Attachment D

Annual Report 2025/26 – Inclusion (Disability) Action Plan 2025–2029

Inclusion (Disability) Action Plan











Annual Report 2025/26

The City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area.

CITY OF SYDNEY

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The City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area.

We acknowledge their continued care and protection for the lands and waters of this place since time immemorial.

Our commitment to inclusion

We're committed to creating a city that is accessible, inclusive and welcoming for people with disability. Through a whole-of-organisation approach, we work to improve access and remove barriers so people with disability can participate fully in community life.

Our inclusion (disability) action plan 2025–2029 builds on the progress made through previous plans. It was developed in consultation with people with disability and outlines the actions we'll take over the next 4 years to improve access, inclusion and participation. This report highlights progress made in 2025/26 and our ongoing work to create a more inclusive and accessible city.

Legislative policy context

A range of international, national and state legislation, policies and strategies guide efforts to improve access, inclusion and participation for people with disability.

Australia is a signatory to the United Nations Convention on the Rights of Persons with Disabilities, which promotes the rights, inclusion and full participation of people with disability in all aspects of life.

At the national level, the *Disability Discrimination Act 1992* makes disability discrimination unlawful and supports equal access and participation. Australia's Disability Strategy 2021–2031 provides the national framework for improving outcomes for people with disability.

In NSW, the *Disability Inclusion Act 2014* and *Disability Inclusion Amendment Act 2022* require councils to develop, implement and review disability inclusion action plans in consultation with people with disability.

The NSW Disability Inclusion Plan 2026–2029 provides the whole-of-government framework for advancing disability inclusion. It identifies 4 focus areas for action across government agencies and local councils.

The City of Sydney's inclusion (disability) action plan 2025–2029 aligns with this framework while responding to local priorities identified through consultation with people with disability and other stakeholders.

Plan development

The inclusion (disability) action plan 2025–2029 is our sixth disability inclusion action plan. It builds on the achievements, partnerships and lessons from previous plans and reflects our ongoing commitment to improving access, inclusion and participation for people with disability.

The plan was developed through consultation with people with disability, carers, disability organisations, employees and the Inclusion (Disability) Advisory Panel. This engagement helped us review progress, understand current experiences and identify priorities for future action.

More than 350 people contributed through surveys, focus groups, a roundtable workshop and community engagement activities. Participants included people with disability, their families and carers, disability service providers and disability representative organisations.

Targeted engagement involved Aboriginal and Torres Strait Islander people with disability, people with disability from multicultural backgrounds, neurodivergent people, people with intellectual disability and people of diverse sexualities and genders with disability. Their feedback helped shape the priorities and actions in the plan.

Inclusion (Disability) Advisory Panel

The City of Sydney's Inclusion (Disability) Advisory Panel provides strategic and independent advice on policies, strategies and plans that support greater inclusion and participation of people with disability. The panel also contributes to the monitoring and review of key initiatives, including the inclusion (disability) action plan.

Plan monitoring framework

The inclusion (disability) action plan supports our long-term vision of an inclusive city. It includes 29 actions across 4 focus areas:

1. positive community attitudes and behaviours
2. liveable communities
3. meaningful employment
4. systems and processes.

Together, these actions aim to improve access, inclusion and participation for people with disability.

The plan is designed to respond to changing community needs, legislation, technology, social and emerging issues. An implementation plan helps embed the actions through business unit plans and Council's operational plan. Progress is reviewed each year to prioritise resources and maintain accountability for achieving the actions set out in the plan.

A working group of responsible officers meets twice a year to monitor progress, share achievements and challenges, and identify opportunities for improvement.

The Inclusion (Disability) Advisory Panel receives regular updates on implementation of the plan. Progress is reported each year through the City of Sydney's annual reporting framework. As required under NSW legislation, annual progress reports are also provided to the NSW Minister for Families and Communities and Disability Inclusion and the Disability Council NSW.

The purpose of this report

This report outlines progress made during the 2025/26 financial year in implementing the actions of the inclusion (disability) action plan 2025–2029. It highlights key achievements and examples of work carried out across the organisation to improve access, inclusion and participation for people with disability.

As the first annual report under the inclusion (disability) action plan 2025–2029, it provides an overview of progress made during the first year of the new plan and the foundations established for future action, including development of targets for implementation of inclusion initiatives.

Key achievements

In 2025/26 we made progress towards a more inclusive and accessible city through initiatives across community programs and events, public spaces, our workplace and organisational systems and processes.

The following case studies showcase achievements across the 4 focus areas of the inclusion (disability) action plan and include the experiences and perspectives of people with disability.

Focus area 1: Positive community attitudes and behaviours

We work to challenge stereotypes and reduce stigma by promoting positive attitudes towards people with disability. Sharing lived experience and celebrating the contributions of people with diverse disabilities help build understanding and inclusion in the community.

Success story: A map back to myself

Rebecca McCash was one of 3 storytellers who shared their experiences of disability at the Accessing My City event held at the Juanita Nielsen Community Centre in Woolloomooloo in November 2025.

Her story reflects the area's commitment to raising the visibility of people with disability and using lived experience to build understanding, challenge assumptions and foster inclusion:

> Moving to Sydney at 20 years old was terrifying. The city is alive with lights and sounds and so many people. It is beautiful and magical and entirely overwhelming.
>
> People often ask me why I moved here from Scotland, usually I say things like 'opportunity' or 'the weather' or 'because I needed a change of scenery'. If I am truly honest, the reason is because I never really felt like I fit anywhere – and I hoped that maybe this marvellous city would have a space for someone like me.
>
> At 26, after years of misdiagnosis and burnout, I was diagnosed as autistic and ADHD. It felt as though someone had handed me a map back to myself. But diagnosis alone does not create belonging. That comes when you find 'your people'.
>
> For me, that moment came in the form of creating that space for others like me. A space where neurodivergent young people did not have to shrink, mask or apologise for who they were. A place where they could be unapologetically, truly, themselves.
>
> At Accessing My City, sharing this story was an opportunity to speak about the parts of disability that are not always visible, particularly as a neurodivergent entrepreneur, and the difference it makes when a community chooses to make space for people. I also wanted to share the joy of seeing young people find friendship, confidence and a sense of belonging.
>
> A story cannot represent everyone's experience of disability. But listening to people speak in their own words can make room for experiences that are too often overlooked. I am grateful the City of Sydney invited me to share mine, and to be part of a conversation about how we create a city where more people can feel they belong.



Rebecca McCash telling her story at Juanita Nielsen Community Centre. Image: Cassandra Hannagan

Focus area 2: Liveable communities

Liveable communities enable people with disability to take part in city life and feel safe, connected and included. The inclusion (disability) action plan recognises that inclusive events, programs and public spaces play an important role in creating a city that works for everyone. Features such as quiet spaces can improve access for people with sensory or cognitive disabilities and make events more welcoming for a wider range of people.

Success story: Access through universal design at City of Sydney events

As access and inclusion coordinator for our major events and festivals, Amy Lawler draws on her lived experience as a neurodivergent person to help shape accessible event design. Her story highlights how quiet spaces can support people who experience sensory challenges and help more people participate comfortably in community events:

> Accessibility can mean a lot of things, but to me, it's integrating options for people to enjoy our events as they choose, ensuring that these methods are considered standard rather than an extra thought tacked on at the end of planning.
>
> I work across production, program and audience teams to support safe and accessible practices, oversee event planning and operations, and provide accessibility training. Being involved means I have the unique privilege of witnessing the impact our team has on the wider community while highlighting continuous opportunity for growth and improvement for our future events.
>
> As part of my role, I look after Pirrama Park, one of our New Year's Eve vantage points. The park offers an accessible viewing area, shuttle service, quiet space, and haptic vests and headphones to help people experience the soundtrack. I see attendees return each year because the viewing area's safe, prime location for the fireworks gives them calm and relief from the crowds, allowing them to enjoy the night with friends and family.

One new practice we've introduced for Christmas, New Year's Eve and Sydney Lunar Festival programs is quiet spaces. From my experience as a neurodivergent person working across these events, I know that sometimes the largest barrier of entry is the event itself. Knowing I'll have to wade through a crush of people, battling loud noises from every direction, all after stressing about parking is enough to deter me from ever showing up. And I know that I'm not alone. A dedicated quiet space can alleviate that anxiety for many people; sometimes, knowing there's going to be a safe space at an event is enough to remove that barrier of participation, a barrier myself and our team always aim to improve with each event.

Across our programs, people from myriad backgrounds have commented on the space. Parents told me they finally feel comfortable bringing their kids with autism to our events and others expressed their excitement, telling me they couldn't wait to tell their friends about the space who had previously felt unsafe attending our events. These accounts, among many others, suggest that we're making a meaningful change. I hope to continue strengthening our events through inclusivity, thought and design.



People watch the Sydney New Year's Eve fireworks at the Pirrama Park celebrations. Image: Jones King

Focus area 3: Meaningful employment

We aim to create a workplace where employees with disability are valued, respected and supported to thrive. This includes removing barriers to participation and strengthening our ability to recruit, retain and develop employees with disability.

Success story: Neurodivergent employees shaping workplace practice

Through their involvement in the Inclusive City Network, neurodivergent employees and other employees with disability helped shape more accessible and inclusive workplace practices during 2025/26. The network, which brings together employees with disability and allies, continued to grow and played an important role in identifying barriers, promoting accessibility and advancing disability inclusion across the organisation.

As an employee-led network, it provided a forum for consultation, advocacy and feedback, contributing lived-experience perspectives to projects, policies and initiatives. It also promoted a strengths-based approach to disability, highlighting the skills, expertise and contributions of employees with disability and the diverse perspectives in the workplace.

One of the network's key activities was celebrating International Day of People with Disability 2025 through a staff comedy event featuring comedians with disability from Accessible Arts' *Are You Pulling My Leg?* show. Using humour to explore disability, intersectionality and inclusion, the event encouraged reflection and discussion while promoting greater understanding of disability in the workplace. More than 120 employees attended the event.

The network also supported neurodivergent-led workshops and engagement activities, providing insights into workplace barriers, inclusive management practices and opportunities to strengthen accessibility. Feedback from these activities informed future neuro-inclusive initiatives, manager training and ongoing workplace improvements.

Together, these activities contributed to a more accessible and inclusive workplace and strengthened employee participation in shaping positive organisational change.



Comedian Madeleine Stewart on stage performing in '*Are You Pulling My Leg?*'. The performance is being Auslan interpreted and captioned. Accessible Arts National Tour, 2024. Image: Studio/Image supplied by Accessible Arts.

Focus area 4: Systems and processes

We aim to make our systems and processes more accessible so people with disability can access services, information and opportunities on an equitable basis. This includes reviewing how we work and engaging with people with disability to identify and remove barriers in our decision-making, services and programs.

Success story: Lived experience and sector expertise informing our work

The Inclusion (Disability) Advisory Panel provides strategic and expert advice on policies, strategies and plans that support greater access, inclusion and participation for people with disability. Panel members bring lived experience of disability alongside professional and sector expertise in advancing inclusion and supporting people with a range of disabilities.

In 2025/26 the panel met 3 times and provided advice on several projects, initiatives and strategies. These included the inclusion (disability) action plan 2025–2029, a guide to decision-making and the role of advisory panels, disability visibility in our communications, the review of grants and sponsorship, inclusive and accessible public domain guidelines, outdoor dining guidelines, homelessness action plan and open-space, sport and recreation planning.

The panel's advice helped to strengthen our systems and processes by embedding accessibility and inclusion considerations into planning, design and decision-making. By incorporating lived-experience perspectives, the panel contributed to more inclusive policies, programs and public spaces.



Inclusion (Disability) Advisory Panel members with Councillor Yvonne Weldon AM at Sydney Town Hall. Image: Abril Felman/City of Sydney

Focus area 1: Positive community attitudes and behaviours

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
City of Sydney employees are disability aware and confident. They have access to specialist training and development opportunities to create inclusive built environments and ensure our communications and services are accessible and inclusive of people with disability. Employees will have the skills to meet requirements under the Commonwealth *Disability Discrimination Act 1992* and the NSW *Disability Inclusion Act 2014* and provide services that consider inclusion, not just compliance.	1. Continue to implement a program of disability inclusion training for all City of Sydney employees to ensure they are capable and competent to support community members, colleagues and employees with disability, with a greater focus on intersectionality and non-visible disabilities. Provide specialist disability training to upskill key employees across the organisation. Key areas of focus include: inclusive and accessible communications, inclusive built environments,	Ongoing	We continued to provide disability awareness and specialist training for employees. Training included Inclusion (Disability) Awareness eLearning and Hidden Disabilities Sunflower training, alongside specialist courses in Easy Read communication, building access audits, inclusive parks and playgrounds, Auslan and sensory processing. Neurodivergent employee-led workshops gathered feedback on workplace barriers, inclusive management practices and priorities for future manager training.	259 new employees completed disability awareness training 72% of new employees completed their mandatory disability awareness training 27 employees completed specialist disability training, including 9 employees with Easy Read training and 18 with other specialist disability training

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
	accessible and inclusive services and events.			
Positive community attitudes towards people with disability and mental health conditions are enhanced through City of Sydney programs that foster greater awareness, understanding and respect.	2. Provide programs that foster positive community attitudes towards people with diverse disabilities, in particular people with non-visible disabilities, people with mental health conditions, people with an intersectional experience of disability and carers.	Ongoing	We produced programs and events aimed at fostering positive community attitudes towards people with disability. International Day of People with Disability activities included a Connect Sydney workshop on understanding neurodiversity and digital storytelling workshops supporting people with disability to share their lived experience. Other programs included Accessing My City at Juanita Nielsen Community Centre, featuring 3 storytellers sharing experiences of life with disability, a comedy show and workshop featuring performers with lived experience of disability at Green Square Library and an event exploring artificial intelligence and mental health at Darling Square Library.	27 events showcased and supported people with disability, including people with non-visible disabilities, people with mental health conditions and carers 11 International Day of People with Disability programs and events were produced, with 518 participants 86% of respondents to event surveys reported increased understanding and awareness of the importance of social inclusion
Positive community attitudes towards people with disability and mental health conditions are promoted through the City of Sydney's digital and print platforms.	3. Continue to enhance the visibility of people with disability in our communications, through use of images and stories that showcase and celebrate the diversity of disability, in particular people with non-visible disabilities and intersectional experiences of disability.	Ongoing	We continued to enhance the visibility of people with disability through our communications, publications and digital platforms. Internal and external communications featured stories of people with disability, carers and lived-experience perspectives, supported by disability-focused social media content and storytelling initiatives.	42 new images tagged 'people with disability' were added to our image library 232 images tagged 'people with disability' in our image library 4 case studies included in the inclusion (disability) action plan annual report

Focus area 2: Liveable communities

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
Streets, parks, footpaths and open spaces in the City of Sydney area are accessible and inclusive. The design, maintenance and management of infrastructure and places enables people with disability to travel through the city with dignity and independence and brings people together.	4. Continue to improve the accessibility of streets, footpaths, parks and open places through renewal programs, upgrades and new capital projects in compliance with the inclusive and accessible public domain policy and guidelines.	Ongoing	We continued accessibility improvements with footpath works, new kerb ramps and park renewal projects. Parks with accessibility improvements included Edgley Street Reserve, Minogue Reserve, Regent Street Reserve, Mountain Street Reserve and Cooper Street Reserve. Robyn Kemmis Reserve and Glebe Street Playground now include inclusive play elements. Park renewal is ongoing, with accessibility improvements incorporated into park pathways and entries wherever possible. Inclusive play elements are included in most playgrounds. Projects with inclusive play elements were in progress or planned for Thomas Portley Reserve, Kirsova Playground 3, Harry Noble Reserve, Eddie Ward Park, Goddard Reserve, Green Bans Park, Marriott Street Reserve, Alexandria Park, Douglas Street Park, Turruwul Park, and Beare Park and Fitzroy Gardens. We began reviewing the inclusive and accessible public domain policy and guidelines. The guidelines will include	52 new kerb ramps were installed through pedestrian access, inclusion and safety programs 2,970m² of footpath works were completed 12 access and inclusion improvements, including raised crossings, continuous footpath treatments and footpath widenings, were completed 5 completed park projects included accessibility improvements and 2 completed playground projects included inclusive play elements Funding for inclusion and accessible facilities was

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
			accessibility targets, such as a network-wide kerb ramp audit scheduled for 2026/27. We continued to improve access across our properties through upgrades and new infrastructure. Projects aligned facilities with current accessibility standards, while new public bathrooms incorporated inclusive and accessible facilities.	included in our long-term financial plan
	5. Continue to improve access to information about our facilities and open spaces to assist people with disability.	Ongoing	We improved accessibility information on our online accessibility map for libraries and community centres and updated parks and playgrounds data. Map information is maintained through monthly updates based on changes to source data. Work also progressed on the Sydney Town Hall Access Key and Lunar Spectacular Social Story. Both documents are undergoing accessibility remediation in readiness for publication.	Accessibility map data was updated based on changes to source data. Accessible library and community centre features were added. 4,133 views were recorded for the accessibility map, averaging 11.35 views per day. Work is progressing to improve the accuracy of the accessibility map and access information on the City's website
	6. Advocate to other government agencies and landowners to provide more accessible adult change facilities and investigate opportunities to install these in the City of Sydney area.	Ongoing	Opportunities for accessible adult change facilities remain subject to consideration through future redevelopment works.	Adult change facilities are under consideration for future redevelopment works

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
	7. Explore opportunities to provide designated quiet spaces and quiet times, places for sensory seeking and places for respite in City of Sydney facilities, including parks and playgrounds.	Ongoing	We researched and documented approaches to designing quiet spaces for people with disability to inform future planning and implementation. Information about quiet spaces and sensory-seeking play equipment was also added to our website. Quiet spaces were provided at Sydney Christmas events, in Pirrama Park on New Year's Eve and at Sydney Lunar Streets, with trained staff supporting these spaces during the events. Work also began to define and identify quiet spaces in parks. Our facilities teams developed approaches for incorporating quiet and sensory spaces into community facilities and assessed associated risks and operational requirements.	Work is underway to define and identify quiet spaces in parks A qualitative report on accessibility and benefits for people with disability: is in progress
	8. Provide charging points for mobility devices in some of our facilities.	Ongoing	We continued monitoring the mobility-device charging pilot program to assess its use and effectiveness and identify opportunities for future charging points in community facilities.	Work is underway to define and identify potential charging points
	9. Continue to explore and implement strategies to increase access to on-street and off-street accessible parking and drop-off points in the City of Sydney area.	Ongoing	We began analysing kerbside use in key precincts to understand demand for pick-up and drop-off spaces, including those used by people with disability. The findings will help identify where more parking, kerb ramps or other accessibility improvements may be needed.	15 new disability parking spaces installed

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
Accessible City of Sydney community facilities and venues provide the foundation of inclusive participation.	10. Where they're not already in place, identify and install the most appropriate hearing augmentation systems to be used across our facilities and venues	Ongoing	We installed hearing augmentation systems in the new Huntley Street Recreation Centre, Harold Park Community Hall, Ultimo Community Centre's seminar room 1, Darlington Activity Centre, Sydney Park Pavilion and Joseph Sargeant Community Centre's function room. Hearing augmentation requirements were also included in project briefs for new buildings and upgrade works where appropriate.	6 hearing augmentation systems installed
Businesses in the City of Sydney area are more accessible and inclusive to people with disability.	11. Continue to collaborate with local businesses and organisations to build their capacity to be more inclusive and accessible.	Ongoing	We hosted 'Serve anyone: how inclusive communications win more business' on 18 November 2025, in partnership with People with Disability Australia, Zero Barriers and the Australian Human Rights Commission. More than 35 people attended, including representatives from local businesses, community organisations and business chambers. Feedback highlighted the value of the practical advice and networking opportunities provided. We also continued our membership of Zero Barriers during 2025/26.	2 business-inclusion activities were reported: the International Day of People with Disability business breakfast and the Zero Barriers program
More housing in the City of Sydney area is accessible and adaptable. It will meet the needs of people with disability and support people to age in place.	12. Consult with peak bodies and people with disability to provide expert advice on the review of the City of Sydney local housing strategy.	2026–2027	This action is scheduled for implementation in 2026/27 and was not due for reporting in 2025/26.	Not applicable

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
Opportunities for inclusive participation are available at City of Sydney facilities, and people with disability can easily identify opportunities that meet their preferences.	13. Continue to produce a range of inclusive community, learning, sport and recreation programs and major events that ensure equitable access and participation for people with disability. This includes a greater focus on intersectionality and participation by carers.	Ongoing	We continued to provide inclusive community, learning, sport and recreation programs that support equitable access and participation for people with disability. Accessible and inclusive creative programs included 4 Auslan sessions, 20 Art Club (55+) sessions and 29 Maker Time (homeschool) sessions. New booking questions were introduced to better understand people's access requirements, alongside a framework to guide the provision of Auslan interpretation. Increased participation by people attending with carers, the presence of assistance dogs and tailored adjustments for neurodivergent people were also recorded.	53 inclusive and accessible creative programs completed 518 attendees participated in 11 International Day of People with Disability programs and events 1,767 City of Sydney-presented events listed on the What's On website, with at least one accessibility feature and 66 City of Sydney-presented events tagged as disability-inclusive Inclusive programming improvements included new booking questions to identify participant needs, a framework to prioritise Auslan interpretation, participation by carers and assistance dogs, and tailored adjustments for neurodivergent participants

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
	14. Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing.	Ongoing	We offered a range of programs and events supported social and emotional wellbeing, community connection and healthy lifestyles. Activities included creative art workshops, self-defence, cooking and nutrition workshops, choir groups, IT support for older people, emergency preparedness activities, monthly morning teas, social table tennis, Chinese knotting and crafts, Bingo for Mental Health, and Connect and Flourish self-care taster sessions. The Trans Joy event at Cook + Phillip Park Pool attracted 153 people and included a breathwork workshop, inclusive fitness and aquatic sessions. Other programs included Ukrainian Women's Aqua at Ian Thorpe Aquatic Centre, infant swim sessions run with Ultimo Uniting, Seniors' Aqua run with City West Housing, weekly Trans Tennis in partnership with Tennis NSW and Social Tennis at Rushcutters Bay Park Tennis Centre. A free end-of-year social tennis event and community gathering at the Coronation Centre attracted more than 40 people.	137 events/programs were produced to manage stressors and social and emotional wellbeing
Major events in the City of Sydney area are accessible, inclusive and encourage greater participation of people with disability.	15. Continue to produce and encourage major events in line with the inclusive and accessible event guidelines.	Ongoing	We continued to implement the inclusive and accessible event guidelines across its major events. Sydney Christmas events featured quiet spaces, Auslan interpretation, surtitles, accessible pick-up and drop-off areas,	6 major event programs complied with the inclusive and accessible event guidelines where possible: Sydney Christmas, Sydney New Year's Eve, Sydney Lunar Festival, Art &

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
			accessible maps and visual stories, audio description and trained front-of-house staff. Sydney New Year's Eve included an accessibility working group, live audio description, event information in alternative formats, an accessible map and visual story for Pirrama Park, a quiet space and shuttle service, haptic vests and headphones, accessible viewing areas and dedicated front-of-house support. Sydney Lunar Festival included a quiet space at Lunar Streets, audio description and front-of-house accessibility support. Disability awareness training was provided to 85 temporary and casual staff working across the major events and festivals season.	About, Sydney Streets and capital works launches 85 temporary and casual events staff completed disability awareness training Major event accessibility features included quiet spaces, Auslan interpretation, audio description, alternative format information, accessible pick-up and drop-off, accessible viewing areas, haptic technology and dedicated accessibility support
People with disability have equitable opportunities to participate in cultural life and events in the city.	16. Continue to promote participation of artists with disability and audience members with disability in arts programs through implementation of the cultural strategy.	Ongoing	We continued to promote participation in cultural and creative programs by artists and audiences with disability. Through 55 funded projects, more than 1,600 events were presented with accessibility features such as accessible venues, online and livestreamed events, access and inclusion advice, signing, audio description, Auslan interpretation and inclusive exhibition design.	467 artists with disability were employed 2,628 inclusive and accessible events/programs with accessibility features and accommodations 2,628 programs supporting audience members with disability

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
			Examples included Sydney Festival, which presented work by 15 local and international artists with disability and provided audio description, tactile tours and Auslan interpretation, and Sydney Fringe, which presented work by 276 artists with disability, mainly through its Limitless program.	
The community is empowered to identify, report and respond to violence, abuse, neglect and exploitation of people with disability.	17. Continue to produce programs, training and advocacy for the prevention and response to violence, abuse, neglect and exploitation of people with disability.	Ongoing	We joined the Inner and Eastern Sydney Collaborative for the Prevention of Abuse of Older People and People with Disability and contributed to work aimed at preventing and responding to violence, abuse, neglect and exploitation of people with disability. We completed research into best-practice approaches to trauma-informed and strengths-based capacity building. Further analysis to determine scope and development of resources and a capacity-building plan. Information about reporting abuse and available support services was updated on our program, support and resources for older people webpages. This included details of the NSW Ageing and Disability Commission's phone, email and online reporting channels. We also began identifying gaps and opportunities to strengthen prevention and response efforts. Further work is underway, including collaboration with the Australian Human Rights Commission and other levels of government.	Information about reporting abuse and available support was published on our resources for older people webpage, including the NSW Ageing and Disability Commission's reporting channels 3 programs were offered as part of the Connect Sydney program, attracting 64 attendees One interagency meeting was held (Inner City Domestic and Family Violence interagency)

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
Emergency planning and management, and disaster risk reduction at the City of Sydney is disability inclusive. People with disability are empowered to actively participate in shaping inclusive emergency strategies and disaster preparedness.	18. Develop disaster preparedness and climate adaptation initiatives that empower people with disability to be prepared for and respond to emergencies and disasters.	Ongoing	We progressed disability-inclusive disaster preparedness and climate adaptation work. Projects included cool kits for summer and urban heat management, extreme weather information and guides, participation in the Coastal Management Program and development of a physical hazards mapping tool. We also began planning for person-centred emergency preparedness, including engagement with the University of Sydney to explore opportunities to support residents living in apartments. A review of emergency advice, guides, information and the emergency dashboard also began to better meet the needs of people with disability.	4 climate change/disaster preparedness initiatives undertaken

Focus area 3: Meaningful employment

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
The City of Sydney builds on its organisational capability for disability inclusion.	19. Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs.	Ongoing	We continued to build organisational capability for disability inclusion through induction, training and professional development opportunities for managers and employees. Learning activities included Inclusion (Disability) Awareness eLearning, Hidden Disabilities Sunflower training, neurodiversity training, Easy Read, Access and inclusion – disability training for the major events team, and mental health and psychosocial hazard training. Employees also participated in externally funded training on Auslan, neurodiversity, access auditing and inclusive playgrounds and accessible buildings. LinkedIn Learning courses covered topics including disability, inclusion, psychological safety, inclusive leadership and accessible PDFs.	1,177 managers and employees have completed disability training: disability-related training were recorded across 11 learning items 98% participant satisfaction with Inclusion (Disability) Awareness eLearning module, with an average rating of 4.9 out of 5 from 153 responses
The City of Sydney builds on its organisational capability for disability inclusion, to recruit and	20. Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from	Ongoing	We continued to strengthen inclusive employment and recruitment practices for people with disability. This included maintaining Disability Confident Recruiter accreditation, creating identified employment opportunities, providing access to	46 employees (2.3% of the workforce) were reported as employees with disability, noting that it is voluntary for people to disclose.

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
retain more employees with disability.	entry level to leadership.		employment pathways through talent-led recruitment initiatives for people with disability and participating in the Australian Human Rights Commission's Include Ability employer network. We also reviewed the Leadership and Management Development Program, identifying inclusion and accessibility as key priorities for the refreshed program. Work began to improve workforce disability data collection and strengthen the use of inclusive language in employee surveys.	
The City of Sydney builds local capability for disability inclusion.	21. Promote employment, volunteering and development opportunities for people with disability and carers.	Ongoing	We established an internal coordination group to strengthen and promote diverse and inclusive volunteering opportunities, including opportunities for people with disability. The group helped build awareness of the inclusion (disability) action plan among relevant employees, shared knowledge and identified opportunities to better support volunteers and improve data collection on volunteering activity and accessibility. We also continued to engage with disability employment networks and initiatives that support employment and volunteering opportunities for people with disability.	The internal coordination group continues to review practices to make them more inclusive
Build an inclusive workplace culture where employees with disability are valued and respected.	22. Continue to create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.	Ongoing	We continued to support employee-led disability inclusion through Inclusive City, our employee network for people with disability, and other employee networks. Neurodivergent-led workshops and engagement activities provided lived-experience insights into workplace barriers	As at 30 June 2026, the median length of service for non-casual employees with disability was 4 years, compared with 7 years for the overall workforce

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
			and inclusive management practices. These insights information future manager training, neuro-inclusive initiatives and ongoing workplace improvements.	2 neuroinclusive workshops were facilitated to gather employee insights, including perspectives from neurodivergent employees to inform the development of organisational neurodiversity training content
The City of Sydney's procurement policies and practices improve open employment outcomes for people with disability, and support disability-led businesses in the local area.	23. Strengthen procurement practices by building relationships with disability-led organisations and businesses and promoting their use across the City of Sydney.	2026/27	This action is scheduled for implementation in 2026/27 and was not due for reporting in 2025/26.	Not applicable

Focus area 4: Systems and processes

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
People with disability are informed, consulted and actively participate in Council decision-making processes.	24. Continue to identify and implement strategies, resources and capacity building to inform people with disability about how they can be involved in Council decision making.	Ongoing	We continued to support the participation of people with disability in Council decision-making. The community engagement strategy and community participation plan includes guidance on engaging people with disability, supported by disability-inclusive community engagement guidance and the inclusive and accessible event guidelines. Feedback from the Inclusion (Disability) Advisory Panel on 'A guide to Council decision-making' will inform further improvements in 2026. All consultation webpages and documents met accessibility requirements, and consultation events followed the inclusive and accessible event guidelines. Accessibility support was provided where needed to enable participation.	The webpage 'A guide to Council decision-making' was viewed 795 times by 545 unique users, and the PDF version was downloaded 72 times.

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
	25. Continue to actively engage people with disability in Council decision-making processes including through the Inclusion (Disability) Advisory Panel.	Ongoing	We continued to engage people with disability in Council decision-making through the Inclusion (Disability) Advisory Panel. In 2025/26 the panel met 3 times and provided advice on 7 projects, initiatives and strategies, including implementation of the inclusion (disability) action plan 2025–2029, a guide to decision-making and the role of advisory panels, enhancing the visibility of people with disability in communications through images and stories, review of the grants and sponsorship program, inclusive and accessible public domain guidelines, outdoor dining guidelines and access and inclusion as part of the open space, sport and recreation needs study.	7 projects, initiatives and strategies were considered by the Inclusion (Disability) Advisory Panel during 2025/26.
City information is accessible to people with disability.	26. Continue to provide equal access to our information and services by ensuring our websites and printed materials adhere to our digital and print accessibility policy.	Ongoing	We continued to embed the digital and print accessibility policy and guidelines into day-to-day content creation and approval processes. The policy and guidelines were also promoted through the weekly staff newsletter. Employees completed Easy Read training and specialist training helped strengthen inclusive practices across digital and print communications.	9 employees completed Easy Read training 28 downloads of the digital and print accessibility policy. 43 downloads of the guidelines for inclusive and accessible materials

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
			Accessibility was further embedded through automated alt text for images uploaded to the image library and the use of image descriptions as standard practice across social media content.	Accessibility improvements included embedding the policy and guidelines into content creation and approval processes, automated alt text for images in the image library, and image descriptions as standard practice for social media content
City of Sydney customer service is accessible to people with disability.	27. Investigate opportunities to further improve the customer service experience for people with disability.	Ongoing	We continued to improve the customer service experience for people with disability. Customers could contact us through their preferred channel, including online, by phone, email, mail or in person, with consistent service standards across all channels. Our concierge team supported more complex enquiries and complaints. A phone survey at the end of customer calls also helped gather feedback and identify opportunities for improvement.	Customer service improvements included access across online, phone, email, mail and in-person channels A concierge team supported complex complaints alongside a phone-based customer feedback survey Work began to improve the collection of disability-specific customer feedback and measure customer satisfaction
People with disability are informed of inclusive and accessible City events, programs and services available to them.	28. Develop and produce marketing and communication strategies to raise awareness of our events, programs and	Ongoing	We continued to use targeted communications to raise awareness of events, programs and services among people with disability. Disability-inclusive promotion included social media advertising, email campaigns and information displayed in libraries and community centres. People with disability also	Disability-inclusive marketing included social media advertising and electronic direct mail promoting free events for people with disability, posters and

Outcomes/Objectives	Actions	Timing	Status and progress update	Measures
	services among people with disability.		shared their experiences, perspectives and recommendations through our communications, supported by greater use of disability-inclusive imagery. We continued to strengthen our approach to disability storytelling across communication channels and progressed improvements to the What's On website to better capture and communication event accessibility information.	screens in libraries and community centres, social media content featuring people with disability sharing lived experience and increased use of disability-inclusive imagery across our communications
People with disability are able to access and apply for City of Sydney grants and sponsorships.	29. In consultation with people with disability, review the City of Sydney's grants processes and practices to identify and remove barriers to people with disability applying for grants.	Ongoing	The Inclusion (Disability) Advisory Panel was briefed on proposed reforms to our grants and sponsorship program and invited to provide feedback. The proposed changes were designed to make the program simpler to understand and easier to access.	The approved 2025/26 budget allocation for 21 grant funded projects benefiting people with disability as primary or secondary beneficiaries totalled $178,178 cash funding and $87,674 value-in-kind support.

CITY OF SYDNEY