

# Disability Inclusion Action Plan 2022-2026



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## Acknowledgement of Country

Bayside Council acknowledges the Traditional Custodians,  
the Gadigal/Bidjigal people of the Eora Nation.

The people of the Eora Nation, their spirit and ancestors will always  
remain with our waterways and the land – our Mother Earth.



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# Bayside's commitment to inclusion

Bayside Council is committed to building an inclusive and welcoming community for all.

Council's Disability Inclusion Action Plan 2022-2026 (DIAP) details the actions Council will take over the next four years to improve the way people with disability access services and participate in community life.

# The importance of inclusion

Creating an inclusive community means making sure everybody has the same opportunities to participate in every aspect of community life, meet their needs and achieve their goals. Inclusion can be achieved by identifying and removing environmental factors that limit a person's ability to function in the community.

People with disability are a diverse group, while some need ramps and accessible toilets, others may need a clearly defined welcoming space. Examples of things Council can do to respond to this diversity include the use of consistent signage that people with intellectual disability can understand, the creation of welcoming public spaces that ensure people who may have a neuro diverse or mental health conditions are made to feel included, and/or creating quiet spaces, safe spaces, low sensory spaces, and places to rest.

Universal design principles are internationally recognised guidelines developed to inform the design of inclusive environments, facilities, and communications. Adopting universal design principles when designing communication publications and public infrastructure helps to ensure accessibility, flexibility and adaptability so that a diversity of abilities can be met now and into the future.



Nationally, there is strong support for inclusive employment practices with 75% of Australian workers expecting to see inclusion at work.<sup>1</sup>

1. Australian Bureau of Statistics (ABS). Disability, Aging and Carers Australia: Summary of Findings. 2018. [www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#key-statistics](https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#key-statistics)

There are economic benefits to inclusion. By adopting inclusive practices, local businesses can access increased market share, broaden their recruitment pool and improve employee morale and retention. People with disability benefit from an increased range of accessible venues, facilities and products, as well as employment opportunities and inclusive workplace practices.

Inclusion also means fostering inclusive attitudes and behaviours. Programs that improve awareness and understanding of disability help to reduce stigma and remove attitudinal barriers faced by people with disability in the community.



## What is disability?

Most people will experience disability personally or as a carer at some point in their lifetime. Disability can be physical, intellectual, sensory, cognitive, or neurological and be present in a range of conditions. It can occur due to genetics, accident, or illness and affect mobility, communication or speech. It can be permanent or temporary, visible, or invisible.

The incidence of disability increases significantly with age. People with disability face barriers that may hinder their full and effective participation in society on an equal basis with others.<sup>2</sup>

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2. United Nations Convention on the Rights of Persons with Disabilities

## Employment and disability

People with disability often face barriers to finding work and keeping a job because employment practices and workplaces are not always inclusive. People with disability can face limitations to the type of work they can undertake and the number of hours they can work. People with disability might need their employer to make some changes to the workspace, the way work is done, or provide assistive equipment.

All employers have a responsibility to make reasonable changes and provide equipment to ensure people with disability can work.

## Discrimination

Almost one in 10 Australians with disability (9.6%) reported they had experienced discrimination or unfair treatment because of their disability.

In 2020 44% of complaints received by the Australian Human Rights Commission were about disability discrimination.

One in three people with disability aged 15 and over avoided social situations because of their disability in the last year.<sup>3</sup>



3. People with disability in Australia 2020, Australian Institute of Health and Welfare, web report.

# Our diverse community

## Disability in Australia

Disability is diverse. People with disability work, have families, use technology, go shopping, travel, volunteer and contribute to the economy, just as people without disability do. The difference is, they face barriers that people without disability do not have to negotiate.

In 2018, there were over 4.4 million people with disability living in Australia, or 17% of the total population. There were also 2.65 million carers, representing 10.8% of the population.<sup>4</sup>



In Australia, 17% of the population have a disability and 10.8 % care for someone with a disability.

## Disability in Bayside

Bayside Local Government Area incorporates 29 suburbs and has an estimated resident population of 182,369 in 2021.

In 2016, there were 8,238 Bayside residents who reported needing assistance with day-to-day activities, which is 8.5% of the population. The largest group needing assistance were aged 85 and over.

Of the people who reported needing assistance, 56.7% were female and 43.3% were male. There were 14,168 people, or 8.2% of Bayside residents, caring for a person with a disability.

Below are some statistics comparing the population in Bayside needing assistance to the total Bayside population and the population of Greater Sydney.

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4. Disability, Ageing and Carers, Australia: Summary of Findings, Australian Bureau of Statistics, 2018.



**Table 1: 2016 Census – Australian Bureau of Statistics**

	TOTAL BAYSIDE POPULATION	POPULATION IN BAYSIDE NEEDING ASSISTANCE	POPULATION OF GREATER SYDNEY NEEDING ASSISTANCE
Aged between 0 and 14	<b>16.2%</b>	<b>5.4%</b>	<b>8.3%</b>
Aged 65 and over	<b>14.6%</b>	<b>64.3%</b>	<b>56.3%</b>
Held educational qualifications	<b>50.5%</b>	<b>22.3%</b>	<b>26.3%</b>
Held no qualifications	<b>39.1%</b>	<b>63.8%</b>	<b>62.8%</b>
Attended an educational institution	<b>24.2%</b>	<b>8%</b>	<b>11%</b>
Participating in the workforce	<b>61.7%</b>	<b>8.3%</b>	<b>9.6%</b>
Employed	<b>94%</b>	<b>88.1%</b>	<b>84.3%</b>
Unemployed	<b>6%</b>	<b>11.9%</b>	<b>15.7%</b>
Lived in households earning a high income	<b>31.4%</b>	<b>13.5%</b>	<b>16.1%</b>
Lived in households earning a low income	<b>10.9%</b>	<b>27.2%</b>	<b>23.2%</b>
Were in couple families with child/children	<b>48%</b>	<b>32.7%</b>	<b>36.3%</b>
Were living alone	<b>8.8%</b>	<b>18.8%</b>	<b>16.6%</b>
Owned their home	<b>24%</b>	<b>49.8%</b>	<b>40.6%</b>
Were renting	<b>36.4%</b>	<b>28.4%</b>	<b>32.5%</b>
Were renting social housing	<b>2.8%</b>	<b>11.6%</b>	<b>14.1%</b>
Were renting privately	<b>33.2%</b>	<b>16.6%</b>	<b>17.9%</b>
Had access to internet connection	<b>84%</b>	<b>68.8%</b>	<b>74.9%</b>
Had no access to internet connection	<b>8.9%</b>	<b>28.6%</b>	<b>22.4%</b>

# The planning context

Councils work within the wider context of international, national and state legislation and policy. Below is a timeline of key inclusion milestones relevant to the Plan:



**1992**

The Disability Discrimination Act (DDA) makes disability discrimination unlawful and promotes equal rights, opportunities and access for people with disability.



**2008**

The Australian Government ratified the United Nations (UN) Convention on the Rights of Persons with Disabilities.



**2010**

The Australian National Disability Strategy (NDS) was developed which put in place a 10-year national plan to improve the life of Australians with disability, their families and carers.



**2014**

The NSW Government enacted the NSW Disability Inclusion Act (DIA) which requires each public authority, including Councils, to have a Disability Inclusion Action Plan in place.

The implementation of this Plan will ensure Council takes action to uphold the UN Convention on the Rights of Persons with Disability (UNCRPD).

The Disability Inclusion Action Plan is underpinned by the following legislation and policy:

## International

- ▶ United Nations Convention on the Rights of Persons with Disabilities 2008

## National

- ▶ Disability Discrimination Act 1992
- ▶ Disability (Access to Premises Standards – Buildings) Standards 2010
- ▶ Disability Standards for Accessible Public Transport 2002
- ▶ Australian National Disability Strategy 2010 – 2020
- ▶ National Disability Insurance Scheme
- ▶ Web Accessibility National Transition Strategy (2010)
- ▶ National Art and Disability Strategy (2009)

## New South Wales

- ▶ Disability Inclusion Act 2014
- ▶ Carers (Recognition) Act 2010
- ▶ Anti-discrimination Act 1997
- ▶ Mental Health Act 2007
- ▶ NSW Disability Inclusion Plan

## Local

- ▶ Local Disability Inclusion Action Plans

The DIAP builds on Council's first Plan and a long history of developing and implementing inclusion initiatives for people of all abilities.

# Developing the Disability Inclusion Action Plan

The DIAP has been developed with reference to the NSW Disability Inclusion Action Planning Guidelines. The Guidelines are a flexible framework designed to increase inclusion through engagement and planning.

The DIAP builds on Council's previous Plan and has been informed by a range of engagement activities.

The Guidelines ensure that Council will consult with people with disability on four key themes: Creating liveable communities, improving access to services through improved systems and process, increasing access to meaningful employment and developing positive community attitudes towards disability.

Creating liveable communities means designing opportunities for people with disability to participate fully in community life, including events, library activities and programs. Infrastructure projects, including designing accessible buildings, beach access and accessible pedestrian paths of travel.

By engaging people with lived experience of disability in the design process and adopting Universal Design Principles, Council can ensure people with disability have better access to the built environment, including sports and recreational facilities, transport and community programs. Costly retrofits are avoided if access planning occurs at the design stage. A practical example is providing accessible paths of travel from transport links to shopping precincts, installation of tactile ground surface indicators around transport hubs.

Improving systems and processes means putting measures in place to ensure people with disability can access Council information, website accessibility, and to be part of community engagement processes.

Access to meaningful employment refers to creating welcoming and inclusive workplaces and building an inclusive workplace culture. This can be achieved through the provision of training and resources, recruitment practices, work experience / mentorship programs and flexible working arrangements.

Promoting positive attitudes and behaviours refers to improving the way people with disability are seen and responded to publicly and is an important factor in increasing social inclusion. By creating opportunities that include people with disability on boards and access committees, ensuring positive images of people with disability are included in Council's publications ensures Council is building positive attitudes and behaviour towards people with disability.



## Guiding principles of the Plan

Throughout this plan the following guiding principles have been used:

### LIVED EXPERIENCE

The lived experience of people with disabilities is central to the development of this plan and its actions. It is important that people with disability can identify problems in the services or facilities they use and be part of developing solutions to improve their daily lives.

### INCLUSIVE CONSULTATION

The expertise and experiences of people with disability is important to the development, implementation, and review of the Plan.

### HUMAN RIGHTS

Human rights are important in the Plan and are found in projects or processes which increase participation, are accountable, non-discriminatory and encourage empowerment.

### GOVERNANCE

Effective and accountable monitoring and reporting processes will ensure increased inclusion outcomes and effective implementation of the Plan.

## Implementation and reporting

The DIAP will be integrated into Council's planning, resourcing and reporting processes, also known as the Integrated Planning and Reporting Framework. Achievements of the Plan will be reported upon each year in Council's Annual Report and the Plan will be reviewed in 2026.

## Community engagement

The DIAP has been developed following a review of Council's previous Disability Inclusion Action Plan and engagement with people with lived experience of disability their families and carers, community organisations, industry stakeholders and internal Council departments.

Council undertook a comprehensive engagement program from September 2020 to March 2022. Activities were impacted by the COVID-19 pandemic. Engagement methods and processes were adapted and flexible to abide by the public health orders in place at the time.

Council conducted an online survey through the Have your Say engagement platform, there were over 650 visits to the Bayside Have Your Say platform, over the consultation period, with 76 surveys completed and the draft DIAP was downloaded 100 times. Face-to-face engagements included the Ability Arts Market Day and workshops with community organisations. Despite the challenges presented by the pandemic, there was a high level of participation and interest in the DIAP consultation.

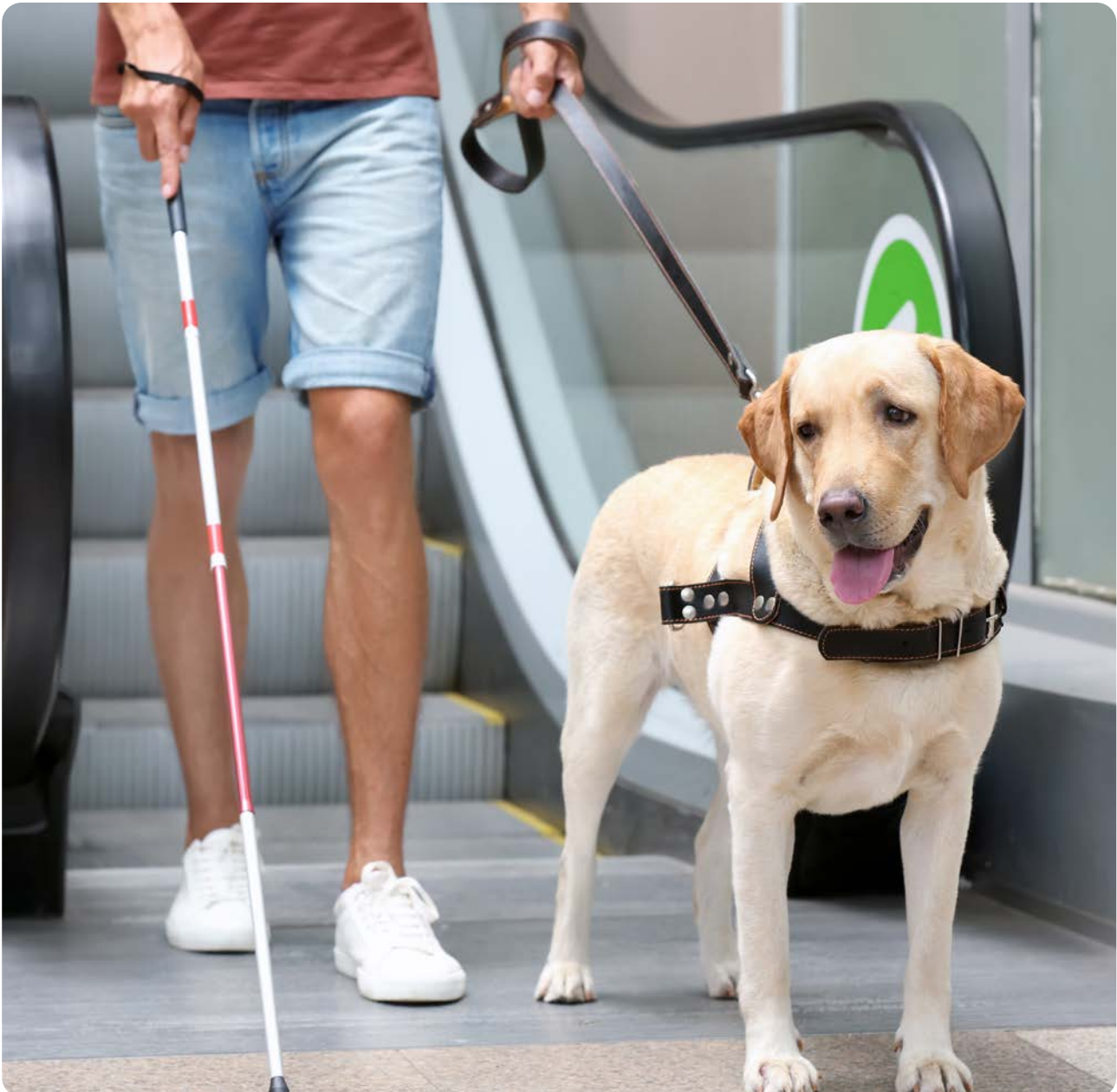


## Summary of community engagement activities

ACTIVITY	DESCRIPTION	DATE
Disability YES Project – Youth Action Committee	<p>An Access Audit of Rockdale Library was carried out by the Disability YES project of 2Connect Youth &amp; Community at Brighton. The young people involved in this audit were aged 18 – 25 and were from culturally and linguistically diverse backgrounds.</p> <p>The results were analysed by the independent staff of 2Connect Youth and Community, tallying the scores and provided detailed feedback and recommendations included in the IAP for Rockdale Library.</p>	September 2020
Disability Interagency online workshop	An online consultation facilitated by Cred Consulting with Bayside, Georges River and Sutherland Disability Interagency. This was a joint consultation between the three Councils and was attended by 40 industry providers.	2020
Interviews with key service providers	Three online interviews with key service providers in the Bayside Area - Mood Active, Vision Australia and Spinal Cord Injuries Australia.	2021
Face to face workshops with local service providers	<p>Windgap Foundation – people with disability retirees’ program, Life After Work.</p> <p>The Avenue Botany – youth service 16-25 years old.</p> <p>Bayside Garden Centre – employment service, social enterprise between Council and the St George Intellectual Disability Foundation.</p>	2021
Youth consultation Arncliffe Youth centre	Council conducted consultation with young people to get feedback on the new Inclusion Action Plan, including young people in consultation process. Information obtained from young people will inform the DIAP.	21 March 2022
Pop up engagement stall at the Ability Arts Market	<p>Council held a IAP stall at the market day. Surveys including the easy read surveys were filled in by people attending and working at the Market Day. The four key focus areas, included in the IAP survey, were each displayed on large corflu signs. The signs were used as a visual display to encourage feedback from people with disability, who were unable to complete the surveys in the easy read form.</p> <p>All the feedback informed and verified the actions in the DIAP.</p>	26 March 2022



ACTIVITY	DESCRIPTION	DATE
Written submissions	We received 3 written submissions via email, these were taken into the evaluation process and helped to inform the new DIAP.	2020 - 2021
e-Newsletters	The HYS page and engagement session were promoted via the weekly Talking Bayside, e-Newsletter and Bayside Council's e-Newsletter during the consultation period.	2020 - 2022
Social Media	The HYS page, survey and Talking Bayside Tuesday engagement sessions were promoted on Bayside Council's Facebook page, Website and e-Newsletter during the consultation period.	From December 2021 to March 2022





# Summary of key achievements from the 2017-2021 Plan

## Liveable communities

- ▶ Council upgraded several Council buildings and public places to improve accessibility, including playgrounds, community centres and public toilets.
- ▶ Council have continued to upgrade footpaths, under the footpath renewal schedule, to make them safer and more accessible.
- ▶ Hillsdale Child Care Centre was accredited as an inclusive service for children with additional needs.
- ▶ The Library extended the Home Library Service to include four additional aged care facilities.
- ▶ Bayside Council and Ramsgate Life Saving Club provide a Beach Wheelchair at Ramsgate Beach. This was donated to Council by St George Special School.

## Systems and processes

- ▶ Council improved the accessibility of information and communication methods and engagement processes.
- ▶ Council installed the Browsealoud widget on the Council website, to provide accessibility options – the widget converts text into speech, changes font size, translates language and simplifies English to make text easy to read.
- ▶ The Have Your Say website meets Web Content Accessibility Guidelines (WCAG).
- ▶ Council asked community members which options best enabled their feedback so that people with disability can have a say on decisions made by Council.
- ▶ Key documents are made available in accessible formats.
- ▶ Council works in partnership with and provides support to disability services.
- ▶ Council has used Auslan interpreters, closed captioning and other assistive technology when hosting online and face-to-face events.

## Meaningful employment

- ▶ Council provided employment opportunities for people with disability.
- ▶ Council's Bayside Garden Centre partners with The Intellectual Disability Foundation of St George, to offer work experience and employment opportunities for people with disability in a safe and friendly environment. This partnership provides an employment pathway to Council for people with disability.
- ▶ Workplace adjustments are made available to staff with disability.
- ▶ Council staff have access to the Employment Assistance Program which provides free counselling and support.
- ▶ Council also has a Preventing Workplace Bullying, Harassment and Discrimination Policy.



## Positive attitudes and behaviours

- ▶ Council initiated Bayside Women's Week in 2020 hosting a cross generational panel on leadership which featured a panel member living with disability.
- ▶ Council hosted live screenings of the Access all Areas, Film Festival for International Day of People with Disability (IDPWD) in 2018 and 2019.
- ▶ Council supported and hosted Peer2Peer Café, the online social networking opportunities for people with disability for IDPWD in 2020.
- ▶ Bayside Council runs Sculptures by the Bay annually (COVID interruptions notwithstanding). Bayside hosts tours around the sculptures for people with disability and older residents.
- ▶ Council provides an Annual Community Grant program for eligible community organisations to apply for funding. In 2021 Council supported Windgap's initiative for IDPWD in 2021.
- ▶ The Disability Yes Project from Youth2Community Youth Service in Brighton engaged local young people with disability to conduct an access audit of Rockdale Library.
- ▶ Rockdale Library continued to run a story time program for children with disability from St George Special School.
- ▶ Bayside 2019 Youth Week included an interactive exhibition for young people with sensory processing issues.
- ▶ Council partnered with Mission Australia and South East Community Connect to coordinate regular outreach at two community housing estates in Eastlakes. The program connected with residents, including people with disability through engaging activities and sharing stories.
- ▶ The Community Garden at Maloney Street welcomes people with disability.
- ▶ Council was successful in obtaining funding for a project to provide training and resources for emergency preparedness in an inclusive and welcoming manner throughout the housing estates in Bayside.

# The Action Plan 2022-2026

## Building liveable communities

1. Ensure Council's events, services, information and programs are accessible
2. Ensure public places and Council's facilities are accessible

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Provide staff training and resources on inclusion and working with people with lived experience of disability	<p>Staff have an awareness and understanding of disability and inclusive ways of working.</p> <p>Staff understand universal design principles.</p> <p>Staff understand the importance of working with people with disability to co-design inclusive services, facilities, and programs.</p> <p>Resources are available to staff.</p>	<p>General Managers Unit</p> <p>Manager Business Transformation</p> <p>Manager Community Life</p>	June 2023
Develop and promote inclusive sports program for people with disability	<p>People with disability have opportunities to participate in sport.</p>	<p>Manager Sport and Recreation</p> <p>Manager Community Life</p>	Annually
Source funding for updated inclusion devices at Angelo Anestis Aquatic Centre	<p>Increase the participation of people with disabilities in programs at Angelo Anestis Aquatic Centre, Bexley.</p>	<p>Manager Sport and Recreation</p> <p>Manager Community Life</p>	June 2023
Ensure all accessible toilets are listed on the National Public Toilet Map	<p>Accessible toilets are clearly identified on the National Public Toilet Map.</p>	<p>Manager Development Services</p>	June 2023



# The Action Plan 2022-2026

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Planning controls are in place to ensure adaptable housing and affordable housing quotas are met	Provision of Adaptable Housing.	Manager Strategic Planning	June 2023
Ensure Australian standards for access are consistently applied to Development Applications	Development in Bayside meets or exceeds standards for access.	Manager Development Services	June 2023

# The Action Plan 2022-2026

## Systems and processes

1. Ensure inclusive technology and practices are adopted across Council's systems and processes

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Implement the Bayside Library Strategy	Providing better opportunities for people with disability to access library services, programs and facilities.	Manager Library and Customer Experience Manager Community Life	June 2023
Record and promote the DIAP achievements through reporting processes	DIAP actions will be easily identifiable and able to be tracked. The DIAP will be lodged on the Department of Communities and Justice's portal.	Manager Community Life	June 2023
Develop and promote strategies to reduce digital disadvantage	People with disability who do not have digital access are able to access a range of information and digital training and support programs.  Council adopts technology to make online information more accessible	Manager Community Life	June 2023

## Access to meaningful employment

1. Bayside Council is an inclusive employer
2. Promote employment opportunities for people with disability
3. Promote the benefits of being an inclusive employer to local businesses and provide advice on how to be an inclusive employer

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Review Councils workplace practices including Councils EEO Policy and Plan to ensure workplace flexibility and reasonable adjustments can be made	Council adopts strategies to ensure inclusive employment practices.  Council reduces barriers to improve workplace inclusion for people with disability.	Manager Business Transformation	June 2023
Promote vacant positions to Disability Employment Service Providers	Council is identified as an inclusive employer.	Manager Business Transformation	June 2024

## Promoting positive attitudes and behaviours

### 1. Deliver programs and projects that enable staff and community to build an inclusive culture

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Investigate the potential benefits of an Arts & Events Policy that embeds accessibility	Improve participation of people with disability in Council's events and arts programs	Manager Communication and Events	June 2023
Acknowledge and celebrate International Day for People with Disability (IDPWD)	Deliver an annual Inclusive IDPWD event. Increased opportunities for people with and without disability to meet and engage socially.	Manager Community Life	Annually
Partner with disability organisations to increase participation of people with disability in Council-led events	Promotion of positive attitudes towards people with disability in the community.  Increased opportunities for people with disability to participate in community events.	Manager Community Life	Annually
Establish a Bayside Disability Inclusion Reference Group to champion the actions out of the DIAP	People with disability will contribute to and monitor the progress of DIAP actions	Manager Community Life	June 2023





# The Action Plan 2022-2026

ACTION	OUTCOME	RESPONSIBILITY	REPORTING
Promote awareness of the benefits of inclusive attitudes and behaviors to local businesses	Local business increases their customer base and is aware of support offered by NSW Disability Employment Support programs and the Zero Barriers Program	Business Development Specialist  Manager Community Life	June 2023
Increase visibility of people with disability in the wider community through Council publications and online	Positive attitudes are promoted	Manager Community Life  Manager Communication and Events	June 2023

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<https://profile.id.com.au/baysidensw/assistance-communities-interest?bmid=380&sex=3>





# Bayside Council

Serving Our Community

## **Bayside Customer Service Centres**

Rockdale Library, 444-446 Princes Highway, Rockdale  
Westfield Eastgardens, 152 Bunnerong Road, Eastgardens  
Monday to Friday 8:30am – 4:30pm

Phone **1300 581 299 | 9562 1666**

Email **[council@bayside.nsw.gov.au](mailto:council@bayside.nsw.gov.au)**

Web **[www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au)**