



# Disability Inclusion Action Plan

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**CITY OF  
PARRAMATTA**

Life-changing  
Benefits 2022–2026



# Recognition of the Dharug Peoples

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**Nunanglanungdyu baramada gulbanga mawa naa Baramadagal darug ngurrawa badura baramada darug.**

We respectfully acknowledge the Traditional Owners and custodians of the land and waters of Parramatta, the Dharug peoples.

**City of Parramatta recognises the Dharug Peoples as First Australians, peoples of the oldest continuous living culture in the world.**

For more than 60,000 years, Parramatta has been home to the Dharug peoples, the traditional custodians of the land we call the City of Parramatta today. The Dharug peoples have cared for and nurtured the habitat, land and waters for thousands of generations, and maintain an ongoing connection to Parramatta and its surrounding areas.

As a community, we can learn from the resilience and community spirit of Aboriginal and Torres Strait Islander peoples (First Nations people) to best ensure a sustainable City for all. Parramatta has always been an important meeting place for our First Nations people, particularly the Parramatta River, which has provided life and vitality since the beginning of time (The Dreaming).

The name Parramatta is derived from the word Burrumatta or 'place where the eels lie down' (breeding location for eels within the Parramatta River). City of Parramatta recognises the significance

of this area for all First Nations people as a site of early contact between the First Australians and European Colonists, and Parramatta remains an important meeting place for our First Nations community.

First Nations people continue to play a vital role in the ecological, economic, social and cultural life of Parramatta, while maintaining a distinct culture built on the principles of Caring for Country, the primacy of family, and the dignity and governance of Elders. At City of Parramatta we aspire to a future where the cultures, histories and rights of all First Nations people are understood, recognised and respected by all Australians. City of Parramatta is committed to playing an active role in making this future a reality. City of Parramatta is proud to acknowledge the ongoing stewardship of Country by First Nations people and to celebrate their enduring wisdom, strength and resilience.

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## Lord Mayor's Message

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On behalf of the City of Parramatta, I am pleased to present the Disability and Inclusion Action Plan (DIAP) 2022-2026.

This plan demonstrates Council's commitment to better understand and respond to the needs of people living with disability in the City of Parramatta.

It is important that the goals and actions we set out in this four-year plan place people and communities at the heart of what we do. They must reflect the needs and aspirations of those who live with or support someone living with disability.

Council undertook extensive consultation with our community, local service providers, peak organisations, carers and staff, to understand peoples lived experience, what we are doing well and areas in which we can do better.

The DIAP contains practical measures and actions that Council can take to dismantle the barriers that prevent individuals from participating fully in our community. It sets new goals and aligns them in four focus areas - creating liveable communities; developing positive attitudes and behaviours; supporting access to meaningful employment; and improving access to services through better systems and processes.

I look forward to working with our community to improve inclusivity for everyone.

**Councillor Donna Davis**  
**Lord Mayor**

# Introduction

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For 2022-2026, City of Parramatta (Council) has developed a Disability Inclusion Action Plan (DIAP) that recognises how many of the actions in 2017-2021 have become ongoing Business as Usual, now incorporated seamlessly by our business units. This DIAP aims to start with this foundation and stretch Council to achieve the goals of focusing on developing positive community attitudes, creating liveable communities, while allowing for meaningful employment pathways and using technology to make council systems and processes accessible.

There are three sections in this document that reflect the spirit and direction of the DIAP: Collaborative, Actionable, Accountable, as follows:



## Collaborative (Co-designed with Community)

- Community Snapshot
- Legislative Context
- Profile of our community members
- Community engagement



## Actionable

- Our Ongoing commitments - actions that have become business as usual (BAU) Council has developed the expertise, experience, and partnerships to deliver these above what is compliance.
- New Actions – identified actions through consultation externally and internally and will be Council's focus 2022-2026.

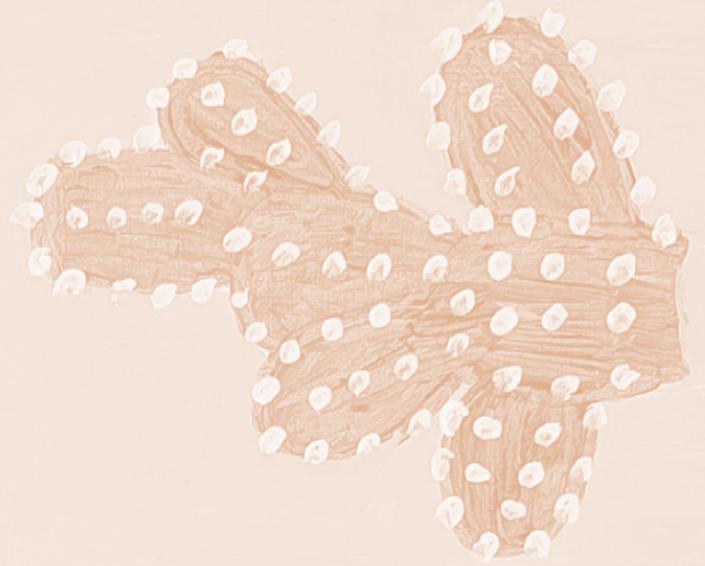


## Accountable

- Outcome measurement framework developed to support the measurement of progress towards four focus areas and to track progress for disability and inclusion over time

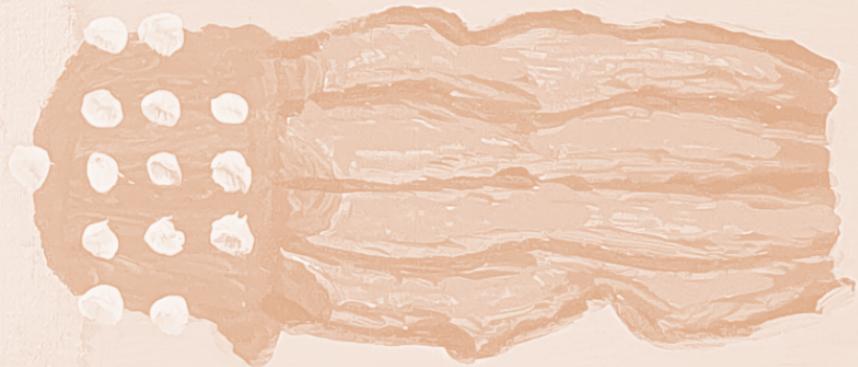
What is the result? A co-designed document, with strong support within Council, and community support for the plan and its outcomes.

The intention is for this to be a living document that guides Council both in implementing specific actions and creating opportunities for partnerships to flourish.



## New Actions Overview

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**As a Council we wanted to be upfront about what the new actions will be for the next four years while building on the foundations of what have come to be our ongoing commitments. Here is an overview of the new actions.**

## **FOCUS AREA**

### **DEVELOPING POSITIVE COMMUNITY ATTITUDES & BEHAVIOURS**

- Deliver Inclusion Education activities (for staff and Councillors) to increase understanding of inclusive practices
- Develop an Inclusive Customer Care Guide-with roles/responsibilities for all front facing staff
- Develop a Communications Plan to promote the DIAP and its achievements internally and externally
- Coordinate delivery of a program of activities to mark International Day of People with a Disability

## **FOCUS AREA**

### **CREATING LIVEABLE COMMUNITIES**

- Deliver training on Universal Design principles to staff involved in planning and design to ensure consistency of application
- Leverage Destination NSW's implementation of inclusive and accessible training workshops for tourism operators in the LGA
- Increase the installation of permanent and temporary digital wayfinding kiosks around Parramatta's CBD to ensure visually impaired people have better access
- Design new Council Chambers in Parramatta Square to enable and encourage access and full participation by Councillors and community members with access needs
- Creation of quiet spaces to escape sensory overload in existing and new public areas to increase access for all

## **FOCUS AREA**

### **SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT**

- Implement Council's Diversity, Equity & Inclusion Strategy to develop a more inclusive workplace
- Join Australian Network on Disability (AND) bronze membership and activate Access and Inclusion Index to enable benchmarking
- Undertake Australian Network on Disability (AND) Disability Confident recruitment education for Talent Acquisition staff to increase access to employment and ensure inclusive work practices
- Implement a Disability Employee Resource Group (ERG) to increase awareness of disability inclusion and improve inclusive work practices

## **FOCUS AREA**

### **IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS & PROCESSES**

- Work towards developing subject matter experts on inclusion and access in each Directorate to support the application of inclusive practices
- Working towards achieving Web Content Accessibility Guidelines (WCAG) 2.1AA to continually improve access to information
- Develop inclusive guidelines for content, this includes language, contrast, font/size/spacing, representation in imagery to ensure accessibility of information produced
- Develop a robust Outcomes Measurement Framework. Working collaboratively with subject matter experts, and the community to create a framework that will track progress on improving outcomes

# Collaborative

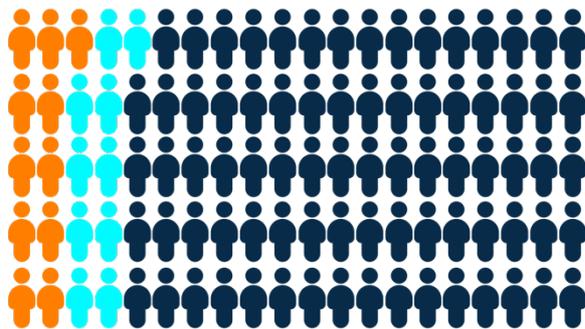
## Community Snapshot

To better understand the experiences of people living with disability in our community, this DIAP is supported by primary data captured at a local, state and federal level. To help communicate this information we have used data from the Australian Bureau of Statistics (ABS) including the 2016 Census and the 2018 survey on Disability, Ageing and Carers. The insights into Australian's lived experiences of disability that were gained from this research have also been supplemented by the consultation process reported later in the DIAP.

## A village of 100 people - Disability in the City of Parramatta

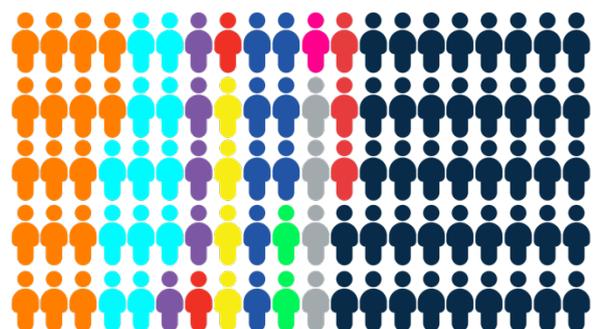
In 2018, the ABS reported that 4.4 million (17.7%) of Australians were living with a disability. In the City of Parramatta, a total of 27,817 people reported a need for assistance in the 2016 Census. In the City of Parramatta, this is equivalent to 11.3% of the local population.

Village of 100 - City of Parramatta



-  11 / 100 people would be living with a disability
-  10 / 100 people would be carers

Village of 100 - New South Wales



-  17 / 100 people would be living with a disability
-  9 / 17 people would be using aids or equipment
-  5 / 17 would have completed year 12 equivalent
-  2 / 17 would have a bachelor's degree and above
-  4 / 17 would report avoiding situations due to disability
-  8 / 17 would be on a pension and/or govt allowance
-  2 / 17 would be working fulltime
-  1 / 17 would report they have experienced discrimination or unfair treatment
-  4 / 17 would be in labour force (Of which 10% would be unemployed 10% of those in the labour force would be unemployed)
-  3 / 17 would receive assistance with mobility

### INCOME

33.4%



Earn less than \$750 a week, compared to 19.4% of the general population.

### EDUCATION

28.9%



hold a non-schooling qualification, compared to 58% of the general population.

### SOCIAL HOUSING

18.8%



are living in social housing, compared to 5.2% of the general population.

### LABOUR FORCE

87.4%



are not in the labour force, compared to 32.1% of the general population.

### UNEMPLOYMENT

17.7%



of those identified as being in the labour force were unemployed, compared to 7% of the general population.

### CAR OWNERSHIP

83.1%



live in a household that owns at least one motor vehicle, compared to 82.4% of the general population.

### INTERNET ACCESS

77.4%



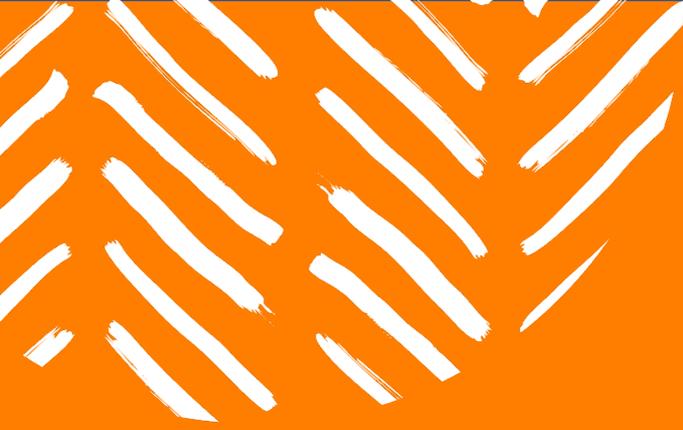
live in a household that has access to an internet connection, compared to 83.5% of the general population.

### CARERS

10.4%



10% of people aged 15+ provide unpaid assistance to a person with a disability, long term illness or old age. This is a total of 19,182 people.



## Introducing Greg

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**Greg has lived in the Parramatta LGA since 1985. He is a proud contributor to the community and volunteers at the Female Orphan School. He pushes through Parramatta almost every day.**

*"I'm really looking forward to the River Strategy being implemented. I believe this is the most important project for Parramatta."*

Whilst Greg is Parra Proud, one of his biggest bugbears is the ramps that he uses to cross roads and access various places within the city.

"Many ramps are too steep to cross safely,' Greg says, "Or the ramps have square edge bumps that make them impassable. Getting from the River Cat to Parramatta Station is also very difficult if you are not aware of a safe path."

Greg dreams of the day when the major works are completed, and the city is open for pedestrians to enjoy. "No cranes, no closed roads and no high-rise construction. I want Parramatta to be a centre for higher education with young people streaming in from all parts of Sydney to study. I want 'cafés and restaurants open late into the night. I want to be able to go to go to the Riverside Theatre regularly and see top notch shows."

# **The Policy and Legislative Context for Our Plan**

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## **City of Parramatta needs a Disability Inclusion Action Plan.**

Council is committed to working in partnership to achieve greater outcomes of equity and inclusion for people with disability and their support networks.

Through rigorous community engagement, City of Parramatta Council has identified what we are doing well (and need to continue doing) and areas where we can do better, and know improvement is needed. We are committed to meeting the needs of staff, and to supporting all members of our community to achieve their goals, especially people with disability.

We also recognise Council's responsibility to adhere to state federal, and global obligations.

Our Disability Inclusion Action Plan (DIAP) is specific to the Parramatta Local Government Area, its people, and those who visit for leisure, work, and other reasons. As such, the DIAP will make an important contribution towards achieving the goals of City of Parramatta's Community Strategic Plan (see figure 1), and to supporting delivery of Council's suite of strategic documents.

Looking forward, we believe that City of Parramatta and our community are well-placed to remove barriers together and to achieve our community driven goals and outcomes.

## **The Legislative Context for this Disability and Inclusion Action Plan**

Australia is undergoing a period of significant reform in relation to disability policy and planning.

The ratification of the United Nations Convention on the Rights of Persons with Disabilities in 2008 signified a shift in attitude toward people with disability. This process acknowledged and addressed the need for equal rights for people with disability and acknowledged that people with disability have the same rights as those people without disability and that human rights should be protected by law and promoted by Government.

For the second time, all levels of Government across Australia have committed to creating a unified, national approach to improving the lives of people with disability, their families, and carers through the adoption of the National Disability Strategy in 2021. The first National Disability Strategy was adopted in 2010.

In this 10-year plan for improving life for Australians living with a disability, their family and carers, State and Federal governments have committed to an approach where the individual's choices and needs are the central focus.

The NSW Disability Inclusion Act was passed by the NSW Parliament in 2014. It requires State and Local Governments to develop Disability Inclusion Action Plans to ensure that practical measures are taken at a State and Local level, to uphold rights and improve inclusivity of people with disability.

The NSW Disability Inclusion Act is based on a social model of disability which highlights that disability is not just about an individual or their impairment. Rather, that disability arises from the interaction between people living with impairments and the barriers faced in their physical, attitudinal, communicative, and social environments.

A range of other legislation and policies are relevant to our Disability Inclusion Action Plan. The Disability Discrimination Act (DDA) 1992 states that discrimination on the basis of disability is unlawful. Therefore, Council is committed to making all facilities and services accessible and equitable, ensuring that we meet the requirements of the DDA to the highest possible degree.

OTHER LEGISLATION RELEVANT TO THIS PLAN INCLUDES:

- Commonwealth Disability (Access to Premises - Building) Standards 2010
- NSW Anti-Discrimination Act 1977 No.48
- Australian Standard (AS 1428.1:2021) - Design for Access and Mobility
- Disability Standards for Public Transport 2002
- Web Accessibility National Transition Strategy 2010



## Our Vision

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## City of Parramatta's Disability Inclusion Action Plan is Council's responsibility to deliver in partnership with our community.

City of Parramatta's Community Strategic Plan is the highest level of strategic document that a Council prepares. The DIAP will play an important role in contributing to achieving the Community Strategic Plan's vision of "Sydney's central city, sustainable, liveable and productive – inspired by our communities."



### A Liveable Community

By addressing barriers to inclusion, we ensure that people with disability can actively participate in our community, creating a greater sense of belonging and improved quality of life. In a liveable City of Parramatta, all people can move around freely and engage in everything our city and neighbourhoods have to offer. It is a place where everyone's needs are met.



### A Productive Community

A community is stronger when its people are supported to reach their full potential. City of Parramatta is committed to enhancing productivity within the workforce, where all businesses can benefit from incorporating the diverse skills, experiences, and talents of people with disability in their organisations.

Employment provides independence for people with disability which enhances feelings of dignity and security. The opportunity to contribute to a growing economy reduces reliance on support programs and increases independence, resulting in positive impacts on health and wellbeing.

When a community is accessible, children and young people with disability can thrive in their education alongside their peers, achieving quality outcomes and opportunities to graduate from school with meaningful pathways to further education.



### **A Sustainable and Resilient Community**

Promoting the inclusion of people with disability is pivotal to Council's contribution in building a healthy, thriving, and sustainable community. Barriers to access must be overcome to ensure the City we share, in all it provides, is accessible to all.

In times of struggle, all people should have full accessibility to the places, spaces, and services they require to enable recovery, develop resilience, and thrive. Improved accessibility promotes and sustains greater choice, control, and confidence, especially for people with disability. Council understands that creating stronger connections within the wider community allows people with disability to build greater resilience.



### **Leading Our Community**

Parramatta is undergoing an unprecedented period of change and growth. Along with the benefits this will bring, our community is also facing complex challenges. Responding to these challenges will require innovation, so that we can shape a future for our city and neighbourhoods in which all people can equally share.

# Community engagement

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**From mid-2021 until mid-2022, the City of Parramatta conducted three stages of community engagement to help inform the development of Council's new DIAP.**

This section provides a snapshot of what we did, who participated and what was heard. For further details, visit [participate.cityofparramatta.nsw.gov.au/diap](https://participate.cityofparramatta.nsw.gov.au/diap)

## What did we do and who participated?

### PHASE ONE

#### PEOPLE WITH LIVED EXPERIENCE

To help shape the vision and priorities for the new DIAP, Council reached out directly to people in the community with lived experience of disability. In total, 42 individuals with a wide variety of perspectives participated in the lived experience research: nine via one-on-one interviews, and 33 via an online community forum.

*"From our perspective the biggest thing is access and adequate facilities to meet needs. Attending events - particularly where there are stages - having an area with good view for those with mobility restrictions would be useful."*

#### DISABILITY SECTOR WORKSHOPS

To further understand key issues and challenges, and identify actions and priorities, sector workshops were organised to bring together local service providers, peak bodies, and advocates in the disability sector. In total, 36 individuals participated in the workshops, five of whom identified as living with a disability.

*"I really enjoyed the flow of the workshop. I liked the positive focus and the encouragement to dream and really envision a great future city." – Participant*

### PHASE TWO

#### THE BROADER COMMUNITY

During this phase, Council invited the entire community to get involved and help refresh the DIAP by sharing their ideas, experiences, and suggestions using Council's community engagement platform, Participate Parramatta. The project page introduced the focus areas of the DIAP and featured an interactive activity that allowed participants to post submissions, pictures, videos, or comments. During the consultation period, the page was visited over 1,200 times by more than 700 people, with 20 contributions received.

*“Creating disability and age-friendly parkland space is of the utmost importance to our local families of mixed age and mobility.” – Participant*

### **PHASE THREE**

#### **COUNCIL STAFF**

The purpose of this phase was to seek internal feedback on the existing DIAP and refine the scope of the new DIAP. Council staff from across the organisation were invited to engage in workshops and 63 team members completed a survey.

## **Next step**

### **PHASE FOUR**

#### **PUBLIC EXHIBITION**

The draft DIAP is currently on public exhibition. This section will be updated after the final DIAP has been approved by Council.

## **What did we hear?**

Council would like to thank everyone for their involvement throughout the engagement process. All comments have helped to inform development of the new DIAP. The key opportunities and challenges identified by the community are summarised below.

### **Opportunities**

- Create liveable communities with improved transport and parking options, a greater variety of recreation spaces, and more relevant Council events.
- Develop positive community attitudes through Council leadership and advocacy, provision of training, and increased representation.
- Support meaningful employment opportunities within Council by providing a more welcoming and inclusive environment, as well as improving accessibility.
- Expand access to services through better online systems and processes, and the development of a hub that is community-led, accessible and friendly.

### **Challenges**

- Across the board, resourcing and lack of representation were seen as barriers to creating a more inclusive and accessible community.
- There is no clear responsibility for compliance, and this needs to be monitored more closely until inclusion and accessibility are part of standard practice.
- There are great things happening to make the City of Parramatta more inclusive and accessible, but often it is not promoted well enough.

#### **Participating organisations**

- Early Education Inc.
- Community Wheels Inc
- Northcott
- Autism Community network
- Interaction Disability network
- Wheelchair Sports NSW/ACT Inc.
- Carers NSW
- Uniting LAC
- Guide Dogs NSW/ACT
- Touched by Olivia Foundation Ltd
- Sweeney Interpreting
- MDAA

- Parramatta Ambassadors
- Parramatta Information and Support Group
- Sydney Olympic Park Authority
- First Draft
- Fighting Chance: Avenue



*Hamish on a site visit*

# Council's Unique Perspective

Universal Design Project Officer - **Hamish Murray**

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**Hamish Murray brings to this role more than 30 years of building experience and qualifications.**

With over 10yrs of access consultancy his oversight of the projects which land on his desk has allowed City of Parramatta to have a unique perspective on Universal Design.

Hamish's role is important as it provides outcomes that the whole community can benefit from. This contributes to Council capability in building in inclusive city.

These include:

- Ensuring Parramatta square is accessible and adheres to Universal Design principles
- Assisted in auditing playgrounds using the principle of can I find it, can I stay, and can I play
- Audited carparking spaces within the CBD and ranked them on accessibility



## Introducing Sally

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**Sally has lived in Parramatta for the last 12 years but is a Newcastle girl. When she was a teenager, she visited for the occasional Eels game with her family. She moved to Parramatta for a wonderful job with Uniting in North Parramatta and can't believe how much the City has grown!**

Sally now works in the Not-for-Profit sector in Western Sydney. Her work is centred on vulnerable communities. She is looking forward to working with community members to create new service and program models that are genuinely inclusive and meet local needs.

Outside of work, Sally loves walking, swimming and volunteering.

Sally has very limited hearing. She relies on high powered hearing aids, lip reading and assistive technology to support her communication. Her hearing loss is the result of a genetic disorder that also triggered a range of complex illnesses in her late teens. Her hearing was reasonable until her final year of school and so she does not have Auslan training. Most people are surprised to learn that she is severely or profoundly deaf on 70% of frequencies. But they also don't realise the effort she puts into preparation for meetings and forums.

Sally's access issues in the Parramatta LGA are covered well through hearing aid loops at train stations and Riverside Theatre. One thing she would love to see is closed captions for speakers and videos including those on City of Parramatta websites, meetings and forums.

"It makes it so much easier for people with severe hearing loss to follow and to contribute to our community," she comments.

Sally is passionate about social justice and would love to see Parramatta become more accessible for people with all abilities. She is keen to see the City of Parramatta address the extremely low level of employment of people with disability in its large local workforce and the introduction of more Easy English communication for people with intellectual disability

*Finally, Sally says "I love living in the diverse and increasingly inclusive community that is Parramatta! Let me know if there is any way I can contribute".*

# Our Integrated Planning and Reporting Framework

## COMMUNITY ENGAGEMENT

Identifies community needs and priorities, and informs the development of Council's plans.

## COMMUNITY STRATEGIC PLAN 20 YEARS

Highest level plan that Council prepares. The purpose of this plan is to identify the community's main priorities and aspirations for the future and to plan strategies for achieving these goals.

## STATE AND REGIONAL PLANS

Economic Development Plan

Environmental Sustainability Strategy

Socially Sustainable Parramatta Framework

Cultural Plan

Reconciliation Action Plan

Disability Inclusion Action Plan

(Other Council Plans)

## DELIVERY PROGRAM 3 YEARS

Sets out the principal activities that Council will deliver to the community during the Council term.

## RESOURCING STRATEGY 10 YEARS

Contains the Long Term Financial Plan, Asset Management Strategy, Workforce Strategy and Technology Strategy.

## OPERATIONAL PLAN 1 YEAR

Sets out the details of the Delivery Program — the individual projects, activities and budget for the financial year.

↑  
ONGOING MONITORING AND REVIEW

↓  
ANNUAL REPORT

# Actionable

## Our Ongoing Commitments

DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS	CREATING LIVEABLE COMMUNITIES	SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT	IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES
<p>Ensuring people with disability are represented at Council's stakeholder workshops and community meetings</p> <p>Responsibility City Engagement &amp; Experience People, Culture &amp; workplace <b>Community Services</b></p>	<p>Improvement of the accessibility of footpaths, open spaces, and Council facilities and events by using inclusive checklists and policy guidelines</p> <p>Responsibility City Planning &amp; Design City Assets &amp; Operations</p>	<p>DIAP Project Officer – this role is responsible for supporting the implementing DIAP actions across Council and the greater community and increasing the awareness of and promotion of inclusion.</p> <p>Responsibility Community Services</p>	<p>Providing timely, relevant, and easy to read information through channels regarding access and inclusion improvements across Council services and facilities</p> <p>Responsibility City Engagement &amp; Experience Community Services</p>
<p>Working with Council's Access Advisory Committee to raise awareness of disability and access issues.</p> <p>Responsibility Community Services</p>	<p>Ensuring setbacks for buildings in the Parramatta CBD and town centres within the City of Parramatta are accessible, including adopting wider footpath standards.</p> <p>Responsibility City Planning &amp; Design City Assets &amp; Operations</p>	<p>The Diversity and Inclusion Consultant role champions a Council wide approach of these areas.</p> <p>Responsibility People, Culture &amp; workplace</p>	<p>Continually updating Council's website to provide up to date and effective information about access and inclusion in the LGA, including a link to the National Public Toilet map.</p> <p>Responsibility City Engagement &amp; Experience Community Services</p>

<p>Continue to develop customer focused guidelines on access and inclusion for local businesses and visitor attractions and event organisers to guide how they include all their customers. Continue to deliver activities to improve community awareness of disability and the social and economic benefits of inclusiveness.</p> <p>Responsibility Community Services</p>	<p>Inclusion of accessibility development controls within Development Control Plans (DCP), which guides development throughout our major precincts and Parramatta CBD.</p> <p>Responsibility City Planning &amp; Design</p>	<p>Development of a Diversity, Equity and Inclusion Strategy for Council which provides a framework for Council to create a more inclusive workplace by promoting a diverse and inclusive environment,</p> <p>Responsibility People, Culture &amp; Workplace</p>	<p>Continue to provide Auslan interpreted performances and audio description at Riverside theatre performances</p> <p>Responsibility Community Services</p>
<p>Continue to provide an inclusive sport and recreation directory for the LGA.</p> <p>Responsibility Community Services</p>	<p>Ensuring all large-scale redevelopment sites where new streets are introduced have accessible parking and drop off points.</p> <p>Responsibility City Planning &amp; Design</p>		<p>Continue to offer modified performances and support materials to create a more accessible environment for people on the autism spectrum.</p> <p>Responsibility Community Services</p>

*Actionable continued...*

<p>Provide people with disability opportunities for accessible and inclusive participation in sport and recreation programs especially during the school holidays</p> <p>Responsibility Community Services</p>	<p>Ensuring that early planning of parks and recreation projects considers access and inclusion for people with disability, with particular focus on Universal Design</p> <p>Responsibility City Planning and Design</p>		<p>Development of strong partnerships with the Disability Sector to ensure programming is guided by best practice approaches to inclusive programming</p> <p>Responsibility City Engagement &amp; Experience Community Services</p>
<p>Coordinate the delivery of a program of activities to mark the International Day for People with a Disability 2021. Continuing this coordination yearly.</p> <p>Responsibility Community Services</p>	<p>Creation of inclusive and accessible playgrounds for example Ollie Webb Reserve. Continue to incorporate universal design principles in the design of new and upgraded playgrounds.</p> <p>Responsibility City Planning and Design</p>		<p>Ensuring Council meetings are inclusive, and the community are involved in decision making processes. Council meetings are now webcast with a mobile hearing loop available.</p> <p>Responsibility City Engagement &amp; Experience People, Culture &amp; Workplace</p>
	<p>Upgrading parks and open spaces to be compliant with current access legislation and standards</p> <p>Responsibility City Planning and Design</p>		

*Actionable continued...*

Ensuring new and upgraded public buildings, facilities and open spaces meet Disability Discrimination Act (DDA) National Construction Code/ BCA and the Disability (Access to Premises) Standards requirements as well adhere to universal design principles. Examples include the Council's new Parramatta Aquatic & Leisure Centre and Civic building (Parramatta Hive)

Responsibility  
City Planning and Design

	<p>Employed a Universal Design Project Officer who has reviewed up to 400 council projects on access and inclusion. This role continues to provide vital oversight on inclusion throughout Council projects.</p> <p>Responsibility City Planning and Design Community Services</p>		
	<p>By continually managing areas of concern, we will ensure the City and Local Government Areas remain accessible during the major upgrades.</p> <p>Responsibility City Planning and Design</p>		

Actionable continued...

Planning and building new pedestrian and shared path facilities that improve mobility and accessibility for all community members.

Responsibility  
City Planning and Design

Upgrading parks and open spaces to be compliant with current access legislation and standards

Responsibility  
City Planning and Design



## City of Parramatta Program – All Abilities

Avril Taing in her role as the Recreation Development Officer champions all abilities in the recreation program she runs.

- School holidays programs
- Access & Inclusion Sports Day
- Gala day "Celebrating Girls in Sports".

Avril's 15 years of experience running programs for children with disabilities is valuable in implementing these programs for City of Parramatta Council. Since January 2021 all Council School Holiday Program providers must offer a program fit for all abilities especially those with hidden disabilities.

We can be proud of the fact Council runs the biggest free school holiday program in NSW which is fully accessible to children of all abilities.

# New Actions

## FOCUS AREA

### DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

OUTCOME	ACTION	TIMEFRAME	RESPONSIBILITY
<b>Council staff and community members are aware of the social and economic benefits of inclusiveness</b>	Deliver Inclusion Education activities (for staff and Councillors) to increase understanding of inclusive practices	Yearly	People, Culture & Workplace  Community Services (Community Capacity Building)
<b>Members of Parramatta LGA with a disability feel they belong</b>	Develop an Inclusive Customer Care Guide-with roles/responsibilities for all front facing staff	2022-2023	Community Services – Phive, Community Hubs & Libraries
	Develop a Communications Plan to promote the DIAP and its achievements internally and externally	2022	City Engagement & Experience (Corporate Affairs; Marketing and Brand)
<b>Members of Parramatta LGA with a disability feel they belong</b>	Coordinate delivery of a program of activities to mark International Day of People with a Disability	Annually	Community Services – Community Capacity Building

## FOCUS AREA

### CREATING LIVEABLE COMMUNITIES

OUTCOME	ACTION	TIMEFRAME	RESPONSIBILITY
Council Staff facilitate development outcomes that are accessible and inclusive	Deliver training on Universal Design principles to staff involved in planning and design to ensure consistency of application	Quarterly	City Planning and Design – City Design
	Leverage off Destination NSW's implementation of inclusive and accessible training workshops for tourism operators in the LGA	2022	City Engagement & Experience - Tourism Product Development
Improved access to places for people living with disability in City of Parramatta	Increase the installation of permanent and temporary digital wayfinding kiosks around Parramatta's CBD to ensure visually impaired people have better access	April onwards	Community Services City Engagement and Experience
	Design new Council Chambers in Parramatta Square to enable access and full participation by Councillors and community members with access needs	Immediate	Community Services – 5/7PS
	Creation of quiet spaces to escape sensory overload in existing and new public areas to increase access for all	ongoing	Community Services, Property and Place, City Assets and Operations, and City Planning and Design

## FOCUS AREA

### SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

OUTCOME	ACTION	TIMEFRAME	RESPONSIBILITY
<b>People with disability can access meaningful Employment opportunities for people with a disability to enter and progress through the organisation</b>	Implement Council's Diversity, Equity & Inclusion Strategy to develop a more inclusive workplace	2022-26	People, Culture and Workplace
<b>People with disability can access meaningful Employment opportunities for people with a disability to enter and progress through the organisation</b>	Join Australian Network on Disability (AND) bronze membership and activate Access and Inclusion Index to enable benchmarking.	2022/2023	People, Culture and Workplace
	Undertake Australian Network on Disability (AND) Disability Confident recruitment education for Talent Acquisition staff to increase access to employment and ensure inclusive work practices	2022/2023	People, Culture and Workplace
	Implement a Disability Employee Resource Group (ERG) to increase awareness of disability inclusion and improve inclusive work practices	2022	People, Culture and Workplace

## FOCUS AREA

### IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

OUTCOME	ACTION	TIMEFRAME	RESPONSIBILITY
<b>Council leads by example and advocates for people with a disability</b>	Work towards developing subject matter experts on inclusion and access in each Directorate to support the application of inclusive practices	2022-2026	Community Services – Community Capacity Building (working with relevant Directorates)
	Working towards achieving Web Content Accessibility Guidelines (WCAG) 2.1AA to continually improve access to information	2022-2025	City Engagement and Experience - Digital and Creative Community Services -
<b>Council Systems and process are accessible and user friendly</b>	Develop inclusive guidelines for content, this includes language, contrast, font/size/spacing, representation in imagery to ensure accessibility of information produced	Towards 2023	City Engagement and Experience - Digital and Creative  Community Services – Community Capacity Building
	Develop a robust Outcomes Measurement Framework. Working collaboratively with subject matter experts, and the community to create a framework that will track progress on improving outcomes. Towards 2023 Social Outcomes and Community Capacity Building	2022	City Strategy  Community Services – Community Capacity Building



## Introducing Tim

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**Tim is passionate about all things in nature – particularly insects, rabbits, plants and flowers. He loves talking to people and enjoys spending time with his family, dancing and walking in his neighbourhood.**

Tim thinks people with special needs can do anything they want to and is not fazed by life's challenges.

*"I go through the day with a positive attitude, and I send happiness to everyone I meet!" says Tim.*

Whilst Tim doesn't feel he faces many challenges, he is frustrated by the fact that some companies will not employ him because of his disability. He wanted to work with a popular technology brand but has now decided that floristry is for him. He is studying a TAFE course to help him reach his goal of becoming a florist.

When not at TAFE, Tim will visit the Avenue - Fighting Chance, where he catches up with friends, support workers and learns skills for future employment.

Tim hopes that, in the not-too-distant future, there will be more job opportunities for people with special needs. He would also like to see more parks for nature lovers. Tim thinks that there should be more tree lined streets and interesting plants hanging on them.

Tim loves living in Parramatta and loves how easy it is to get into the CBD by bus. He's looking forward to the light rail as this will make it even easier to travel around the city.

# Accountability

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## Outcomes Measurement Framework

Council is genuine about its commitment to identifying meaningful measures that will track progress made towards delivery of the Disability Inclusion Action Plan 2022-2026 goals, and the overall impact of this Plan for people with disability in our community.

However, developing a meaningful set of measures and targets will require more work. Therefore, one of the actions in the draft DIAP is to develop a robust Outcomes Measurement Framework.

Council will work collaboratively with staff, subject matter experts, our community and community organisations to develop an Outcomes Measurement Framework that will demonstrate how Council will track progress made, set appropriate targets and document how we are contributing to improving outcomes for people with disability overall.

The Outcomes Measurement Framework will be a tool that Council, and others, can use to measure the impact we are trying to make, that the City of Parramatta is a fully accessible and inclusive community that enriches the lives of all people.

Throughout the duration of the Action Plan (four years), it will:

- develop a baseline data set to evaluate the Disability Inclusion Action Plan,
- monitor the progress of the Disability Inclusion Action Plan's activities,
- enable Council to better communicate our work and impact,
- provide linkages to Council's Socially Sustainable Parramatta Indicator Framework,
- identify and improve implementation practices of the Disability Inclusion Action Plan,
- increase internal and external collaboration; and
- provide accountability for the Disability Inclusion Action Plan's implementation.

This Framework will measure progress against these long-term outcomes.

- Members of Parramatta LGA with disability feel they belong.
- Council Staff and community members are aware of the social and economic benefits of inclusiveness.
- Improved access to places for people living with disability in the LGA.
- Council Staff facilitate developing outcomes that are accessible and inclusive.
- People with disability can access meaningful employment opportunities for people with disability to enter and progress through the organisation.
- Council leads by example and advocates for people with disability
- Council Systems and process are accessible and user friendly.

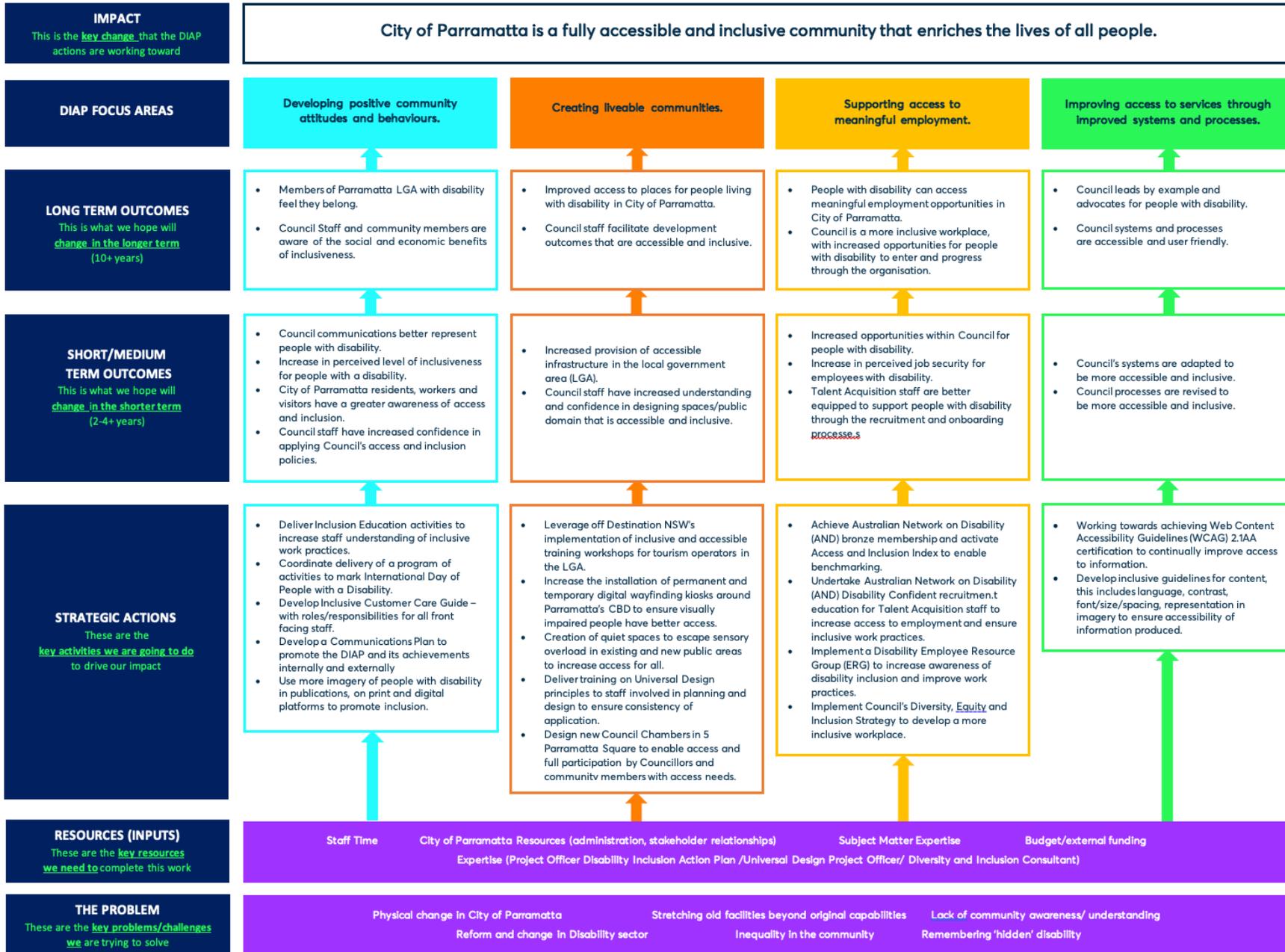
Council recognises the inherent challenges in capturing, measuring, and reporting on actions toward inclusivity for people with disability. Whilst there is no perfect way to measure the complex set of

factors that contribute to disability and inclusion, Council must find ways to understand and measure how our community is progressing towards these focus areas.

**To demonstrate how City of Parramatta will make progress against each of these four focus areas, Council will utilise a 'Theory of Change' methodology (see Figure 1). For the purposes of this document, a Theory of Change is defined as "... your hypothesis of how your activity will lead to the intended impact that you are seeking to achieve" (Kevin Robbie, Think Impact 2019).**

**The Theory of Change that has been developed for the DIAP, is as follows:**

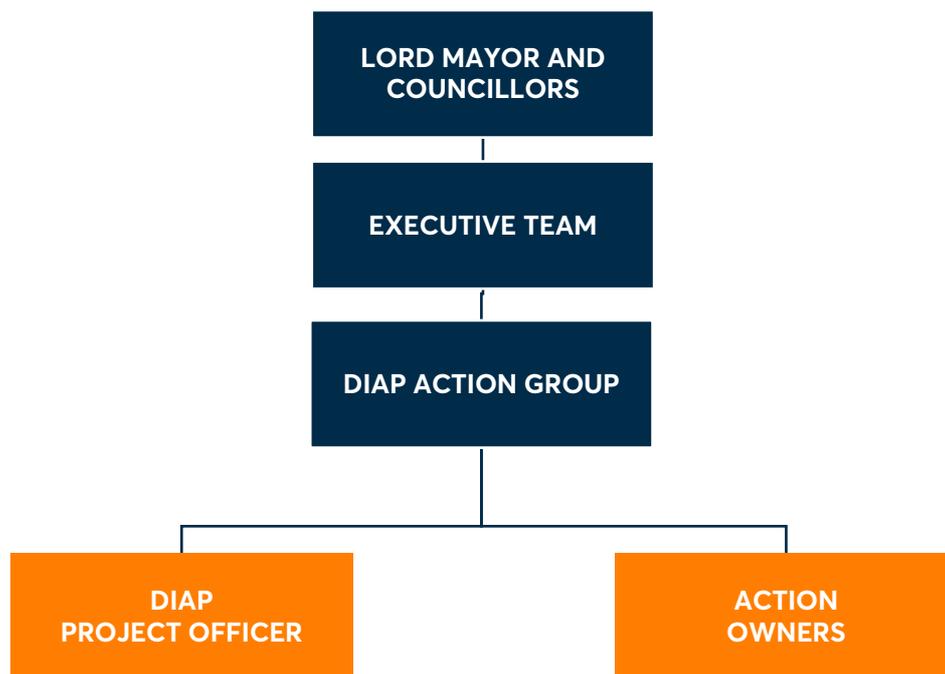
# CITY OF PARRAMATTA'S DISABILITY INCLUSION ACTION PLAN – THEORY OF CHANGE



# Governance and resourcing

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Governance is about creating long term sustainability which is built on a thriving culture. Here at the City of Parramatta we believe that good governance is about having good representation across all Directorates within Council.



Project Sponsor: Jon Greig, Executive Director Community Services

Project Owner: David Moutou, Group Manager Social and Community Services

Project Manager: Ramani Regis, DIAP Project Officer

The DIAP is a document endorsed by Council. Progress against the Plan is reported and managed through the DIAP Action Group. This Group is represented by budget holders and decision makers who have oversight on actions and teams who are responsible on implementing actions.

DIAP Action Group members are, by position:

- Executive Director, Community Services
- Executive Director People Culture and Workplace
- Executive Director City Engagement & Experience
- Group Manager Property Development
- Group Manager Place Services
- Group Manager Property Assets, Services and Securities
- Group Manager Social and Community Services
- Group Manager 5/7 Parramatta Square and Community Hubs
- Group Manager City Strategy
- Group Manager City Assets and Environment

- Group Manager Development and Traffic
- Group Manager City Design
- Universal Design and Access Officer

Reporting of progress occurs quarterly through Council's standard reporting program and annually through Council's Annual Report. Annual reports are submitted to the Department of Communities and Justice in line with legislative requirements. The Outcomes Framework is instrumental in how Council measures the impact we are trying make, that the City of Parramatta is a fully accessible and inclusive community that enriches the lives of all people.



# Disability Inclusion Action Plan

Life-changing  
Benefits 2022–2026

