



PENRITH

DISABILITY INCLUSION ACTION PLAN 2017-21

PENRITH
CITY COUNCIL

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MAYORAL MESSAGE

I'm proud to present this summary of the Penrith Disability Inclusion Action Plan 2017-21. Penrith Council strives to be a Local Government leader in supporting people with disability to fully participate in community places, programs and events. We have a longstanding commitment to access and inclusion for all in our City.

We have engaged extensively over many years with people with disability, their families, carers, advocates and service providers to identify challenges and priorities. I'd also like to take this opportunity to acknowledge the valuable contributions made by all past and present members of our Access Committee. The advice and input of community members with lived experience of disability and/ or expertise in access and inclusion has helped us make informed decisions on a wide range of policies, development applications and plans.

Council's first Disability Action Plan (2003-2006) and the Penrith Inclusion Plan – People with Disability 2009-2013 have delivered significant progress in making our City more accessible and inclusive.

There is always more to do and it is important that for the first time we have included disability inclusion action planning in our Delivery Program, incorporating access and inclusion considerations into Council's day-to-day business across all our services and activities.

A stylized, handwritten signature in black ink, consisting of a large, flowing 'J' followed by 'T' and 'H'.

COUNCILLOR JOHN THAIN
MAYOR OF PENRITH

STATEMENT OF RECOGNITION OF PENRITH CITY'S ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL HERITAGE

Council values the unique status of Aboriginal people as the original owners and custodians of lands and waters, including the land and waters of Penrith City.

Council values the unique status of Torres Strait Islander people as the original owners and custodians of the Torres Strait Islands and surrounding waters.

We work together for a united Australia and City that respects this land of ours, that values the diversity of Aboriginal and Torres Strait Islander cultural heritage, and provides justice and equity for all.

DISABILITY INCLUSION ACTION PLAN SUMMARY

There are approximately 36,000 residents living with a disability in our City, including over 11,000 with a profound or severe disability who need assistance with daily activities. Penrith's growing ageing population will also experience the challenges associated with increasing frailty, including mobility, hearing loss and vision impairment.

Under the *NSW Disability Inclusion Act 2014*, Councils are required to complete Disability Inclusion Action Planning (DIAP) by 1 July 2017. The NSW DIAP Guidelines for Local Government (November 2015) encourage Councils to integrate Disability Inclusion Action Planning within the overall community strategic planning process and the 2017- 21 *Delivery Program*. Having disability inclusion priorities within the Delivery Program embeds inclusion into Council's day-to-day work,

and enables effective monitoring of our progress in delivering the priority actions.

The guidelines also highlight the importance of community consultation and the engagement of people with disability in the DIAP process. The DIAP community consultation builds on Penrith Council's extensive engagement over many years with people with disability, their families, carers, advocates and service providers.



COMMUNITY CONSULTATION

Between March and August 2016, more than 120 people with disability, their family members, carers, advocates and staff working in the local disability sector contributed to our DIAP consultation process.

Council organised two public community forums in Penrith and St Marys, organised 12 focus groups and meetings with people with a disability, service providers, and hosted a "Have Your Say" website, as well as receiving consultation submissions in alternate formats.

The key issues identified included:

- accessible parking
- pedestrian access and continuous paths of travel
- community awareness about disability, stigma and stereotyping of people with disability
- accessible toilets and the need for adult change facilities
- lack of employment opportunities for people with disability
- access to information and web content
- inclusive playgrounds with amenities, and
- more seating in public spaces.

The full list of issues and outcomes from the community consultations and more details about the process are available in the *Disability Inclusion Action Planning 2017-21 Community Consultation Summary* available on Council's website.



PENRITH CITY COUNCIL ACCESS COMMITTEE VISION

A universally accessible environment
and inclusive community.



FOCUS AREAS – PRIORITY ACTIONS

The DIAP Guidelines for Local Government identify four key focus areas which have been nominated by people with disability as being of primary importance in creating an inclusive community. These are:

- Developing positive community **attitudes and behaviours**
- Creating **liveable communities**
- Supporting access to **meaningful employment**, and
- Improving access to services through better **systems and processes**.

These focus areas have been used as the framework for Council's response to the concerns and issues identified through the DIAP consultation process.

The table on the following pages presents the focus areas, the priority actions identified from our community consultation, and the Delivery Program Outcome and Strategy that will deliver the actions over the next four years. The table shows how Council is incorporating the priority disability inclusion actions in Council's day-to-day business and service activities.



DISABILITY INCLUSION ACTION PLAN STRATEGIES AND ACTIONS

DIAP PRIORITY	WHAT IT MEANS	OUTCOME & STRATEGY
Attitudes and behaviours		
Promote diversity and inclusion through media stories and positive Council imagery	<p>Photos and stories used by Council in our communications will encompass the diversity of our community, including people with disability.</p> <p>As an inclusive community, Penrith welcomes people with disability at all our community events, not only events with a disability focus.</p>	<p>Outcome 6 - We are healthy and share strong community spirit</p> <p>Strategy 6.2 Help build resilient, inclusive communities</p> <p>Activity 6.2.6 Conduct and support events that include all members of our community</p>
Develop and implement creative projects that are inclusive of people with disability	<p>Participation in creative initiatives and arts projects provides both enjoyment as well as social and health benefits. Following the successful and nationally recognised No Boundaries inclusive multimedia arts project in 2012, Council continues to support creative arts projects that include people with disability.</p>	<p>Outcome 6 – We are healthy and share strong community spirit</p> <p>Strategy 6.3 Enhance the cultural vitality of the City</p> <p>Activity 6.3.2 Support and implement initiatives which contribute to culture and creativity</p>
Provide training to staff in quality service and responding to individual customer needs	<p>Council is committed to providing quality customer service to every member of our community.</p> <p>Training programs for our customer experience teams will provide staff with the confidence to assist people with disability engage with Council, and offer appropriate support.</p>	<p>Outcome 7 - We have confidence in our Council</p> <p>Strategy 7.5. Invest in our people</p> <p>Activity 7.5.2 Build a values based organisation, that engages our workforce and develops their talents and capabilities</p>
Liveable communities		
Facilitate accessible and adaptable housing in future housing and development strategies	<p>As our population ages, there will be increasing need for housing that can be easily adapted to meet people’s mobility and access needs. Council’s ‘Housing Strategy’ will ensure a proportion of new residential developments include dwellings that are accessible or can be easily adapted.</p>	<p>Outcome 2 - We plan for our future growth</p> <p>Strategy 2.1 Facilitate development in the City that considers the current and future needs of our community</p> <p>Activity 2.2.1 Plan for and facilitate development in the city</p>

DIAP PRIORITY	WHAT IT MEANS	OUTCOME & STRATEGY
<p>Review accessibility elements within Council's Development Control Plan</p>	<p>Council's Development Control Plan (DCP) provides detailed planning and design guidelines for designers and developers planning new development/works within the local government area. In reviewing the DCP, Council will ensure that accessibility guidelines and recommendations reflect current best practice to enable fair access for all.</p>	<p>Outcome 2 - We plan for our future growth</p> <p>Strategy 2.2 Protect the City's natural areas, heritage and character</p> <p>Activity 2.2.1 Ensure our policies, strategies and plans set a clear direction for managing the growth of our City</p> <p>Strategy 2.3 Ensure services, facilities and infrastructure meet the changing needs of our City</p> <p>Activity 2.3.1 Ensure our policies, strategies and plans provide for the services and infrastructure our City needs</p>
<p>Implement the adopted programme for the roll out bus shelters that are compliant with the <i>Disability Discrimination Act</i></p>	<p>After the design competition for accessible and environmentally sustainable bus shelters, bus shelters built by Council will follow the winning design and will be built according to the adopted schedule of works.</p>	<p>Outcome 3 - We can get around the city</p> <p>Strategy 3.1 Work with partners to improve public transport</p> <p>Activity 3.1.2 Work with providers to review existing and plan for new public transport services</p>
<p>Ensure the adopted PATHS strategy is implemented (subject to funding)</p>	<p>Council continues to roll out a strategy for delivery of new footpaths and shared pathways that are accessible, provide a continuous path of travel and can easily be traversed by people with various travel needs (using wheelchairs, walking frames, prams)</p>	<p>Outcome 3 - We can get around the city</p> <p>Strategy 3.2 Provide a safe and efficient road and pathway network</p> <p>Activity 3.2.3 Implement the footpath and shared pathway program</p>
<p>Finalise and implement the Pedestrian Accessibility Mobility Plan (PAMP) (*subject to RMS funding)</p>	<p>A PAMP will enable a comprehensive audit of existing paths of travel that will allow for identification and prioritisation of existing paths that require further work to ensure accessibility.</p>	<p>Outcome 3 - We can get around the city</p> <p>Strategy 3.2 Provide a safe and efficient road and pathway network</p> <p>Activity 3.2.3 Implement the footpath and shared pathway program</p>

DIAP PRIORITY	WHAT IT MEANS	OUTCOME & STRATEGY
<p>Improve accessibility to the river at Tench Reserve</p>	<p>Tench Reserve is a much loved and well used park with picturesque views of the Nepean River. Upcoming redevelopment and enhancements at Tench Reserve will improve access for all people to the waterfront.</p>	<p>Outcome 4 - We have safe, vibrant places</p> <p>Strategy 4.1 Make our public places safe and attractive</p> <p>Activity 4.1.6 Manage the delivery of Council's major capital projects</p>
<p>Identify opportunities in Council's Sport, Recreation, Open Space, and Play strategy for provision of access and participation that is inclusive and accessible</p>	<p>Council maintains a range of sports fields, parks, and playgrounds, and in 2017 a new ten-year strategy is being developed. Council's Sport, Recreation, Open Space and Play Strategy will include actions that ensure people of all abilities will be able to access and enjoy these facilities.</p>	<p>Outcome 6 - We are healthy and share strong community spirit</p> <p>Strategy 6.1 Provide opportunities for our community to be healthy and active</p> <p>Activity 6.1.7 Manage sport and recreation facilities, programs and services to meet community needs</p>
<p>Accessible infrastructure improvements are incorporated into asset management plans</p>	<p>Some older Council buildings or paths which were accessible when built may not meet current standards for access. Over time Council will upgrade these amenities to ensure they are accessible for all members of the community.</p>	<p>Outcome 7 - We have confidence in our Council</p> <p>Strategy 7.2 Manage our money and our assets to be sustainable now and into the future</p> <p>Activity 7.2.6 Manage Council's assets to minimise risk, reflect lifecycle costs and meet community needs</p>
<p>.....</p> <p>Systems and processes</p> <p>.....</p>		
<p>Ensure that the community is aware of Council's Access Committee</p>	<p>The Access Committee meets six times each year and provides advice to Council about access and inclusion matters. Relevant policies, plans, and development applications are referred to the Committee for review and comment. In addition to Councillors, the Access Committee includes six community members with lived experience of disability or expertise in access and inclusion.</p>	<p>Outcome 6 – We are healthy and share strong community spirit</p> <p>Strategy 6.1 Provide opportunities for our community to be healthy and active</p> <p>Activity 6.1.2 Deliver programs and work with government and community organisations to improve health and wellbeing</p>
<p>Review the accessibility of Council's front counter</p>	<p>Council is committed to providing quality customer service to every member of our community. Many people access Council services via the front foyer, and this area needs to be easy to access for all residents.</p>	<p>Outcome 7 – We have confidence in our Council</p> <p>Strategy 7.1 Be open and fair in our decisions and dealings with people</p> <p>Activity 7.1.7 Provide a quality customer experience through the contact centre and front counter</p>

DIAP PRIORITY	WHAT IT MEANS	OUTCOME & STRATEGY
<p>Improve the accessibility of Council's website</p>	<p>Websites can be designed with features that allow easy access and navigation for people using adaptive technology (such as screen readers for people with vision impairment, or styluses for people with limited mobility). Council is continually working to improve accessibility of its website.</p>	<p>Outcome 7 – We have confidence in our Council</p> <p>Strategy 7.4 Keep our community informed about what Council is doing and how they can have their say in decisions that affect them</p> <p>Activity 7.4.2 Keep our community informed about what Council is doing</p>
<p>Provide training about accessible documents and access to information across relevant Council services</p>	<p>Public documents available on Council's website should be formatted in ways that allow easy access and navigation for people using adaptive technology (screen readers for people with vision impairment, or styluses for people with limited mobility). Council will provide training for staff in how to create accessible documents.</p>	<p>Outcome 7 – We have confidence in our Council</p> <p>7.5 Invest in our people</p> <p>7.5.2 Build a values based organisation, that engages our workforce and develops their talents and capabilities</p>
<p>Employment</p>		
<p>Undertake projects that support local business to increase employment of people with disabilities</p>	<p>Council consultations identified that people with disability want to gain employment and people generally like to work close to home. Council will work with businesses and employment representatives to increase local opportunities for the employment of people with disability.</p>	<p>Outcome 6 – We are healthy and share strong community spirit</p> <p>Strategy 6.1 Provide opportunities for our community to be healthy and active</p> <p>Activity 6.1.2 Deliver programs and work with government and community organisations to improve health and wellbeing</p>
<p>Council's "Equal Employment Opportunity" (EEO) management plan includes an objective to increase the number of people employed by Council with disability</p>	<p>Council aims to provide leadership across the City on the employment of people with disability. Council will develop a revised EEO plan in 2017 that includes actions to increase the number of people with disability employed at Council</p>	<p>Outcome 7 – We have confidence in our Council</p> <p>Strategy 7.5. Invest in our people</p> <p>7.5.2 Build a values based organisation, that engages our workforce and develops their talents and capabilities</p>



MONITORING & EVALUATION

Actions within Council's Delivery Program and annual Operational Plan are funded and we report publicly on our progress with their implementation every three months. We use performance measures to track our success in achieving what we set out to do.

A copy of Council's Delivery Program 2017 – 2021 has been submitted to the Disability Council of NSW. Council reports on progress towards the achievement of the disability inclusion priority actions in our Annual Report, and both FACS and the Minister for Disability Services are provided with the relevant section of the Annual Report.

Council officers will also report to Council's Access Committee on achievements and progress against the plan each year.

INTERPRETING ASSISTANCE

ENGLISH	If you do not understand this, please contact the Telephone Interpreting Service on 131 450 and ask them to contact Penrith City Council on your behalf on (02) 4732 7777. Or come to the Council offices and ask for an interpreter.
ARABIC	إذا لم يكن بإمكانك قراءة النص أعلاه. الرجاء الاتصال بخدمات الترجمة الفورية الهاتفية (TIS) على الرقم 131 450 والطلب منهم الاتصال بدورهم بمجلس مدينة بنريث نيابة عنك على الرقم 4732 7777 (02). أو يمكنك الحضور إلى المجلس وطلب ترتيب مترجم فوري لك.
CHINESE	如果您无法阅读这些文字，请致电 131 450 联系电话传译服务中心，请他们代您拨打 (02) 4732 7777 联系 Penrith 市议会。您也可以亲自到市议会来并要求获得口译服务。
GREEK	Αν δεν μπορείτε να το διαβάσετε αυτό, τηλεφωνήστε στην Τηλεφωνική Υπηρεσία Διεμνηνέων στο 131 450 και ζητήστε τους να επικοινωνήσουν με το Δήμο Penrith (Penrith City Council) για λογαριασμό σας στον αριθμό (02) 4732 7777, ή ελάτε στη Δημαρχία και ζητήστε διερμηνέα.
HINDI	यदि आप इसे नहीं पढ़ पाते हैं, तो कृपया 131 450 पर टेलीफोन दुभाषिया सेवा से संपर्क करें और उनसे कहें किये आपकी ओर से पेनरथि सटी काउंसलि से (02) 4732 7777 पर संपर्क करें. या आप काउंसलि आएँ और एक दुभाषियि की माँग करें.
ITALIAN	Se non riuscite a leggere questo, contattate il servizio telefonico di interpretariato al numero 131 450 e chiedetegli di contattare da parte vostra il comune di Penrith City al numero (02) 4732 7777 oppure venite in comune e richiedete un interprete.
MALTESE	Jekk ma tistax taqra dan, jekk jogħġbok, ikkuntattja lit-Telephone Interpreting Service fuq 131 450 u itlobhom biex jikkuntattjaw Penrith City Council f'ismek fuq (02) 4732 7777. Jew ejja l-Kunsill u itlob għal interpretu.
PERSIAN	اگر نمی توانید این مطلب را بخوانید، لطفاً به خدمات ترجمه تلفنی به شماره 131 450 زنگ بزنید و از آنان بخواهید با شورای شهر پنریت Penrith City Council به شمار ه 4732 7777 (02) از جانب شما تماس بگیرند. یا اینکه به شهرداری Council آمده و مترجم بخواهید.
SINGHALESE	ඔබට මෙය කියවීමට නොහැකි නම්, කරුණාකර දුරකථන අංක 131 450 ඔස්සේ දුරකථන පරිවර්තන සේවාව (Telephone Interpreting Service) අමතා ඔබ චෙහුවෙත් දුරකථන අංක (02) 4732 7777 අමතා පෙත්විත් නගර සභාව (Penrith City Council) හා සම්බන්ධ කර දෙන ලෙස ඉල්ලා සිටින්න. නැතිනම් නගර සභාව වෙත පැමිණ හානා පරිවර්තකයකු ලබා දෙන ලෙස ඉල්ලා සිටින්න.
TAMIL	இதை உங்களால் வாசிக்க இயலவில்லை என்றால், 'தொலைபேசி உரைபெயர்ப்பு சேவை'யை 131 450 எனும் இலக்கத்தில் அழைத்து 'பென்ரித் நகரவையுடன் (02) 4732 7777 எனும் இலக்கத்தில் உங்கள் சார்பாக தொடர்பு கொள்ளுமாறு கேளுங்கள். அல்லது நகரவைக்கு விஜயம் செய்து உரைபெயர்ப்பாளர் ஒருவர் வேண்டுமெனக் கேளுங்கள்.
VIETNAMESE	Nếu quý vị không thể đọc được thông tin này, xin liên lạc Dịch Vụ Thông Dịch Qua Điện Thoại ở số 131 450 và yêu cầu họ thay mặt quý vị liên lạc với Hội Đồng Thành Phố Penrith ở số (02) 4732 7777. Hoặc hãy tới Hội Đồng và yêu cầu có thông dịch viên.

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Penrith NSW