children with additional needs and effectively meet inclusion targets as per direction from the Department of Family and Community Services (FACS)</li> </ul>              | Ongoing                     |
| <b>Customer service</b>                    | Provide and maintain physical access and accessible information and equipment that enables people with access issues to liaise with customer services.  | <ul style="list-style-type: none"> <li>• All people have equal and dignified access to Council Customer Service.</li> </ul>   | Ongoing                     |
|  | Provide disability and access awareness training to customer service and other front line staff.  | <ul style="list-style-type: none"> <li>• Front line staff are equipped with the skills and knowledge to support people with a disability and other access issues.</li> </ul>  | Ongoing                     |

| Area                                 | Action  | Outcome  | Timeframe (Financial yr) |
|--------------------------------------|---|--|--------------------------|
| Libraries                            | Continue to provide and maintain library services and facilities that are free and accessible to people with a disability and other access needs. Provide customer service support and advice on accessible library services and information.               | <ul style="list-style-type: none"> <li>The home library service and library bus continue to support people with access issues to utilise library services.</li> <li>An extensive collection of talking and large print books is regularly updated and maintained.</li> </ul>                 | Ongoing                  |
|                                      | Ku-ring-gai libraries will facilitate the participation of people who have a disability in their programs. The library facilities, services, programs and technology will be designed so that all community members can participate and use the library.    | <ul style="list-style-type: none"> <li>All community members, regardless of their disability, have the option to engage and use the library facilities and service.</li> </ul>   | On-going                 |
| Community consultations and meetings | Advertise meetings and consultations in accessible formats and hold events in an accessible venue. Utilise the Accessible Events Checklist to carry out an access review of proposed venue.   | <ul style="list-style-type: none"> <li>Community consultations and meetings are held in accessible venues.</li> </ul>  | Ongoing                  |
|                                      | Request participants identify access issues and special requirements in advance of an event so needs may be addressed.  | <ul style="list-style-type: none"> <li>Access issues are identified and addressed in advance and people with disability have equitable opportunity to participate and contribute</li> </ul>  | Ongoing                  |
|                                      | Provide information in an accessible and inclusive format that supports the needs of all community members to understand public information, community projects and community consultation.   | <ul style="list-style-type: none"> <li>Public information can be provided in plain English, video format, and audio clips to make information more accessible to community members.</li> </ul>   | On-going                 |
| Waste                                | Provide bin collection service from premises if resident has a disability and has been assessed by Council as eligible for this service. (The service is available to a limited number of eligible recipients.) Provide information on the Council website. | <ul style="list-style-type: none"> <li>Frail and residents who have a disability receive bin collection upon request and assessment. (A wait period may apply.)</li> <li>Information on waste collection services for people with a disability is available on Council's website.</li> </ul> | Ongoing                  |

# Sports and recreation

Photo: Man with prosthetic leg riding mountain bike

| Area   | Action  | Outcome  | Timeframe (Financial yr) |
|--|---|--|--------------------------|
| <b>Sports facilities and grounds, parks and reserves</b> | Provide new and upgraded sports grounds, facilities and structures that meet current access legislation and standards at the time of development. Where possible, provide enhancement of experience for people with a disability by appropriate planting, design, texture, equipment, interactive public art and sensory stimulation such as plant perfumes and tactile surfaces. | <ul style="list-style-type: none"> <li>• New grounds, facilities, parks and reserves provide inclusive environments that enable people of all abilities to undertake recreation activities, either through participation or as a spectator.</li> <li>• Access reviews are conducted during the planning process to ensure the needs of all are considered early in the project development phase.</li> </ul> | Ongoing                  |
|  | Identify facilities or environments that do not meet current standards as part of the Scheduled Maintenance Program. Urgent issues are addressed on a case by case basis.   | <ul style="list-style-type: none"> <li>• Access issues within existing sports facilities, grounds, parks and reserves are identified, addressed and works prioritised.</li> <li>• Walk ways are kept clear and free of obstruction and adequate lighting is provided.</li> </ul>   | Ongoing                  |
| <b>Bush walking tracks</b>                               | Continue to provide community information on walking track grades.  | <ul style="list-style-type: none"> <li>• Walking track maps, grades and access information is provided on the web and in print that enables people with mobility or access issues to identify tracks that meet their ability.</li> </ul>   | Review annually          |
|  | Document specific information on track conditions such as barriers on tracks and facilities available on tracks so that individuals can determine if the track is accessible to them.   | <ul style="list-style-type: none"> <li>• Access to bushwalks is improved by providing information on Council's website.</li> <li>• Ku-ring-gai Council's bush walks are more inclusive.</li> </ul>   | 2019-2022                |

| Area   | Action   | Outcome  | Timeframe<br>(Financial yr)      |
|--|--|--|----------------------------------|
| <b>Bush walking tracks (continued)</b>               | Assess the feasibility of developing an additional accessible pram and wheelchair walking track, ideally linked to an accessible park or reserve. Research potential location and grants.  | <ul style="list-style-type: none"> <li>Feasibility assessment completed and incorporated into future plans for accessible walking tracks.</li> </ul>   | 2016 - 2018                      |
| <b>Ku-ring-gai Wildflower Garden</b>                 | Implement planned access upgrades to education and visitors centres.   | <ul style="list-style-type: none"> <li>Wildflower Garden facilities and selected bush tracks enable people of all abilities to enjoy recreational activities.</li> </ul>   | Project timeframe<br>2020-2021   |
|  | Identify opportunities to improve accessibility of Wildflower walking tracks.  |  |                                  |
| <b>St Ives Showground</b>                            | Implement plans to upgrade access across the showground, including providing accessible toilets, accessible car parking spaces across the Showground, improved access to main arena, improved road and pathway surfaces, and an accessible playground. | <ul style="list-style-type: none"> <li>The showground provides an environment where all people can visit and participate in community events and activities.</li> </ul>  | Project timeframe<br>2020 - 2021 |
| <b>Ku-ring-gai Fitness and Aquatic Centre (KFAC)</b> | Maintain the Ku-ring-gai Fitness and Aquatic centre (KFAC) at West Pymble to deliver accessible and inclusive fitness and aquatic facilities for all people.   | <ul style="list-style-type: none"> <li>Accessible and inclusive fitness and aquatic facilities are provided for Ku-ring-gai residents. Accessible features include accessible family change areas, height adjustable change table, hoist and toilets, access ramps to and from the pools, and an access hoist into the 50 metre pool.</li> </ul> | On-going                         |
| <b>Marian Street Theatre</b>                         | Ensure that plans and designs for the renovation of the Marion Street Theatre provide for an accessible and inclusive theatre environment for people of all ages and abilities to enjoy.   | <ul style="list-style-type: none"> <li>Theatre access is improved to enable people of all abilities to access and utilise the theatre as a participant or audience member.</li> </ul>  | As part of redevelopment         |
| <b>Playgrounds</b>                                   | Develop a play strategy to guide future planning and funding allocation for play spaces  | <ul style="list-style-type: none"> <li>The play needs of today's community will be addressed and will includes access and inclusion considerations.</li> </ul>   | Ongoing                          |
|  | Ensure new playgrounds and major playground upgrades comply with relevant playgrounds standards and legislation for safety and access for people with disabilities.  | <ul style="list-style-type: none"> <li>Play equipment is provided to meet the needs of children of varying abilities.</li> <li>Recreation areas promote access and inclusion.</li> <li>Accessible playground information is made available on the Council website.</li> </ul>  |                                  |

# Information and communication

Photo: Two men communicating in sign language



| Area                          | Action  | Outcome  | Timeframe (Financial yr) |
|-------------------------------|---|--|--------------------------|
| <b>Accessible information</b> | Provide information in an accessible format that supports the needs of people with disabilities, including people with sensory impairment, and cognitive and English print disabilities.  | <ul style="list-style-type: none"> <li>Public information is provided in Plain English and other community languages and video format and audio clips to make information more accessible.</li> <li>Large print and colour contrasted documents are provided upon request.</li> <li>Individual requests are responded to on a case by case basis.</li> </ul> | Ongoing                  |
| <b>Accessible Formats</b>     | <p>Inclusive communication methods are used to assist the community to be able to understand Council's communication</p> <p>Council will actively encourage participants to advise if they have access requirements to effectively engage and participate in meetings, consultations and public exhibitions</p> | <ul style="list-style-type: none"> <li>Information is provided in plain English, community languages and video format and audio clips to make information more accessible. Captions are also available for Council Meetings.</li> </ul>  | Ongoing                  |
| <b>Council website</b>        | Maintain website Web Content Accessibility Guidelines (WCAG) 2.0 Level A rating and work towards achieving Level AA rating.   | <ul style="list-style-type: none"> <li>Council website provides information in formats that are easily accessible and understood.</li> </ul>   | AA rating by June 2020   |
|                               | Deliver Web Content Accessibility Guidelines (WCGA) 2.0 AA guidelines training to Council staff authorised to add content to the website.   | <ul style="list-style-type: none"> <li>New content uploaded by Council staff meets WCAG 2.0 Level AA standards.</li> </ul>   | 2019                     |
|                               | Update and redesign disability information on Councils website.   | <ul style="list-style-type: none"> <li>Council's website provides comprehensive information on disability services, supports and activities across the range of disability, including mental health.</li> </ul>  | On-going                 |

| Area   | Action  | Outcome  | Timeframe<br>(Financial yr)                          |
|--|---|--|--|
| <b>Visual Communications and creative arts</b> | Include images and photography that equitably represent diversity, including people with a disability, in Council's print and online materials. | <ul style="list-style-type: none"> <li>• Ku-ring-gai's diverse community, including people with disabilities, are equitably represented in all forms of visual communication.</li> </ul>   | Ongoing  |
|  | Identify opportunities to use creative arts as a medium to provide accessible quality of life initiatives in Council programs and projects.     | <ul style="list-style-type: none"> <li>• Creative art initiatives; a) provide opportunity to interact with accessible public arts, b) carry positive messages about disability inclusion, c) support employment of artists with a disability.</li> </ul> | To incorporated into applicable projects and events. |



# Festivals and events

Photo: Festival on the green



| Area  | Action   | Outcome   | Timeframe (Financial yr)  |
|---|--|---|---|
| <b>Annual Council events</b>                        | Review event management plans to ensure reasonable measures have been taken to plan and respond to access issues. Utilise <i>Accessible Events Checklist</i> . | <ul style="list-style-type: none"> <li>• Council events, including Guringai Festival, Australia Day, Festival on the Green and Twilight Concerts are equitably accessible and inclusive for the whole community.</li> <li>• Facilities and equipment are provided that enable all</li> <li>• people to attend and participate.</li> </ul>   | Ongoing   |
|   | Plan and promote inclusive community events to attract more people to attend the event and have a good experience at the event                                 | <ul style="list-style-type: none"> <li>• More people attend and stay at the event</li> <li>• People who have a disability and their families are able to attend the event and stay longer.</li> <li>• A range of supports and aides are provided to people who have a disability so that they can participate in the event more fully.</li> <li>• A sensory tent is available.</li> </ul> | Ongoing   |
|   | Provide access information on event invitations and advertising.   | <ul style="list-style-type: none"> <li>• Community members with access needs have the necessary information to plan ahead of the event.</li> </ul>  | Ongoing   |
| <b>All other events run by Council or community</b> | The Accessible Events Checklist is updated to include the Sensory Tent to assist outside event organisers to consider access and inclusion.                    | <ul style="list-style-type: none"> <li>• Access and inclusion planning becomes an integral component of the event booking process, with event organisers required to review and sign off an access and inclusion checklist prior to the event receiving approval.</li> </ul>  | Ongoing-Integrated as part of the events booking procedures project |

# Public transport and parking

Photo: Seniors using accessible ramp to access public transport bus



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

# Local Businesses and Services

Photo: Festival on the green



| Area           | Action  | Outcome   | Timeframe (Financial yr) |
|----------------|---|---|--------------------------|
| Local business | Update and redistribute the Missed Business Brochure.                                   | <ul style="list-style-type: none"> <li>• Small business owners are aware of the value of accessibility and encouraged to make improvements.</li> </ul>                        | 2019-2020                |
|                | Council host an information session on Good Access is Good Business.                    | <ul style="list-style-type: none"> <li>• Small business owners are equipped with knowledge on how to take cost effective practical steps to improve accessibility.</li> </ul> | 2019-2020                |
|                | Work with Better Business Partnerships to support the Better Accessible Business Award. | <ul style="list-style-type: none"> <li>• Local traders are incentivised to provide good access to customers.</li> </ul>   | 2019-2021                |



Man using a wheelchair at work bench

Action Plan

## Employment, education and training

# Employment



Photo: Two men shaking hands over a woodwork bench.

| Area   | Action  | Outcome   | Timeframe (Financial yr)   |
|--|---|---|----------------------------|
| <b>Employment opportunities for people with a disability</b> | Review and update Council’s policy on equal opportunity and disability discrimination to ensure it is equitable.                        | <ul style="list-style-type: none"> <li>• People with disabilities have equitable employment opportunities.</li> <li>• All areas of employment are free from unlawful discrimination.</li> </ul>                                 | As required<br><br>Ongoing |
|  | Policies and procedures are developed to support the recruitment and retention of people who have a disability.                         | <ul style="list-style-type: none"> <li>• The recruitment and interview stage for Council jobs will be adapted to accommodate the needs of people who have a disability.</li> </ul>  |                            |
|  | A workplace assessment is conducted for employees who have a disability prior to commencement of employment.                            | <ul style="list-style-type: none"> <li>• Reasonable adjustments are made to meet the needs of employees who have a disability.</li> </ul>   |                            |
|  | Access issues raised in the employee Climate Survey are identified and addressed within an appropriate timeframe.                       | <ul style="list-style-type: none"> <li>• Barriers to successful employment are identified and resolved where reasonable.</li> <li>• Ku-ring-gai Council workforce will reflect the diversity of the wider community.</li> </ul> |                            |
| <b>NSW Carers Recognition Act (2010)</b>                     | Report on Council’s compliance to the NSW Carers Recognition Act (2010) as it applies to Council staff in each annual reporting period. | <ul style="list-style-type: none"> <li>• Compliance to the Act is detailed in the Council’s Annual Report</li> </ul>  | Annually                   |

# Education

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



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



# Part C – References and supporting documentation

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

## Council Strategies, Policies and Plans

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

## External Strategies, Plans, Standards & Legislation

### Disability Rights

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

### Disability access in the built environment

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

## Need help?

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

## Simplified Chinese

### 需要帮助吗？

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

## Traditional Chinese

### 需要幫助嗎？

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

## Japanese

### お困りですか？

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

## Korean

### 도움이 필요하십니까?

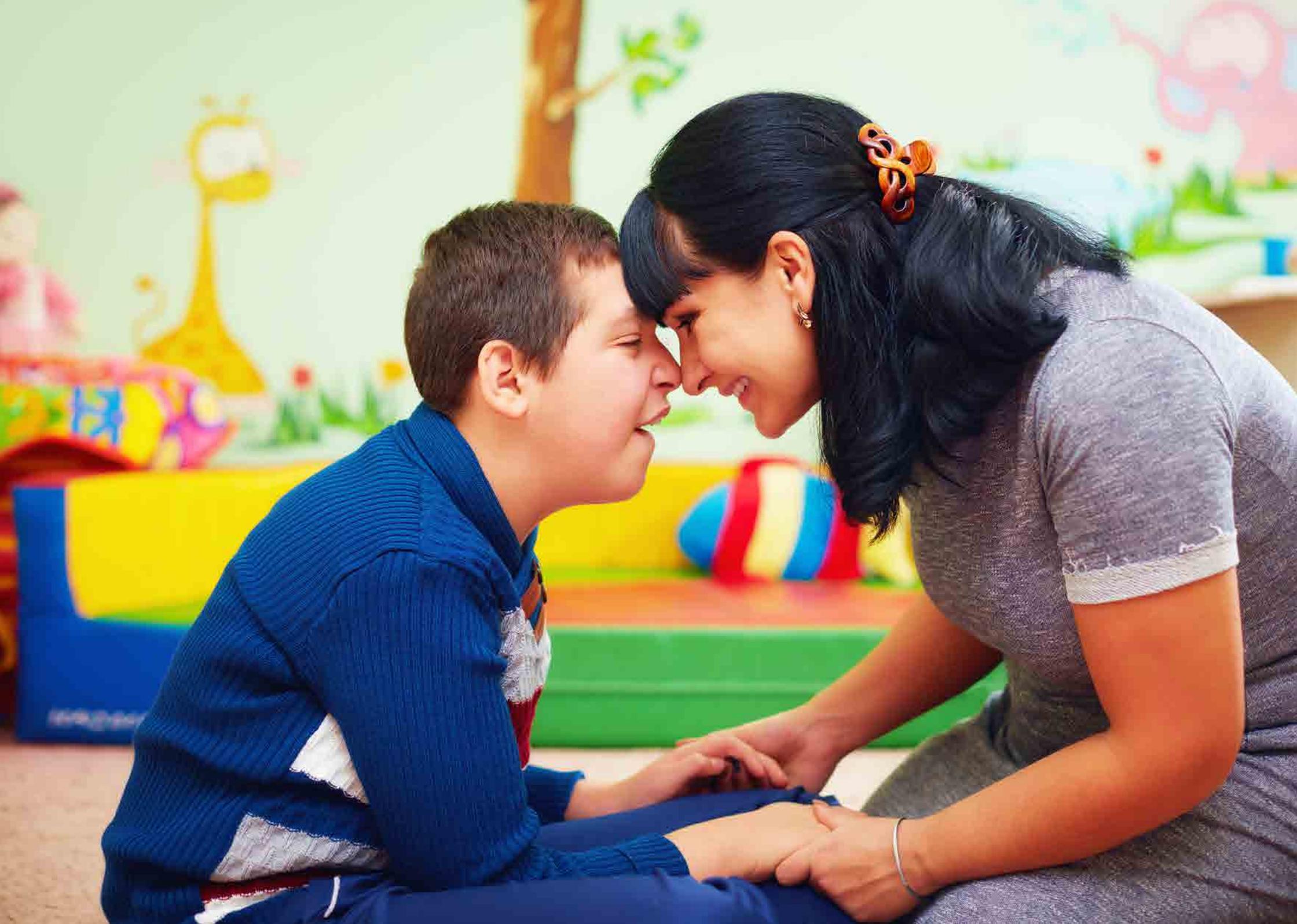
이 문서에는 중요한 정보가 담겨 있습니다. 여러분이 이해할 수 없다면, TIS (번역 및 통역 서비스)의 131 450 번으로 전화하십시오. 9424 0000 번으로 여러분을 대신하여 전화해서 쿠링가이 카운슬을 연락해 달라고 요청하십시오. 영업 시간: 월요일-금요일, 오전 8시30분-오후 5시.



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