



MOSMAN

**DISABILITY
INCLUSION
ACTION PLAN
2022-26**

Statement of commitment

I am pleased to present Mosman Council's Disability Inclusion Action Plan 2022-2026. The Plan highlights Council's directions and actions over the next four years for inclusion of people with disability in the community.

It builds on Council's first Disability Inclusion Action Plan 2017-21 and complements the important work of Council's Access and Mobility Community Consultative Committee. It also supports government policies and programs and community efforts for inclusion of people with disability to fully participate in all aspects of community life.

Since the development of the last Plan, we have made steady progress in making Mosman easier to live in and get around, with provision of beach access at Clifton Gardens, construction of accessible public facilities at Raglan St West carpark, and continuing kerb upgrades. Accessible community events and staff education have also contributed to changing attitudes and increased responsiveness for inclusion of people with disability.

Community feedback is at the heart of the Plan, providing Council with valued information on how to make Mosman a more inclusive place to live.

As a whole-of-Council Plan, all of Council's functional areas have been engaged in its development, building our capacity to develop positive community attitudes and behaviours; create liveable communities; support access to meaningful employment; and improve access to services through better systems and processes.

The Plan also forms part of Council's broader Integrated Planning and Reporting framework and will be reviewed and reported on biannually.

I would like to express Council's appreciation to the community members and other stakeholders who participated in the engagement processes to provide their feedback and ideas on making Mosman more inclusive. Continuing the dialogue with

community members throughout the Plan's implementation will strengthen our efforts and lead to better outcomes.

Mosman is a caring and supportive community and I urge community members to help make it even more inclusive for the benefit of everyone.

I commend the Plan to you.

A handwritten signature in black ink that reads "Carolyn Corrigan". The signature is written in a cursive style with a large initial 'C' and a long, sweeping tail on the 'n'.

Councillor Carolyn Corrigan

MAYOR

Overview and vision

About this plan

We want to make sure that people with disability, their families and carers are included in Mosman and that our community is more accessible. In writing our Disability Inclusion Action Plan we have asked the community about the barriers that people with disability face in Mosman and their ideas for improvement. The plan explains the actions we will take to improve the lives of people with disability in our community.

Mosman Council's commitment to improving access and inclusion

Mosman Council is committed to making our community more accessible and inclusive of people with disability. We will do this by:

- promoting positive attitudes and behaviours toward people with disability
- making improvements to ensure our community is easier live in and to get around
- helping to facilitate access to volunteering and work opportunities for people with disability
- making sure the information we provide is easy to understand and our services are accessible and inclusive.

Promoting positive community attitudes and behaviours

Mosman Council recognises that attitudes and behaviours towards people with disability are an important barrier to access and inclusion. We are committed to promoting positive attitudes and behaviours among staff and to working with others to promote positive attitudes and behaviours in the community.

Making our community easier to live in and get around

It is important for everyone to be able to get around their local community. We have done a lot of work to improve access around the community. But we know from community feedback that accessibility issues remain in some locations and facilities, particularly where our natural landscape makes it difficult, such as beach

areas. We are committed to progressively making Mosman more accessible to people of all abilities.

Helping to facilitate access to volunteering and work opportunities by people with disability

Mosman Council recognises the importance of employment for people's financial security, as well as their feelings of self-worth, social inclusion and mental health. Council also recognises the value of a diverse workforce, and that people with disability often have higher attendance rates, lower turnover and good performance and safety records. However, people with disability often face barriers to accessing employment. We are committed to providing an accessible workplace for people with disability and to encouraging meaningful local volunteering and employment options for people with disability.

Making sure the information we provide is easy to understand and our services are accessible and inclusive.

Mosman Council recognises that people with disability often have difficulty navigating systems and processes to access services and supports in the community. We are committed to making information, events, services and consultation processes accessible to people with disability.

How we developed this plan

In early 2021, we sought feedback from people with disability, their families, service providers, other community members and Council's Access and Mobility Community Consultative Committee to update key actions Council can take to improve accessibility and inclusion of people with disability in Mosman.

The consultation was promoted through Council's website, social media, Council facilities, the local paper, and emails, letters and phone calls to relevant stakeholders through Council's contact lists and networks.

We held three consultation forums from 27 to 28 April 2021—one for people with disability, their families and other community members, one for service providers and one that was open to all community members. The consultations were held face-to-

face and online, and catered to all accessibility requirements. People who could not attend the forum could tell us what they thought through an online survey or by contacting Council directly via phone or email.

We collated and analysed the consultancy feedback and presented this to Council staff.

Policy and legislative context

The need to support inclusion is recognised at many levels of legislation and policy in Australia.

In 2014, the NSW Government passed a law that said that all local councils must have a Disability Inclusion Action Plan. The law is called the *Disability Inclusion Act 2014*. Under the law, Councils must review their Disability Inclusion Action Plans every 4 years.

UN Convention on the Rights of Persons with Disabilities

Recognises the rights of people with disability, including the right to respect for their inherent dignity and autonomy and to non-discrimination.

Disability Discrimination Act 1992

Disability Services Act 1986

National Art and Disability Strategy (2009)

Disability (Access to Premises Standards – Buildings) Standards 2010

National Disability Insurance Scheme Act 2013

National Disability Strategy

Articulates how Australia will meet its obligations under the UN Convention and sets out actions to improve inclusion and accessibility of buildings, homes, schools, employment, businesses, sports and community groups.

NSW Anti-Discrimination Act 1977

NSW Government Sector Employee Act 2013

NSW Disability Inclusion Act 2014

- Makes it clear people with disability have the same rights as other people.
- Promotes inclusion of people with disability by requiring NSW, state government agencies and local councils to undertake disability inclusion action planning in consultation with people with disability.
- Supports people with disability to exercise choice and control through individualised funding.
- Provides safeguards for people accessing NSW funded disability supports and services.

NSW Disability Inclusion Action Plan (DIAP)

Mosman DIAP

Mosman's four-year plan to improve access and inclusion.

MOSPLAN 2018-2028

Access Strategy (2014) Pedestrian Access and Mobility Plan (2012)

The **National Disability Insurance Scheme (NDIS)** has also led to significant changes to supports for people with disability. The NDIS provides people aged under 65 years who have a permanent disability that significantly affects their ability to take part in everyday activities and people with disability who would benefit from early intervention with individualised funding to access reasonable and necessary supports to meet their goals. The Information, Linkages and Capacity Building component of the NDIS provides information and supports to people with disability, their families and carers, and supports mainstream and community services to be more inclusive. But the NDIS does not replace the obligation on mainstream and community services to be inclusive.

Mosman Council profile

Mosman Council is a vibrant Local Government Area located about 8 kilometres north-east of the Sydney CBD and with population of about 30,785 residents. Council employs approximately 175 permanent staff.

In the 2016 census, 878 people in the Mosman Council area (3.1% of the population) reported needing assistance in core activities. This number does not include the residents who have a disability for which they do not need day-to-day support. In Australia, we know that approximately one in five people have some form of disability.

In addition to those who live here, people with disability may visit or work in Mosman Local Government Area. Mosman's growing population of older residents may also have difficulties navigating their local environment and accessing information and services. Disability inclusion action planning will help ensure our community is accessible and inclusive.

Mosman Council's strategic priorities are set out in the 10-year Community Strategic Plan, *MOSPLAN 2018-2028*. The Delivery Program was most recently revised in June 2018. It provides information on activities organised according to the seven Strategic Directions that guide Council's efforts in delivering the best possible outcomes for the Mosman community:

Strategic Direction 1	A caring and inclusive community
Strategic Direction 2	A culturally rich and vibrant community
Strategic Direction 3	An attractive and sustainable environment
Strategic Direction 4	An informed and engaged community
Strategic Direction 5	A business-friendly community with sound, independent and civic leadership
Strategic Direction 6	Well designed, liveable and accessible places
Strategic Direction 7	A healthy and active village lifestyle

The actions in the DIAP are relevant to all areas of MOSPLAN and aligned with Strategic Directions 1, 2, 3, 4, 5, 6 and 7.

The actions in the DIAP will be integrated into the *MOSPLAN Delivery Program and Operational Plans*.

The Council has an existing Access Strategy (2014) and a Pedestrian Access and Mobility Plan (2012), which this plan will build on. Council also has an Access and Mobility Community Consultative Committee that will continue to inform actions to improve access.

Community consultation outcomes

Feedback from community members and providers strongly supported the actions in the current Disability Inclusion Action Plan and identified new ones. The consultation also provided valuable insights into the barriers that people with disability can face to inclusion, accessing information and getting around the community. This feedback has informed the updated actions in this plan.

Key findings

Developing positive community attitudes and behaviours

Community members and service providers identified the need to:

- promote Council's actions to increase inclusion of and access for people with disability
- promote positive attitudes to and understanding of people with disability
- promote understanding and positive attitudes among Council staff
- engage with groups in the community to promote inclusion
- provide opportunities for connection among community members and people with disability to support inclusion
- listen to people with disability through ongoing consultation and by responding to feedback on actions in this plan as needed.

Creating liveable communities

Community members and service providers identified the need to:

- understand and prioritise access issues with community
- progressively increase access in the local community and to Council facilities
- promote and implement universal design
- collaborate with state government to improve access by making submissions as needed
- support access around the community for people with disability
- improve access to information about access in the community.

Supporting access to meaningful employment

Community members and service providers identified the need to:

- explore opportunities to work with employers to support employment for people with disability
- create more employment and volunteer opportunities for people with a disability in Council
- ensure Council's recruitment process is accessible
- ensure Council is an inclusive and accessible workplace.

Improving access to mainstream services through better systems and processes

Community members and service providers identified the need to:

- make information accessible through a variety of channels and in different formats
- improve the accessibility of Council processes and website
- provide and promote accessible events
- provide programs and services specifically for people with disability and those that cater to all abilities
- ensure access and inclusion are considered when policies or corporate practices are written or changed
- ensure venues for public meetings and consultations are accessible.

Actions 1. Developing positive community attitudes and behaviours

Action	Responsibility	Timeframe	Indicator
Promote Council's actions to increase inclusion of and access for people with disability			
Deliver short education sessions at Council-run groups and other community meetings regarding Mosman Council's responsibilities when it comes to ageing and disability and what Council is doing to meet these.	Community Services	Ongoing	<ul style="list-style-type: none"> N education sessions at Council-run groups and community meetings
Promote positive stories of inclusion and actions taken to increase access.	Community Services; Communications	Ongoing	<ul style="list-style-type: none"> N positive stories of inclusion and actions taken to increase access
Promote positive attitudes and awareness of people with disability			
Work with disability service providers to educate the community on the complex and often invisible nature of disability and the rights of people with disability.	All Directorates – particularly: Directorate of Community Development (Community Services, Library, Gallery and Comms)	Ongoing	<ul style="list-style-type: none"> N disability service providers working with Council to educate the community N education activities
Partner with disability organisations to support a 'voice' project for people with disability.	Community Development Directorate (Library, Gallery and Community Services)	Annually	<ul style="list-style-type: none"> N partnerships N people with disability involved
Work with existing services and local	Community Services; Communications	Ongoing	<ul style="list-style-type: none"> N images Variety of disability types in images

providers to develop a library of images of people with varying types of disability to be used in Council communications.			<ul style="list-style-type: none"> • N and % communications in which images are shown
Run Council events involving people with disability to raise awareness of disability and inclusion alongside International Day of People with Disability.	Community Services	Annual	<ul style="list-style-type: none"> • N events • N people with disability involved in events
Promote understanding and positive attitudes among Council staff			
Integrate disability awareness into Council's induction program.	Human Resources	Disability awareness embedded in induction by 2022	<ul style="list-style-type: none"> • N and % staff trained • % staff reporting increased confidence following training
Develop and implement frontline staff procedures and communication guidelines to improve service delivery and complaints handling for people with a disability.	Human Resources Customer Services	2022/23	<ul style="list-style-type: none"> • Procedures developed • N Frontline staff report feeling more confident communicating with people with disability • Community satisfaction rates with Council's service delivery and complaints handling for people with disability
Engage with groups in the community to promote inclusion			
Connect with NSW Office of Sport, Disability Sports Australia, Sport NSW and other relevant organisations to promote inclusion.	Environment and Open Space	Ongoing	<ul style="list-style-type: none"> • N and % local sporting association and clubs provided information and support • N people reached through sporting events
Connect with schools and	Library; Community	Ongoing	<ul style="list-style-type: none"> • Feedback and learnings reported by schools

preschools to promote inclusion.	Services; Cultural Services; Youth Services; Children and Families		and preschools <ul style="list-style-type: none"> • N interactions with Principals' Liaison Group • N schools and children's services engaged • N opportunities identified for children to engage with people with disability
Work with local early childhood providers to deliver inclusion training.	Children and Families	Annually	<ul style="list-style-type: none"> • N of training workshops delivered • N of attendees reporting increased knowledge
Provide opportunities for connection among community members to promote inclusion			
Create opportunities for people with disability and other community members to connect.	Volunteers office	Ongoing	<ul style="list-style-type: none"> • N linkages made between people with disability and other community members
Listen to people with disability			
Develop a community panel made up of people with disability, their families and carers for ongoing consultation.	Community Services	Ongoing	<ul style="list-style-type: none"> • N people on community panel • Types of people on community panel (people with disability, families and carers)
Make adjustments to the actions in this plan to respond to feedback as needed.	Community Services	As required	<ul style="list-style-type: none"> • N adjustments made to actions in plan

Actions 2. Creating liveable communities

Action	Responsibility	Timeframe	Indicator
Understand and prioritise access issues with community			
Continue to work with our Access and Mobility Community Consultative Committee to identify barriers and actions to improve access.	Community Services	Ongoing	<ul style="list-style-type: none"> N actions taken to improve access
Ensure Council information and processes are clear and responsive on how people can report physical access issues.	Engineering; Environment and Open Space; Community Services; Communications	Annually	<ul style="list-style-type: none"> Community uses Council's information and processes to report physical access issues
Promote reporting by members of the public of any access barriers to Council.	Engineering; Property and Works; Communications		<ul style="list-style-type: none"> N promotional activities
Develop an accessibility audit program for Council owned community facilities to inform related works program and prioritise improvements or upgrades.	Community Services; Open Space; Property and Works	2023 Audits conducted as required	<ul style="list-style-type: none"> Program developed N accessibility audits conducted through program
Progressively increase access in the local community and to Council facilities			
Continue to implement actions in the Access Strategy.	Engineering	Ongoing	<ul style="list-style-type: none"> N and type of actions implemented
Continue to implement strategies in the Mosman	Engineering	Ongoing	<ul style="list-style-type: none"> N and type of strategies implemented

Walking & Cycling Strategy 2022-2027.			
Continue to make upgrades to increase access in the local community and to Council facilities, including: <ul style="list-style-type: none"> • ramps • pathways and surfaces • playgrounds • public seating • toilets and adult change facilities • signage and lighting. 	Engineering; Property and Works; Environment and Open Space; Community Development	Ongoing	<ul style="list-style-type: none"> • N and types of upgrades
Promote and implement universal design			
Identify and deliver training on universal design and access standards to staff responsible for developing and delivering projects to ensure staff responsible for developing and delivering projects are also delivering "liveable communities".	Planning	2023	<ul style="list-style-type: none"> • N and % staff trained • % staff reporting increased confidence following training
Ensure accessibility is considered for construction projects at concept design stage.	Planning	2023	<ul style="list-style-type: none"> • N and % new projects where checklist tool is used
Use universally accessible park and street furniture when upgrading open space and streetscapes.	Engineering; Environment and Open Space	Ongoing	<ul style="list-style-type: none"> • N and % of upgrades where universally accessible park and street furniture used

Collaborate with state government to improve access			
Continue to make submissions, as needed, to State Government about making transport and moving around the community more accessible.	All of Council; Strategic Planning; Engineering	Ongoing	<ul style="list-style-type: none"> • N submissions made • Outcome of submissions
Audit of bus stops to identify improvements and upgrades for better access such as level waiting platforms.	Engineering; Compliance; Community Services	As needed	<ul style="list-style-type: none"> • Audit undertaken
Support access around the community for people with disability			
Continue to engage an external provider to deliver and promote travel training services for people with disability.	Community Services	Ongoing	<ul style="list-style-type: none"> • N of referrals
Improve access information			
Develop an access map (including toilet, parking and mobility map) available on Council's website and invite contributions from National Parks and Wildlife and the Sydney Harbour Federation Trust.	Property and Works; Communications	2023	<ul style="list-style-type: none"> • Access map developed and published on Council's website • N users of access map
Improve information regarding accessibility in the next review of Council's New Residents Guide.	Community Services	At time of review	<ul style="list-style-type: none"> • Improvements to information on accessibility made in Council's next New Residents Guide

Actions 3. Supporting access to meaningful employment

Action	Responsibility	Timeframe	Indicator
Explore opportunities to work with the community to support employment for people with disability			
Explore opportunities to procure services from Australian Disability Enterprises and businesses employing people with disability.	Managers	Ongoing	<ul style="list-style-type: none"> N opportunities identified to procure services
Create more employment and volunteer opportunities for people with a disability in Council			
Facilitate structured Council volunteering opportunities for people with a disability.	Community Services	Ongoing	<ul style="list-style-type: none"> N and types of volunteering opportunities for people with disability
Explore employment opportunities for people with disability, including permanent, temporary and casual positions and traineeships.	Human Resources	Ongoing	<ul style="list-style-type: none"> Review undertaken
Ensure Council's recruitment process is accessible			
Continue to review Council's performance on employment of people with disability through EEO reporting.	Human Resources	Ongoing	<ul style="list-style-type: none"> Accessibility of Council employment processes
Ensure job advertisements promote Council as an Equal Opportunity employer.	Human Resources	Ongoing	<ul style="list-style-type: none"> N and % job advertisements that promote Council as an Equal Opportunity employer
Include reasonable adjustment	Human Resources	Ongoing	<ul style="list-style-type: none"> Staff selection training

processes in staff training.			covers inclusion and reasonable workplace adjustments
Ensure online recruitment uses Plain English and meets accessibility standards and explore options for a recruitment process that does not require online application submissions.	Human Resources	2023	<ul style="list-style-type: none"> • Compliance with accessibility standards • Alternative recruitment processes identified
Ensure Council is an inclusive and accessible workplace			
Respond to adjustment needs of staff with disability.	Human Resources; IT	As required	<ul style="list-style-type: none"> • N and % staff for whom adjustments are made • N and types of adjustments made
Review need for software, hardware and platforms which meet accessibility standards and are compatible with assistive technologies.	IT	Ongoing	<ul style="list-style-type: none"> • Actions taken as needed to improve accessibility

Actions 4. Improving access to services through better systems and processes

Action	Responsibility	Timeframe	Indicator
Provide accessible information through a variety of channels			
Ensure staff identify people's preferred forms of communication and share this information across Council Departments, so people do not have to make the same request to different sections.	All Departments	Ongoing	<ul style="list-style-type: none"> • Process developed and used by staff
Continue Council digitisation process to improve accessibility of records and information.	Governance	Ongoing	<ul style="list-style-type: none"> • Progress with digitisation
Develop standard templates for Council documents and forms to ensure accessibility of both print and online versions. Provide support to submit forms if needed.	Communications; HR; Governance; Customer Services	Ongoing	<ul style="list-style-type: none"> • Templates developed • Templates used and forms area accessible • N people supported as needed
Improve accessibility of Council processes and website			
Participate in local government networks and forums to obtain information on innovative and successful local government inclusive practices.	All Managers	Ongoing	<ul style="list-style-type: none"> • N networks and forums participated in
Identify potential subjects	All Directorates	Annual	<ul style="list-style-type: none"> • N areas identified

that would benefit from information being produced in video format.			<ul style="list-style-type: none"> • N videos produced per directorate
Work toward WCAG 2.0 compliance for Council's website, including optimal and intuitive links to information for people with disability.	Communications		<ul style="list-style-type: none"> • % website WCAG 2.0 compliant • N people with disability involved in user testing
Provide accessible events			
Ensure Council events are accessible to individuals and groups of people with disability.	All sections that organise events	Ongoing	<ul style="list-style-type: none"> • Checklist established • Use of checklist in event planning • Accessibility measures in place as required by event attendees
Promote accessibility of Council events when appropriate in advertising; use universal icons and highlight accessible locations.	All sections that organise events	Ongoing	<ul style="list-style-type: none"> • N and % event ads with accessibility information
Explore opportunities to involve people with disability in all Council events, including reviewing event criteria to ensure there is participation.	All sections that organise events	Ongoing	<ul style="list-style-type: none"> • N and % events where people with disability participate • N and % people with disability participating in events
Provide programs and services for people with disability			
Continue to provide Council services for young people	Community Services	Ongoing	<ul style="list-style-type: none"> • N and % services for young people with

with disability and older people as long as there is need, expertise and funding.			disability and older people <ul style="list-style-type: none"> • N participants in services
Deliver programs that cater to all abilities.	All Departments	Ongoing	<ul style="list-style-type: none"> • N and % participants with disability per program
Policy and corporate practice			
Ensure access and inclusion are considered when new policies or corporate practices are written or existing policies or corporate practices are changed.	Governance	Ongoing	<ul style="list-style-type: none"> • % policies in which access and inclusion are considered
Feedback, consultation and meetings			
Use the accessible events checklist to ensure venues for public meetings and consultations are accessible.	All sections that organise events	Ongoing	<ul style="list-style-type: none"> • % meetings and consultations where checklist used to ensure accessibility
Other			
Ensure IT training provided by Council is inclusive of people with disability.	Library; Community Services	Ongoing	<ul style="list-style-type: none"> • N and % participants with disability

Governance and accountability

Governance

All sections of Council have responsibilities for supporting access and inclusion. The actions that specific sections of Council are responsible for are noted in this plan. The Manager Community Services will oversee Council's ongoing implementation of this plan and will report to the Executive.

Accountability

Council will:

- Review implementation biannually
- Seek feedback on progress from people with disability and other community members
- Seek feedback from our Access and Mobility Community Consultative Committee
- Seek feedback from Council staff
- Modify strategies according to review and feedback findings
- Present results of the review process to the Access and Mobility Consultative Committee
- Provide an annual report to the community and the Minister for Disability Services
- Conduct a full review after four years

Feedback on this plan

We will seek feedback from people with disability and community members through:

- the surveys we use at events
- the 'complaints and compliments' section on our website.

You can also contact Council's Community Services Team by emailing

council@mosman.nsw.gov.au

DISABILITY
INCLUSION
ACTION PLAN
2022-26

Mosman
COUNCIL

