

LIVERPOOL CITY COUNCIL DISABILITY INCLUSION ACTION PLAN 2017 – 2021

LIVERPOOL – AN INCLUSIVE PLACE TO LIVE, LEARN AND GROW





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MAYOR'S MESSAGE



As Mayor of Liverpool City, I would like to affirm our deep commitment to disability inclusion. Local government plays an important role in disability inclusion and here at Council we are working towards creating a diverse community that is respectful and accessible to everyone. We want Liverpool to provide equal opportunities to everyone, regardless of their background, abilities or lifestyle.

Consultation with people with disability has guided and informed the development of this plan, which in turn, gives Council a framework to imbed inclusion as a key consideration across all Council business.

The Liverpool City Council Disability Inclusion Action Plan 2017 – 2021 provides clear links into the Integrated Planning and Reporting Framework and provides Council with tangible and measurable actions moving forward.

It gives us practical ways we can make our community more inclusive. Some of these things we are already doing, like upgrading our facilities to improve accessibility, producing a mobility map of Liverpool and inclusive guidelines for event organisers.

But we can always do more. This plan will help Council develop positive community attitudes and behaviours regarding people with disability, create liveable communities, support meaningful access to employment, and improve access to services.

Inclusion benefits everyone, not just those with disability, their carers, friends and family. By making Liverpool more inclusive, we also make it stronger, fairer and a better place to live and work.

A handwritten signature in blue ink that reads "Wendy Waller". The signature is written in a cursive style.

Wendy Waller
Mayor of Liverpool

CHIEF EXECUTIVE OFFICER'S MESSAGE



I am very proud of the Liverpool City Council Disability Inclusion Action Plan (DIAP) 2017– 2021, which has been developed through a comprehensive and sound consultation process. It reflects local issues and opportunities to improve inclusion and accessibility for all.

The DIAP gives us a list of practical actions to be implemented across the organisation to make us a more inclusive employer and a better provider of services to people with disability and their supporters.

As a major employer in Liverpool, it's vital that Liverpool City Council shows leadership when it comes to inclusive employment practices. In ensuring we have robust equal opportunity employment practices, Council not only meets its legislative responsibilities, but also responds to the needs of its community.

The DIAP will build on Council's existing services and key projects and help us foster a culture that respects diversity and recognises the importance of strong, supportive management. We want to be a favoured employer for people with disability and we want to support other employers in our Local Government Area in doing the same.

We will work with other disability service organisations and the community to realise the DIAP, continuing to forge close relationships with others who work towards inclusivity.

As we build the new Council Administration Centre we will take advantage of the strong opportunity to showcase our commitment to inclusion and accessibility, just as we do when renewing and building new parks and community facilities.

I look forward to the DIAP playing a key role in the way we do business here at Liverpool City Council and thank the many people who have had a hand in its production.

A handwritten signature in blue ink, appearing to read 'Kiersten Fishburn'. The signature is fluid and cursive.

Kiersten Fishburn
CEO of Liverpool City Council

OUR VISION

Liverpool – an inclusive place to live, learn and grow.

Council promotes and supports access and inclusion in all areas of our business.

This includes:

- How we listen to and talk with people with disability
- How we support and encourage employment opportunities
- How we plan our buildings and outdoor spaces
- How we provide information and services
- How we promote community awareness and improve attitudes towards people with disability
- What Federal and State government services we advocate for

Council believes access and inclusion are everybody's business. This four year Action Plan seeks to address all forms of disability, reflecting individual limitations and the barriers that our society places which restrict life choices.

Council will be a leader in making Liverpool an inclusive community where diversity is promoted and positive change for people with a disability can occur. We will improve our own practices to develop Council's internal systems and processes to ensure they support better outcomes for people with disability.



WHY A DISABILITY INCLUSION ACTION PLAN (DIAP)

We've created this action plan to show community leadership as an exemplary employer and to ensure our services and information are accessible for all residents and visitors.

We know disability takes many forms and recognising it, let alone labelling disability, can be problematic. Disability can result from trauma, illness or genetic disorders. It may affect a person's mobility, communication or learning as well as their income and participation in education, social activities and work.

Across NSW, Australia and the world, governments are striving to ensure that people with disability have access to services as supported members of the community. For our DIAP we have been able to draw on the UN Convention on the Rights of Persons with Disabilities, the National Disability Strategy and the NSW Disability Inclusion Plan (see diagram on page 9).

Encouraging diversity enriches us as a community and supports individuals to participate fully in our society. Measures that we take now to support full inclusion will provide social, economic and personal benefits to Liverpool such as:

- reducing disadvantage and discrimination that have widespread health, welfare, education and financial impacts
- expanding work opportunities to enhance independence, self-worth and encourage social connections





The United Nations Convention on the Rights of Persons with Disabilities (2006) presented eight principles for inclusion:

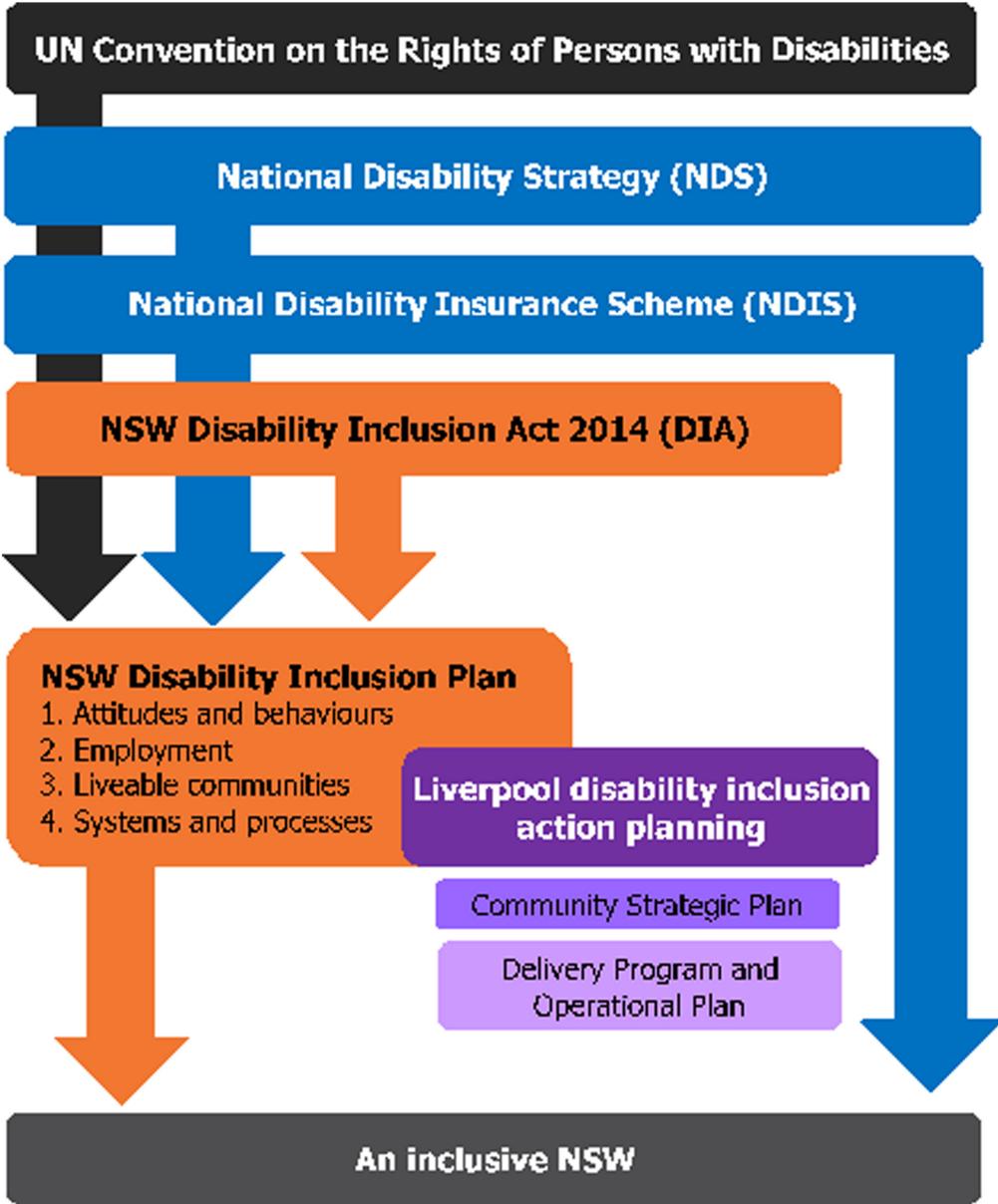
1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
2. Non-discrimination
3. Full and effective participation and inclusion in society
4. Respect for difference and acceptance of persons with disability as part of human diversity and humanity
5. Equality of opportunity
6. Accessibility
7. Equality between men and women
8. Respect for the evolving capacities of children with disability and respect for the right of children with disability to preserve their identities

In 2015, the NSW Disability Inclusion Plan identified four focus areas of inclusion after talking with people with disability. These 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**

Keeping in mind these important principles and focus areas, Council has completed the disability inclusion action planning process as required by the *Disability Inclusion Act 2014 (NSW)*. This process fits in with our Integrated Planning and Reporting cycle – our Community Strategic Plan and Delivery Program and Operational Plan.

HOW IT ALL FITS TOGETHER





OUR COMMUNITY

Our people, businesses, organisations and staff are diverse. It's our strength.

Liverpool is welcoming and inclusive – we recognise and support each other's differences. We work every day to build connections within and outside of our community.

- 5.4% of people in Liverpool reported needing help in their day-to-day lives due to disability. That's **over 9,500 people with a profound or severe disability**, 1.0% greater than the Sydney average.
- The number of people with disability in Liverpool is likely to be closer to the **national average of 18%**.
- In Liverpool **11.2% of the population** (15,488 people) assist someone with disability.
- This is close to the national average, where **one-third of primary carers live with disability themselves**.
- In Australia over **one-third of women and over one-quarter of men aged 15 years and over** had avoided situations because of their disability.
- Across Australia almost **half of people with disability** were not in the labour force compared with 16.8% of those without disability.
- There are **11,585 accessible parking permits allocated** across Liverpool.

Source: 2011 ABS, 2015 ABS, 2016 RMS

WHAT WE HEARD

To create this Action Plan we spoke to many people in the Liverpool community.

In late 2016 and early 2017, we asked local community members with disability, their carers and local service providers what Council does well and how it can better support people with disability.

We asked Council staff to think about what they do internally and for the community to support inclusion in Liverpool. Their thoughts and ideas have been included in our actions.

We held **three workshops** in conjunction with local organisations, to hear from people with disability and their carers, including:

- Vietnamese Carers Association
- Northcott Transition to Work Program
- Disability South West – Acquired Brain Injury Program

We **interviewed key staff** from local organisations including:

- Liverpool Migrant Resource Centre
- Disability South West
- Share Care
- Northcott
- The Junction Works







Every action that Council takes should consider people with disability and their accessibility needs...accessibility is for everyone not just people with a chronic disability."

– LOCAL SERVICE PROVIDER



Two accessibility and inclusion questions were included in the **Community Strategic Plan survey**:

- What do you see as major challenges to making Liverpool more inclusive for people with disability? (124 responses)
- What do you see as the greatest opportunities to ensure Liverpool is a more inclusive place for people with disability? (128 responses)



Ensuring Council has an understanding of which community members have a disability and what their needs are.

– COMMUNITY SURVEY RESPONDENT





**Place priority on the person not the disability
e.g. it's not "WHEELCHAIR access" it's
"Easy access for PEOPLE."
– COMMUNITY SURVEY RESPONDENT** 

We also presented at the [Liverpool City Council community rural forum](#) and to Council's [Access Committee](#).

We presented the process for developing a DIAP to all Council executive members at an [Executive Management Team briefing](#), and to all Council managers at a [Managers Meeting](#). We also had a [workshop with managers and staff](#) to review and prioritise actions. After this workshop, managers reviewed draft actions individually to endorse DIAP actions or provide feedback.

We heard what people with disability do and don't like about living and working in Liverpool. Opportunities for Council to support an inclusive community that people commonly identified are summarised below.

Positive attitudes and behaviours

- Encourage positive attitudes across all Liverpool communities and cultures
- Promote awareness of the challenges for people with disability living in the community
- Support inclusion for carers
- Liveable communities
- Liverpool needs to be easier to get around, there should be:
 - safe and reliable transport options
 - accessible and appropriate parking
 - an inclusive physical environment with sport and recreation opportunities



Meaningful employment

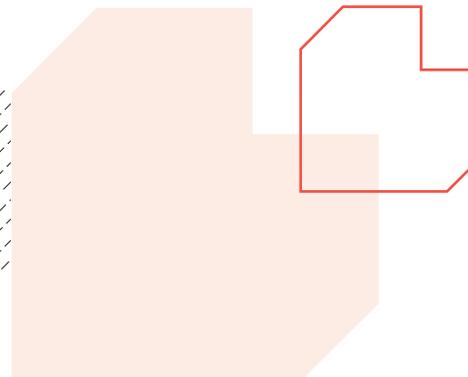
- Identify and support local employment options, especially for young people, which better match people's capabilities
- Promote to local businesses the benefits of providing employment and training opportunities to people with disability

Better systems and processes

- Engage with people with disability and consider their needs with all decision making



WHAT WE DO NOW



Council continually works to support an inclusive community.

We provide accessible facilities and services, and upgrade those which aren't up to scratch, including:

- Development of Carnes Hill Community and Recreation Precinct
- Development of Bigge Park
- Development of Community Buses

We develop and promote information for members of the community, including:

- Missed Business Guide
- South West Sydney Disability Services Directory
- Liverpool Mobility Map
- Guidelines for Events Organisers

We support events and services including:

- International Day of People with Disability
- South West Sydney Ageing and Disability Forum
- Regular and special library programs including the Auslan Friendship Group
- Casula Powerhouse Arts Centre Access programs

We consider our internal systems by:

- Employing a Community Development Worker (Aged and Disability)
- Organising and consulting with the Liverpool Access Committee
- Developing our Workforce Management Plan

WHAT WE'RE GOING TO DO

Our Home, Liverpool 2027 along with the four focus areas and consultation outcomes have been used to guide Council's actions for inclusion.

The action plan provides Council with a 'to do' list that identifies who's responsible, who we can work with and when we should do it by. It builds on the work undertaken for *Council's Disability Strategy 2012 – 2017 and Action Plan 2013 – 2017*.

The actions reflect three important priorities for Council:

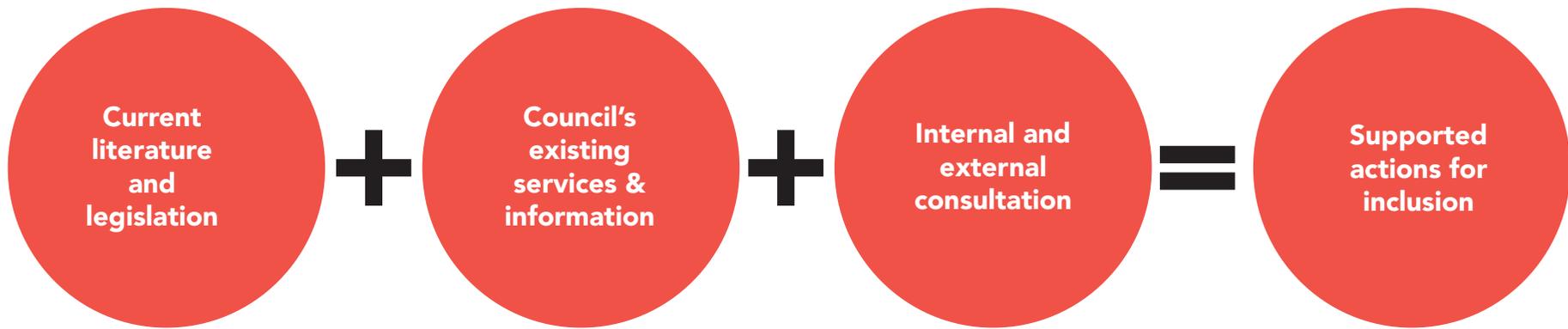
1. Review internal organisational practices to be proactive towards meeting the needs of people of all abilities
2. Make Council's services and facilities inclusive and accessible to all
3. Increase opportunities to create an inclusive and supportive environment for all, including people with disability.

Council's Community Strategic Plan identifies four future directions in the 10 year plan:

- Direction 1 – Creating Connection
- Direction 2 – Strengthening and Protecting our Environment
- Direction 3 – Generating Opportunity
- Direction 4 – Leading through Collaboration.

Our actions build on the directions above, and reflect the four disability inclusion focus areas of:

1. Developing positive community **attitudes and behaviours**
2. Creating **liveable communities**
3. Supporting access to **meaningful employment**
4. Improving access to services through **better systems and processes.**



ACTIONS FOR INCLUSIONS

1. DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
1.1 Raise the profile of people with disability in the community	a) Quarterly profile of a local person with disability included in Council's newsletter and website	Quarterly profiles written	L.2.1	Manager Community Development and Planning / Manager Communications	Ongoing
	b) Provide information on disability issues in Council's newsletter / newspaper column, including the promotion of achievements of people with disability	Number of articles placed	L.2.1	Manager Community Development and Planning / Manager Communications	Ongoing
	c) Support and host events for International Day of People with Disability	Number of events held	C.3.3	Manager Community Development and Planning	Ongoing
1.2 Encourage people with disability to participate in Council decision-making	a) Encourage membership from people with a disability on all Council Committees	Membership of Committees	L.3.1	Manager Community Development and Planning	Ongoing
	b) All staff know what to and how to refer to the Access Committee	Number of referrals		Manager Community Development and Planning	Ongoing
	c) Provide Auslan interpreters for Council meetings as requested and make it known/publicised that such requests can be made	Requests received and met	L.1.2	Manager Council and Executive Services	Ongoing

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
1.3 Support inclusive practices for local businesses	a) Develop promotional strategy for Missed Business Guide	Strategy developed and implemented	G.2.4	Manager Economic Development / Manager Community Development and Planning	2017/18
	b) Investigate opportunities to work with the business community to recognise and award businesses who are active in disability inclusion	Program developed	G.2.4	Manager Economic Development / Manager Community Development and Planning	2018/20
1.4 Provide staff resources and training on disability awareness and positive behaviour	a) Incorporate general disability awareness training into induction processes for all staff and Councillors	Induction training reviewed	L.1.1	Manager People and Organisational Development	Ongoing
	b) Develop and implement specific disability training on a needs basis	Training needs met	L.1.13	Manager People and Organisational Development	Ongoing

2. CREATING LIVEABLE COMMUNITIES

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
2.1 Improve access and inclusion in parks, playgrounds and sporting facilities	a) Undertake a needs assessment of playgrounds to identify suburbs that have least access to inclusive play equipment	Assessment undertaken and priorities identified	G.5.2	Manager Community Development and Planning	2017/18
	b) Work with leisure centre management to support increased opportunities for specific events and facilities for people with disability, including free entry on International Day of People with Disability	Discussions held with leisure centre management	C.4.3	Director City Community and Culture	2017/18
	c) Include disability access requirements in sport and recreation facilities renewal and upgrade program	Sign-off by Access Committee	C.4.3	Manager Infrastructure Delivery	Ongoing
2.2 Support programs that increase social inclusion and community connection	a) Investigate options to encourage people with disability accessing cultural and leisure programs and events including: - provision of discounted taxi vouchers - community event buses - volunteers to assist people with disability at major local events	Strategy developed and implemented	C.3.3	Director City Community and Culture	2017/18
	b) Establish inclusion of people with disability as a funding criteria for community groups that want to receive funding through Council's Community Grants and Donations Program	Policy updated	C.3.4	Manager Community Development and Planning	2017/18
	c) Provide accessible leisure and therapeutic art activities at the Casula Powerhouse Arts Centre	Accessible program developed and implemented	C.2.5	Director Casula Powerhouse Arts Centre	Ongoing

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
2.3 Contribute towards liveable and accessible public places	a) Undertake audits of Council facilities for accessibility as required	Audit reports prepared	C.4.1	Manager Community Development and Planning	Ongoing
2.4 Continuously upgrade and renew Council's assets to deliver above compliance accessibility	a) Incorporate specific considerations for needs of people with disability in Council's Facilities Strategy, including inclusive programming and accessibility requirements	Strategy endorsed by Access Committee	C.4.1	Manager Community Development and Planning	2017/18
	b) Plan and deliver adopted program of upgrades and renewals to Council's large portfolio of roads and transport related assets and facilities to ensure ongoing serviceability	Upgrade and renewal program completed	G.4.1	Manager Infrastructure Delivery	Ongoing
	c) Plan and deliver adopted program of upgrades and renewals to Council's portfolio of building assets to ensure ongoing serviceability, with particular consideration given to accessible parking requirements	Upgrade and renewal program completed	G.3.2	Manager Infrastructure Delivery	Ongoing

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
2.5 Promote accessibility and Universal Design principles in new and existing residential and commercial developments	a) Meet with Westfield to discuss disability access and inclusion at the Liverpool Shopping Centre - accessible and mini-bus parking - lifts (not travelators between floors) - special disability cinema showings (hearing / vision impaired) - front-row wheelchair access to the cinema	Meeting held and recorded	G.2.4	Manager Economic Development / Manager Community Development and Planning	2017/18
2.6 Improve accessible paths of travel to and parking at key destinations	a) Evaluate availability of accessible parking across the LGA, particularly parking close to services	Evaluation report completed	G.4.2	Manager Development Engineering	2017/18
	b) Include access and mobility provisions for people with disability in Pedestrian Access Mobility Plan (PAMP)	Provisions developed and implemented	G.4.1	Manager Infrastructure Delivery	Ongoing
2.7 Support public transport that is accessible and inclusive	a) Upgrade existing bus shelters and stops for compliance with disability standards	Compliance achieved	G.4.1	Manager Infrastructure Delivery	2017/18
	b) Ensure Liverpool Traffic Taskforce advocates for services which are appropriate for people with disability	Attendance and documentation	G.4.2	Manager Development Engineering	Ongoing

3. SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
3.1 Create opportunities for the employment of people with disability	a) Develop and implement initiatives that encourage a diverse range of applicants to apply for positions	Increase in the EEO group job applicant rate	L.1.5	Manager People and Organisational Development	Ongoing
	b) Provide internships and / or work experience placements over two years for people with disability across the organisation	Minimum of five over first two years	L.1.5	Manager People and Organisational Development	Ongoing
3.2 Make Council a favoured employer for people with disability	a) Review internal policies and practices to support workplace attitudes, support and flexibility for accessibility and inclusion of people with disability	Internal Policies reviewed and amended	L.1.5	Manager People and Organisational Development	2017/18
3.3 Work with employers, government and community to support local employment of people with disability	a) Convene an employment forum with not-for-profit organisations and local employers to support transitioning people with disability into the workforce	Forum delivered	G.2.5	Manager Community Development and Planning / Manager Economic Development	2017/18
	b) Work with TAFE, Western Sydney University and other local education institutions to support training and skills development to increase workforce	Services consulted to identify the opportunities	G.2.4	Manager Community Development and Planning / Manager Economic Development	Ongoing

4. IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
4.1 Raise awareness in the community of available services, events and facilities for people with disability	a) Promote Council provision of outdoor fitness equipment through a range of accessible formats	Communication strategy developed and implemented	L.2.3	Manager Community Development and Planning	2017/18
	b) Investigate the need for disability sports directory	Needs analysis undertaken	L.3.1	Director City Community and Culture	2017/18
	c) Promote accessible services and resources provided by Council's library including the home library service	Communication strategy developed and implemented	C.4.5	Manager Library Services	2017/18
	d) Promote information in a range of accessible formats (and languages) on programs being offered at community centres and other Council facilities	Communication strategy developed and implemented	L.2.1	Manager Community Facilities / Director Casula Powerhouse Arts Centre	2017/18
	e) Update the Liverpool Mobility Map	Map updated and distributed	L.3.1	Manager Community Development and Planning	2017/18
	f) Promote to the local community the Infirm Service that assists people with a physical impairment or medical condition to take their waste / recycling bins in and out	Communication strategy developed and implemented	S.1.1	Manager Communications / Director City Presentation / Manager Community Development and Planning	Ongoing

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
4.2 Review and upgrade access to Council facilities and services	a) Improve internal library access through review of assisted technology, design and placement of furniture and shelving	Review finalised and improvements implemented	C.4.5	Manager Library Services	2017/18
	b) Review library procurement strategy to better reflect the needs of people with disability	Strategy reviewed and implemented	C.4.5	Manager Library Services	2017/18
4.3 Make community events and facilities accessible and inclusive	a) Make information available in a range of formats on accessible options for Council run events	Information prepared	L.2.1	Director City Community and Culture	Ongoing
	b) Provide Public Event Standards for delivering accessible community events to all external event organisers using Council facilities	Number of kits distributed	C.3.4	Director City Community and Culture	Ongoing
	c) Make available Master Locksmith Access Keys for accessible toilets	Number of keys distributed	C.5.2	Manager Community Development and Planning	Ongoing
4.4 Support regional and local organisations in providing services for people with disability	a) Co-convene South West Sydney Ageing and Disability Forum	Number of meetings	C.3.4	Manager Community Development and Planning	Ongoing
	b) Requests for demographic information from service providers and community about people with disability living in the community responded to in a timely manner	Responses provided within 48 hours	L.3.1	Manager Community Development and Planning	Ongoing
	c) Seek information from NDIS to develop a community profile and priority needs map of people with disability in the LGA to help prioritise information and services for the community	Community profile developed	L.3.1	Manager Community Development and Planning	Ongoing
	d) Review and distribute South West Sydney Disability Services Directory	Distribute as directed	L.3.1	Manager Community Development and Planning	Ongoing

Strategies	Actions	Measures	DP&OP Code	Responsibility	Timing
4.5 Provide accessible and inclusive community engagement	a) Review Council's Community Engagement Policy and Strategy to ensure consideration of people with disability	Policy and guidelines reviewed	L.3.1	Manager Community Development and Planning	2017/18
	b) Develop and promote guidelines for producing accessible documents and information, including large print and easy read versions	Guidelines prepared	L.2.1	Manager Communications	2017/18
	c) Identify and promote accessible options and technologies for communicating with the community, including auditing Council's online information for Web Content Accessibility Guidelines (WCAG V2) compliance	Review and identify gaps for action	L.1.6	Manager Information and Technology	2017/18
4.6 Improve regulatory processes within Council	a) Continue enforcement of designated accessible parking spaces in city centre – highlight key trouble spots	Compliance enforced	G.4.2	Manager Community Standards	Ongoing



HOW WE'LL CHECK IN

We're going to do what we say to make Liverpool inclusive. Council will monitor and evaluate its progress to make sure our actions and strategies are being implemented. This is part of our Integrated Planning and Reporting (IP&R) processes making sure our services, and where we are headed, are responsive to our community's needs. As part of IP&R, we review our programs, actions and vision every one and four years. Implementation of Council's Disability Inclusion Action Plan will be reported in the Annual Report and a copy forwarded to the NSW Minister for Disability Services.

All measures in the Plan will be reviewed and revised every four years. The review process will include consultation with members of the disability community including people with disability, carers, family, friends and service organisations. The conversation with people with disability that started with this Plan will continue.

Sources

RMS MPS permits by permit class by LGA as at q4/2016

ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings—2015