

**MINUTES OF ACCESS & MOBILITY
COMMUNITY CONSULTATIVE COMMITTEE
HELD ON 20 NOVEMBER 2018, 09:00am**

- PRESENT:**
- Councillors**
Mayor Carolyn Corrigan
Cr Jacqui Willoughby
- Resident Members**
Tony Friend
Steve Goudie
Nell Rickard
- Staff Attendance**
Dianne Page, Social Planner
Chandra Chandrawansa, Manager Engineering
Steven Smith, Manager Environment and Open Space
- APOLOGIES:** Pip Friedrich, Nicola Atmore
- MINUTES:** Taken by Elizabeth Kemp, Team Leader CD Administration

	MATTERS DISCUSSED	ACTION
1.	WELCOME The Mayor welcomed everyone in attendance.	
2.	APOLOGIES	
3.	ADOPTION OF MINUTES OF THE PREVIOUS MEETING The minutes of the previous meeting were adopted as a true and accurate record. <i>Moved: Nell Rickard</i> <i>Seconded: Cr Willoughby</i>	
4.	DISCLOSURES OF NON-PECUNIARY INTEREST There were no disclosures of non-pecuniary interest.	
5.	MATTERS ARISING FROM PREVIOUS MEETING Accessible parks list The list is now on the Council website. Some improvements to be made, including linking in more detail about why each park has been rated the way it has. Tony Friend and Nell Rickard to send Steven Smith further suggestions. Text reading on Council's website Nicola Atmore followed up with Manager Communications and Web Services Coordinator about this. As text reading is now built into many computers or a separate device can be	Manager Environment and Open Space

	<p>purchased for this, it will not be built into the Council website. Instead, the Web Team is working towards compliance with the access standards.</p>	
6.	<p>DISABILITY INCLUSION ACTION PLAN OUTCOMES WORKSHOP</p> <p>The Disability Inclusion Action Plan Outcomes Measurement Workshop Debrief document (attached) was circulated prior to the meeting and confirmed as an accurate reflection of the Committee's deliberations. This will inform the preparation of the next DIAP and form the direction for community consultation. The DIAP has been included with the Annual Report.</p> <p>The Mayor has received a letter from The Hon Ray Williams MP, Minister for Disability Services, thanking Council for implementing the 2017/2018 Disability Inclusion Action Plan.</p> <p>At some future date, the Mayor may consider inviting the Minister to discuss with Council the responsibilities of and challenges for State Government, Local Government and the non-government sector in promoting access and inclusion in the community</p> <p>The Mayor will write to the Australian Bureau of Statistics to request more questions be asked about disability in the Census.</p>	For information
7.	<p>CONFIRM MEETING DATES FOR 2019</p> <p>The meetings for 2019 were confirmed as the third Tuesday of March, July and November 2019. Meetings will be held at Mosman Art Gallery going forward – Team Leader CD Administration to book a meeting room.</p>	Team Leader CD Administration
8.	<p>GENERAL BUSINESS</p> <p>It was reconfirmed with the Committee that the focus of further accessibility works will be Clifton Gardens as opposed to Rosherville Reserve, as there were a number of issues with the proposed works at Rosherville. Clifton Gardens works have been budgeted for and designed – the next step is community consultation. There are currently two locations for accessible parking at Clifton Gardens, which are compliant. Manager Engineering to check if Council is required to increase the number of spaces when an accessible path is present.</p> <p>Once the accessibility works at Clifton Gardens are complete, the provision of a hoist to get into the water may be investigated in future MOSPLAN planning and budgets.</p> <p>The Committee agreed that publicity about accessibility needs to increase. The Mayor suggested a specific place be reserved for this in the Newsletter.</p> <p>Rosherville Reserve and Sirius Cove have both had accessible BBQs installed.</p> <p>Tony Friend researched beach buggies for accessibility use. It was agreed that this is not currently practical for Mosman as they are electric and would need to be charged, require ongoing</p>	Manager Engineering

	<p>maintenance, and would have to be locked up to ensure they are secure.</p> <p>The Mayor will inspect the accessible path down to the beach at Balmoral.</p> <p>Cr Willoughby will attend Mosman Council's International Day of People with Disability activities on Thursday 22 November. The activities involve school students undertaking activities to learn about people with disability and challenge stereotypes and negative attitudes.</p> <p>The question was raised about what percentage of issues identified in the Mosman Access Strategy Physical Access Audit Report had actually been addressed. Manager Engineering will prepare a report on what has addressed so far.</p> <p>It was noted that the Mosman Junction area is not accessible for many people with disability. Shopping centres such as Bridgepoint, which have underground parking and lift access are much easier to get around.</p> <p>After a member of the public spoke to the Mayor about the need for a taxi phone at Bridgepoint, the Mayor will write to Bridgepoint to suggest this.</p>	<p>Manager Engineering</p> <p>Mayor</p>
	<p>MEETING CLOSED</p> <p>The meeting closed at 10.08am.</p>	

DISABILITY INCLUSION ACTION PLAN OUTCOMES MEASUREMENT



MOSMAN COUNCIL

WORKSHOP DEBRIEF

OCTOBER 2018

1. Overview

In 2017, Mosman Council consulted with community members to develop their Disability Inclusion Action Plan (DIAP). The DIAP includes a broad spectrum of actions in the following DIAP action areas.

Table 1. DIAP Outcomes

DIAP action areas	Action
1. Develop positive community attitudes and behaviours	<ul style="list-style-type: none">▪ Listen to people with disability▪ Promote understanding and positive attitudes among Council staff▪ Promote understanding, positive attitudes and connections in the community▪ Engage with groups in the community to promote inclusion
2. Create liveable communities	<ul style="list-style-type: none">▪ Listen to people with disability▪ Progressively increase access in the local community and to Council facilities▪ Improve the process for providing access supports▪ Collaborate with State Government to improve access
3. Support access to meaningful employment	<ul style="list-style-type: none">▪ Ensure Council's recruitment process is accessible▪ Ensure Council is an inclusive and accessible workplace▪ Explore volunteering opportunities for people with disability▪ Support employment opportunities in the community
4. Improve access to services through better systems and processes	<ul style="list-style-type: none">▪ Policy and corporate practice▪ Improve Council website and information access▪ Provide accessible events and services▪ Feedback, consultation and meetings

Workshop summary

To work further on the outcome measures for their DIAP, Mosman Council engaged ARTD to facilitate a workshop with the Mosman Access Committee, Mayor Carolyn Corrigan, and Councillor Jacqui Willoughby. The workshop covered:

- the difference between activities and outcomes¹
- the key outcomes for the four DIAP action areas, and the connections between these
- ideas for monitoring and evaluation
- potential data sources Mosman Council can consider using to assess their outcomes
- how people with disability can be effectively engaged in the consultation process.

The workshop shed light on the ultimate desired outcomes in the Mosman Council area stemming from the implementation of the DIAP, identified some ideas for data collection, and identified next steps for engaging people with disability and other community members, which Mosman Council can consider.

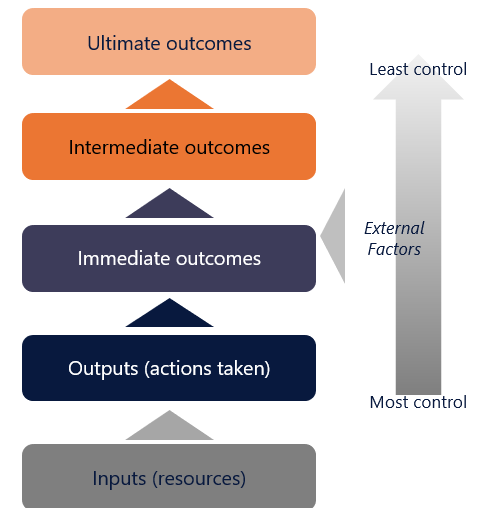
¹ Measuring your social impact: Theory of Change, YouTube, 2014 <https://youtu.be/dpb4AGT684U>

2. Understanding outcomes

Activities are the *actions* taken to respond to an identified social issue. This may include the delivery of a program or service to individuals, groups, families, organisations or communities. **Outcomes** are the *changes* that occur for the target group during or after the activity.² For example, a Council activity may be to install a ramp in a Council gallery, with the **outcome** that people with disability are able to access the gallery, and the opportunities for interaction it offers and, ultimately, be more actively included in the community.

An outcomes hierarchy can be a helpful way to think about outcomes. They can

- Developing an outcome hierarchy can help reality check the links between the action you are taking and the outcomes you hope to achieve.
- You have most control over **lower-level outcomes** – the inputs, activities and outputs.
- You have least control over **higher-level outcomes**. But, it is important to identify these to ensure you have a shared understanding of the outcomes you are aiming to contribute to.
- Monitoring your delivery and **immediate outcomes** can help you to check if you are on track to having an impact and to make adjustments if needed.

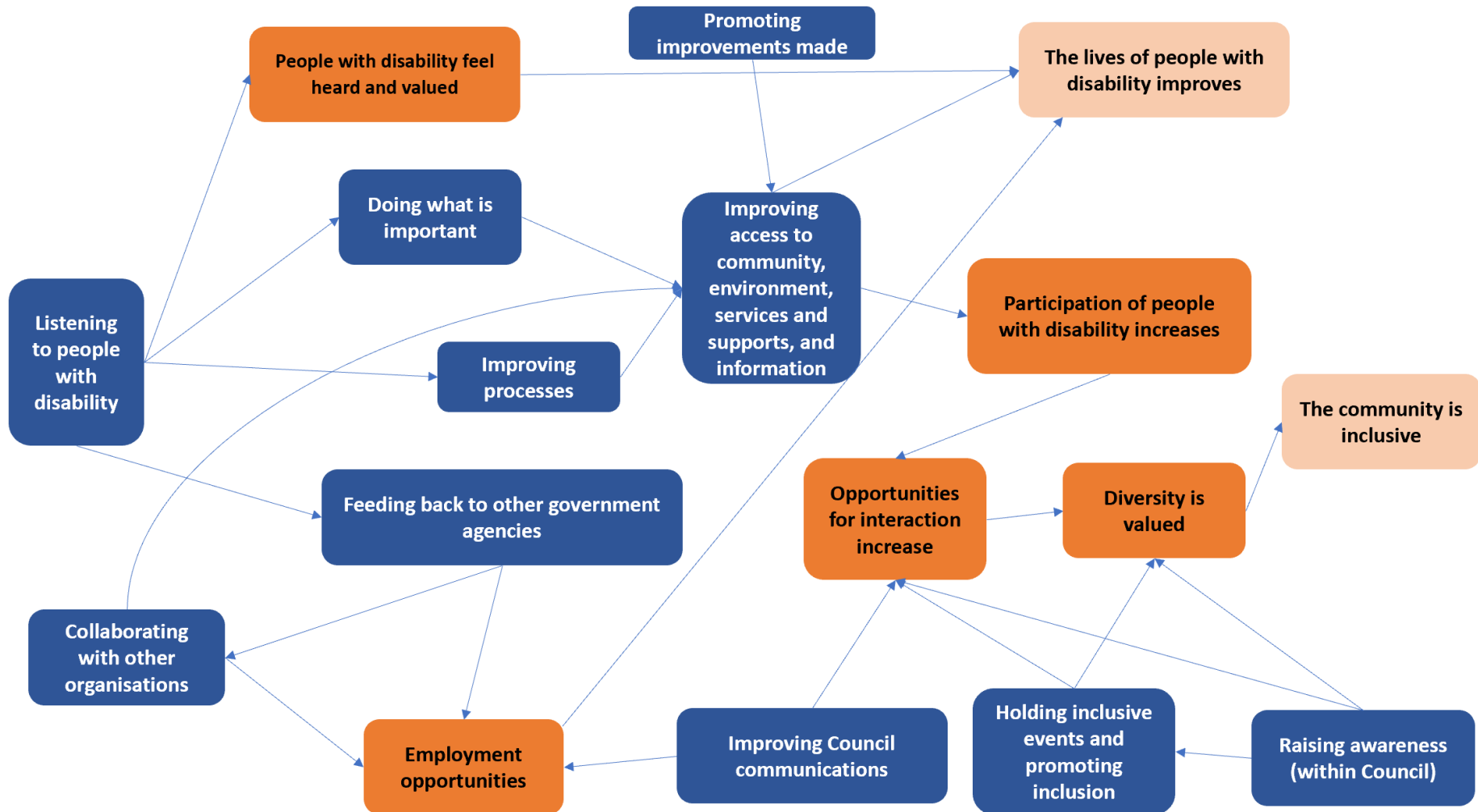


3. Interconnections between the activities and outcomes across the action areas

The group realised there were strong connections between the outcomes Council is hoping to achieve across the four DIAP action areas. An initial understanding of these interactions is shown in Figure 1. The figure is not a comprehensive program logic, which was beyond the scope of the workshop, but represents connections between activities and outcomes.

² NSW Human Services Outcomes Framework guidance material, <https://www.socialventures.com.au/assets/Generic-Outcomes-guidance-document-2018.pdf>.

Figure 1. Interconnections between activities and outcomes across the action areas



Note: light orange represents the ultimate outcomes; orange the immediate and intermediate outcomes, and blue the activities.

4. Draft outcomes for DIAP Area 2: Creating Liveable Communities

The group drafted some possible outcomes for the 'creating liveable communities' actions. In considering outcomes, it will be important to understand direct outcomes of Council activities and outcomes to which Council is just one contributor.

Action	Activities	Indicators	Potential Outcomes
Listen to people with disability	<ul style="list-style-type: none"> Work with Access and Mobility Community Consultative Community to identify barriers and actions to improve access Establish formal criteria to assess/ prioritise community requests 	<ul style="list-style-type: none"> N actions taken to improve access Process confirmed for establishing formal criteria 	<p>Process</p> <ul style="list-style-type: none"> Feedback sample is representative (including young people) The process identifies situations that haven't previously been considered and emerging issues <p>Immediate outcome</p> <ul style="list-style-type: none"> Community members are aware that Council is actively attempting to assist people with disability Clear definition of priorities within the community that enable people with disability to achieve their goals and be active members of the community are developed <p>Ultimate outcome</p> <ul style="list-style-type: none"> People with disability to feel valued and able to contribute The environment in which they are living is materially improved by the activities of the Council The actions taken make a material difference in the lives of people with disability
Progressively increase access in the local community and to	<ul style="list-style-type: none"> Implement actions in the Access Strategy – consult with the Committee and community when undertaking upgrades and planning new works 	<ul style="list-style-type: none"> N and type of upgrades per year Investigation into options to increase water access complete N and type of actions implemented per year N signage upgrades per year 	<p>Process</p> <ul style="list-style-type: none"> Priority actions implemented Evident material improvements to environment made <p>Immediate outcome</p> <ul style="list-style-type: none"> Community members are aware that Council is actively attempting to assist people with disability Council is compliant with the <i>Disability Discrimination Act</i>

<p>Council facilities</p>	<ul style="list-style-type: none"> ▪ Investigate options to increase access to the water ▪ Continue to implement strategies in the Pedestrian Access and Mobility Plan ▪ Ensure signage strategy is providing consistent and legible signage 	<ul style="list-style-type: none"> ▪ People with disability are more able to engage and participate in their community <p>Ultimate outcome</p> <ul style="list-style-type: none"> ▪ People are more easily able to create social connections ▪ Community attitudes are shifted (because of increased connections with people with disability and visibility of the importance of inclusion)
<p>Improve process for providing access supports</p>	<ul style="list-style-type: none"> ▪ Review eligibility criteria and process for requests for: <ol style="list-style-type: none"> a. assistance in handling of waste bins b. mobility parking permits. 	<p>Revised process in place</p> <p>Process</p> <ul style="list-style-type: none"> ▪ The criteria and process are more accessible and inclusive for people with disability to access information and navigate the community. <p>Immediate outcome</p> <ul style="list-style-type: none"> ▪ People with disability have access to the supports and services that best suit them.
<p>Collaborate with State Government to improve access</p>	<ul style="list-style-type: none"> ▪ Make submissions to State Government about policy and legislation affecting access ▪ Collaborate with State Government on accessible transport and safer road crossings 	<ul style="list-style-type: none"> ▪ N submissions made ▪ Outcome of submissions ▪ N improvements made during DIAP period <p>Process</p> <ul style="list-style-type: none"> ▪ Key priorities (identified by people with disability) that are not within scope of Council/ not sole responsibility are elevated to a State level <p>Immediate outcome</p> <ul style="list-style-type: none"> ▪ NSW Government agencies share responsibilities <p>Ultimate outcome:</p> <ul style="list-style-type: none"> ▪ Access is improved for everyone

5. Monitoring and evaluation

Monitoring and evaluation are key to understanding and improving the quality of the actions you take. Monitoring enables you to track your progress and make adjustments as needed. Evaluation can demonstrate accountability, inform learning, and build the evidence base about what activities and approaches work. The group identified the following potential data sources for evaluation.

Table 2. Data sources

Data source	Benefits	Challenges	Ideas
Surveys	<ul style="list-style-type: none"> ▪ Able to track community attitudinal change as well as change for people with disability with the right questions and a broad sample ▪ Enable standardised collection of data from a large sample ▪ Ensure breadth ▪ Able to gain insight into satisfaction with services ▪ Able to build on existing Council survey, which includes questions about disability ▪ Able to use different formats – hardcopy or online ▪ Information gathered can inform focus groups 	<p>Knowing who are the people with disability in the Mosman community</p> <ul style="list-style-type: none"> ▪ How to engage people with disability who are not currently attending any services or receiving supports ▪ Need to consider privacy issues <p>Being unable to capture in-depth understanding</p> <p>If adding questions to existing survey</p> <ul style="list-style-type: none"> ▪ Not adding too many that the survey becomes too long ▪ Maintaining consistent questions to allow Council to monitor trends over time 	<p>Engaging with service providers and Ability Links who can put Council in touch with their members</p> <p>Surveying people after they engage with particular Council services</p> <ul style="list-style-type: none"> ▪ Helps identify the difference a service has made on a person with disability’s life ▪ Focus more on outcomes than activities <p>Using surveys that target particular groups</p> <p>Link: Top tips for questionnaire design</p>
Focus groups	<ul style="list-style-type: none"> ▪ Provide greater depth ▪ Bring different people with different experiences together 	<p>Reaching people with disability</p> <ul style="list-style-type: none"> ▪ Difficulties with who identifies as someone with disability—what 	<p>Reaching people with disability</p> <ul style="list-style-type: none"> ▪ Services that are supporting to people with disability (e.g. Ability Links, advocacy organisations) can help create awareness

Data source	Benefits	Challenges	Ideas
		<p>wording to use: difficulties vs disability?</p> <ul style="list-style-type: none"> ▪ Ensuring target audience is captured – who are the people with disability? <p>Making the groups accessible to a range of people</p> <ul style="list-style-type: none"> ▪ Requires skilled facilitator to engage people with specific communication needs ▪ Consider value of bringing people with different disabilities together vs challenge of effectively tailoring approach to people with different communication needs in the same group 	<ul style="list-style-type: none"> ▪ Service providers could also assist in facilitating focus groups (particularly important for people with intellectual disability) ▪ Advocacy organisations with self-advocacy provide a potential way of connecting with people with disability wanting to engage in creating change ▪ Peer support groups could be useful to connect with (see the Peer Connect website for organisations supporting groups, funded through the NDIS Sector Development Fund) ▪ Reach people through a campaign in the Mosman Daily, community nursing contacts and chat groups ▪ Send out forms that allow people to self-identify as a person with disability <p>Link: developing interview skills</p>
		<p>Hearing only the opinions of a small group of people</p>	

Data source	Benefits	Challenges	Ideas
Media analysis and tracking	<ul style="list-style-type: none"> ▪ Able to track impact of promotional activity ▪ Able to track any mentions of people with disability in media ▪ Able to identify both positive and negative sentiments 	<p>Difficulty identifying association with Council actions unless the story is specifically about Council action</p>	
Population data	<ul style="list-style-type: none"> ▪ Able to understand the population 	<p>Difficulty identifying the full range of people with disability</p> <ul style="list-style-type: none"> ▪ ABS data does not question whether people have a disability, it asks whether people require assistance with daily living 	<p>Advocating for changes to ABS data collection with other organisations or through Local Government NSW</p>
Council data	<ul style="list-style-type: none"> ▪ Provide a connection with all rate payers. ▪ Provide service data 	<p>Identifying people with disability in Council records</p>	

Evaluation ideas

Council may consider a range of approaches and tools for the current and future evaluations of the DIAP. Some of these are listed below.

Rubrics

- Agree on value criteria and performance standards (e.g. by defining poor, fair, good and very good). The criteria selected need to be relevant to your project and discreet (i.e. not overlapping). Performance standards can then be set for each criterion based on a shared understanding.
- You can develop criteria and standards collaboratively with stakeholders to ensure a shared understanding.
- You can then synthesise qualitative and quantitative data to make a holistic judgement about performance.

Most Significant Change³

- The aim of this approach is to hear stories from participants in their own words.
- It's an open-ended approach meaning that all participants can voice their opinions and share their experiences
- The idea is to gather and then analyse personal **accounts of change**.
- Collaboratively, decisions will be made to determine which of these accounts are the **most significant** and why.

Empowerment evaluation⁴

- Empowerment evaluation provides communities with the tools and knowledge that allows them to monitor and evaluate their own performance.
- One approach is the three-step model. It involves helping a group to:
 - a) establish their mission—a shared vision of what's important to them and where they want to go
 - b) take stock of their current status—identifying the most important activities required to accomplish the mission
 - c) plan for the future—identifying the goals, strategies and evidence to achieve the mission.

6. Next steps

Council will take this forward with the advice/ support of the Access Committee.

- In the short-term, seek further input from people with disability in defining outcomes.
 - Contact people who participated in developing the DIAP.
 - Ask these stakeholders to reach out to their networks.
 - Aim to engage more people than in the 2017 DIAP development.
- Before it is time to review the DIAP, connect with service providers to engage people with disability.
 - Aim for incremental increases in engagement.

³ https://www.clearhorizon.com.au/f.ashx/dd-2005-msc_user_guide.pdf; <https://education.nsw.gov.au/teaching-and-learning/curriculum/learning-for-the-future/future-focused-learning-and-teaching/evaluation/most-significant-change>

⁴ <https://www.drdauidfetterman.com/empowerment-evaluation>

Workshop summary

- Let people know how valuable their feedback is and how it is being used.
- Consider ways to engage young people – through relevant organisations and communication channels.
- Consider how consultation may help to identify future members of the Access Committee, and potentially a young people's representative.
- Consider the Access and Mobility Committee role in opportunities for feedback from the community
- Explore ways of increasing profile e.g. inviting the Minister for Disability to a meeting.



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