

Attachment B

Engagement Report – Stage 2



Inclusion (disability) action plan 2025-2029
June 2025

Engagement Report Stage 2

We acknowledge the Gadigal of the Eora Nation
as the Traditional Custodians of our local area.

CITY OF SYDNEY



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Background

We're committed to building an inclusive and accessible city for everyone, now and in the future.

This is our sixth inclusion (disability) action plan which aims to build on the success of previous plans and make the most of new and emerging opportunities.

This plan was developed in consultation with more than 350 people with disability, their families and carers, disability service providers and disability representative organisations. Engagement activities in the first stage, included an online survey, 5 focus groups with people with lived experience of disability, a focus group with disability service providers, a roundtable workshop, multiple in-person pop-up engagement at events, and feedback via email. A detailed community engagement report – stage one, outlines the feedback, research, priorities and key findings that were considered while drafting this plan.

The second stage of engagement involved the Draft inclusion (disability) action plan on public exhibition for feedback. The submissions received for the draft plan, along with responses to each are detailed in this report – Appendix 1: Summary of submissions and responses.

Inclusion (disability) action plan

This plan will help ensure our city and our organisation, are accessible and inclusive and people with disability are provided with services and facilities that enable them to participate fully in the community.

It focuses on 4 key directions to build a more inclusive and accessible city for everyone:

1. Develop positive **community attitudes and behaviours** towards people with disability through community awareness and education.
2. Create more **liveable communities** for people with disability through improving the environment and services.
3. Achieve more **meaningful employment** for people with disability through inclusive employment practices and education.
4. Provide more equitable access to mainstream services for people with disability through better **systems and processes**, and access to information.

This plan includes priority actions to address outstanding and emerging issues faced by people with disability. Over the next 4 years we'll:

- Develop positive **community attitudes and behaviours** by enhancing the visibility of people with disability, particularly non-visible and intersectional experiences of disability, through use of images and stories that showcase and celebrate the diversity of disability
- Create more **liveable communities** by continuing to improve access at our community facilities, public spaces and infrastructure to ensure our services, programs and events are inclusive for everyone
- Achieve more **meaningful employment** by developing a strategic approach to recruit, retain and develop employees with disability, from entry level to leadership and continue to develop a culture of diversity and inclusion
- Ensure better **systems and processes** by providing accessible and inclusive communications, and empower advocacy, decision-making and engagement opportunities.

Engagement summary

From 13 May to 11 June 2025, we asked the community for feedback on our new inclusion (disability) action plan.

This consultation provided the opportunity to review the draft plan and provide further comments. Consultation activities included an online survey and written submissions via post and email, and via phone or in-person. Submissions and responses are detailed in Appendix 1 of this report.

Purpose of the engagement

The *NSW Disability Inclusion Act 2014* and *Disability Inclusion Amendment Act 2022* requires Councils to consult with people with disability at every stage, to inform the development of their disability inclusion action plans.

The purpose of this engagement was to:

- notify stakeholders of the draft action plan for review
- gather feedback on the new plan from stakeholders, including people with disability, their families and carers, disability service providers and disability representative organisations.

Accessibility

The draft plan was made available as an accessible PDF, large print, and Easy Read. In addition, an Auslan video was developed inviting feedback on the draft plan and other alternative formats were available on request.

Outcomes from the engagement

We received a total of 16 submissions via an online survey and emailed submissions. The Sydney Your Say page was visited 552 times during the consultation period. The draft plan was downloaded 53 times, and the Easy Read version of the draft plan was downloaded 57 times.

Total	Engagement
8	Survey submissions received
5	Emailed submissions
3	Submissions received from service providers or organisations
522	Sydney Your Say webpage visits
110	Documents downloaded
16	Total submissions

Key Findings

The following key findings were drawn from the 16 submissions received during public exhibition of the draft plan. 3 were from organisations, and 13 were from individuals that live, work and visit the City of Sydney local area. City of Sydney responses are summarised below, with a copy of the full responses at **Appendix 1: Summary of submissions and responses**.

Submission summary	Total	City of Sydney Response
Direction 1: Positive community attitudes and behaviours		
More visibility, awareness and education of people with diverse disabilities is needed, including for: – people who are d/Deaf or hard of hearing – people with low vision – people with intellectual disability – People with non-visible disabilities – older people with disability – people with intersectional identities – carers. This can be achieved through purposeful communications (images, videos, website, podcasts and social media), sharing lived experience of disability through City of Sydney platforms and providing increased programs and events that are disability inclusive. Result: adequately covered within this plan – action 2 and 3.	5	A focus of this plan is developing positive community attitudes and behaviours. There are 2 actions to support this: Action 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. Action 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. To implement these actions a strategic approach to communication campaigns will be developed with key stakeholder collaboration across the City of Sydney, along with feedback from our Inclusion (Disability) Advisory Panel and Inclusive City disability employee network. The communication campaigns will aim to provide greater awareness and positive attitudes and behaviours towards people with diverse disabilities and carers.
Evidence of engagement results and research undertaken to inform plan is detailed within the <u>Engagement Reports</u>. Result: adequately covered within this plan – detailed in implementation and governance.	1	Over 350 people contributed towards the development of this plan, as detailed in the <u>Engagement Report – Stage 1</u>. All research undertaken to inform this plan is referenced to the source available in the endnotes. All submissions and responses received for the draft plan are detailed in this Engagement Report – Stage 2. Measuring success of this plan: Outcome and impact measures are to be reviewed every 4 years are outlined within this plan, and achievements are detailed in the <u>Annual Reports</u>.
Liveable communities		

Submission summary	Total	City of Sydney Response
Physical accessibility of footpaths and public domain remain important for inclusion. Result: adequately covered within this plan – action 4.	6	A focus of this plan is to provide for liveable communities, with the following action to support this: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. These guidelines prioritise the importance of a continuous accessible path of travel on footpaths for all people, including people with disability. We also have a <u>'City for Walking' Strategy and Action Plan</u> that acknowledges and prioritises inclusion with infrastructure and public spaces that are accessible for all. The City of Sydney aims to maintain its footpath network to be free from hazards. Residents can report specific issues through our website. Staff will assess, prioritise and program necessary repair works. In addition, a footpath survey will be completed as a part of this new plan to help inform and prioritise accessibility improvements.
Wayfinding can be improved in Central Sydney. Result: adequately covered within this plan – actions 4 and 5.	2	A focus of this plan is to provide for liveable communities, with the following 2 actions to support this: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. Action 5: Continue to improve access to information about our facilities and open spaces to assist people with disability. Wayfinding in Central Sydney was highlighted as difficult for some people with disability within the engagement. As a result, the City of Sydney plans to review current wayfinding, investigate ways to improve wayfinding in consultation with people with disability, and develop a feasibility study and pilot new ways of wayfinding within the 4-year life of this plan.
Greater availability of hearing augmentation in Council facilities and venues is needed. Result: adequately covered within this plan – action 10.	2	A focus of this plan is to create more liveable communities with opportunities for inclusive participation by people with diverse disabilities, including people who are d/Deaf and use hearing aids. The following action supports this: Action 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.

Submission summary	Total	City of Sydney Response
		This includes over 40 rooms at key venues, such as community centres and venues for hire, to be upgraded to include new audio-visual equipment and hearing loops commencing FY 2025/26. A further audit of hearing augmentation requirements across City of Sydney venues is planned to be conducted as part of the implementation actions for this new plan, along with phased implementation of hearing augmentation identified through the audit process.
Lack of accessible and affordable housing for people with disability. Result: adequately covered within this plan – action 12.	3	Through the implementation of the our <u>Housing for All Strategy</u>, planning controls have been proposed to increase the amount of accessible housing. In addition, the City of Sydney has an <u>Affordable and diverse housing fund</u> and advocates to maximise the amount of affordable and diverse housing in our local area. The following housing action in this plan supports the next steps for the City of Sydney to better understand the housing needs of people with diverse disabilities: Action 12. Consult with peak bodies and people with disability to provide expert advice on the review of the City of Sydney local housing strategy. We will continue to work with people with diverse disabilities to better understand needs, barriers and opportunities to provide for more accessible and diverse housing for people with disability.
More mobility parking is needed for people with disability. Result: adequately covered within this plan – action 9.	3	A focus of this plan is to provide for liveable communities, with the following action to support this: Action 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. To implement this action, we will engage with people with disability to better understand the locations in which additional mobility parking is needed, undertake a parking study, and install additional accessible parking and drop-off points in the City of Sydney area. Mobility parking spaces in residential areas are in response to a direct request from the household to the City of Sydney, for use by Mobility Scheme Permit holders.
More diverse and accessible programming for people with disability. Result: adequately covered within this plan – actions 2, 13 and 14.	5	A focus of this plan is to provide for liveable communities, with a commitment to continuing to provide diverse and accessible programming with the following actions: Action 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

Submission summary	Total	City of Sydney Response
		with an intersectional experience of disability and carers. Action 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. Action 14: Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing. The City of Sydney provided over 800 inclusive programs and events during implementation of the 2021–25 plan, demonstrating a clear commitment towards embedding inclusive programming. We will continue to improve the diversity of programming during implementation of this plan, with a focus on non-visible and intersectional experiences of disability and carers.
Promote access and inclusion and provide resources for businesses to guide them towards make improvements. Result: adequately covered within this plan – action 11.	1	The City of Sydney actively promotes the clear business case for access and inclusion – boosting profitability, diversifying customer bases, improving productivity, and enhancing brand image and customer loyalty. For the past 2 years, we have hosted the ‘Good access is good for business’ breakfasts providing opportunities to raise awareness of disability and showing how access and inclusion can benefit businesses and organisations. Communications campaigns developed in parallel have had great reach and impact amongst our business communities, and the City of Sydney remains a member of <u>Zero Barriers</u>, which champions access and inclusion amongst businesses. This commitment will continue to build capacity for access and inclusion of businesses and organisations through: Action 11: Continue to collaborate with local businesses and organisations to build their capacity to be more inclusive and accessible.
Meaningful employment		
Provide more jobs for people with disability, including the City of Sydney implementing employment targets. Result: adequately covered within this plan – action 20.	7	A focus of this plan is to provide for meaningful employment, with the following action to support this: Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. In addition, we aim to have 5% of our workforce identifying as people with disability by 2029. We have identified the work we’ll need to carry out to create greater cultural safety and the systems that need to be

Submission summary	Total City of Sydney Response
	in place to enable us to achieve this target and will apply them during the 4–year life of this plan. The City of Sydney has a People Strategy, which is currently being reviewed. We intend to embed targeted actions in this plan into the People Strategy to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with our disability employee network Inclusive City and will be published on the City of Sydney website.
Identified positions, inclusive recruitment processes, strategic partnerships, disability employment pathways, retention and advancement. Result: adequately covered within this plan – actions 19–23.	4 A focus of this plan is to implement a strategic, targeted and accessible approach towards recruitment, retention and advancement of employees with disability, supported by a number of actions including: Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. The City of Sydney has a People Strategy, which is currently being reviewed. The inclusion of identified positions, strategic partnerships, and the accessibility of digital recruitment and employment pathways, retention and advancement for employees with disability will be considered and addressed during the review and co-design process with Inclusive City disability employee network. In addition, the City of Sydney has a comprehensive Implementation plan that maps out projects and steps required to achieve actions within this plan. It is a living document that drives success of the plan – identifying responsible officers, timeframes, resourcing and measures required to achieve each action. Many of these suggestions are already covered in detail by Implementation plan, where they are not, due consideration will be given to enhance the plan and integrated within the People Strategy.
Embedding workplace optimisation (reasonable adjustments) and promoting the policy and positive outcomes for employees with disability. Result: adequately covered within this plan – action 20.	3 The City offers a supportive recruitment process offering workplace optimisation (reasonable adjustments) to all employees with disability, as a part of the City of Sydney Equal Employment Opportunity and Anti-Discrimination Policy. It should be noted that the City of Sydney has an affirmative action employment policy that fast-tracks people with disability to interview stage should they meet the minimum requirements for a role. People are asked if they require modifications or adjustments as part of the recruitment policy. This is also offered to all employees when circumstances require adjustments or supports to enable them to continue to thrive within their roles at the City of Sydney.

Submission summary	Total	City of Sydney Response
		Workplace optimisation is covered by this action: Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership, and will be considered during the review of the People Strategy.
More disability awareness training for City of Sydney employees, building skills, capability and understanding. Result: adequately covered within this plan – actions 1 and 19.	3	A focus of this plan is to provide meaningful employment, which includes mandatory training on disability awareness and inclusion for all City of Sydney employees. There are 2 actions to support this: Action 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 disability. Action 19: Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs. Through implementation of this plan, we will develop a strategic approach to provide targeted role-specific disability training and promote opportunities to raise awareness and build capacity for greater disability inclusion through delivery of an annual training calendar.
Systems and processes		
The importance of digital accessibility for people with disability. Result: adequately covered within this plan – action 26.	4	As an action within the 2021–25 plan, we encouraged digital literacy by providing 300 new public access computers with a range of accessibility features in libraries and community centres, along with providing opportunities to learn how to use digital devices. We enable equitable access to information and digital accessibility through: Action 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. This plan includes the city auditing its websites to work towards WCAG 2.2 (Web Content Accessibility Guidelines) and where relevant 3.0 compliance in accordance with the policy during the 4-year life of this plan.
More information needs to be provided in alternate formats, including Easy Read. Result: adequately covered within this plan – action 26.	3	We enable equitable access to information and digital accessibility, acknowledging alternate formats are required to access information. This is embedded in our policies and delivered through:

Submission summary	Total	City of Sydney Response
		Action 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. In addition, our disability inclusive community engagement guidelines assist employees to provide inclusive engagement opportunities with people with disability, and our guidelines for inclusive and accessible materials set out how employees can plan, create and procure accessible materials, including Easy Read. It also maps out when alternative formats of documents are required, to ensure key plans, strategies, and guidelines are available in accessible formats, including Easy Read.
Setting timeframes and accountability measures and budgeting and resourcing. Result: adequately covered within this plan – detailed in implementation and governance. This plan also has an accompanying Implementation Plan that sets out how we will achieve each action over the 4 year period.	1	The comprehensive Implementation plan details projects and steps required to achieve actions in this plan and is integrated with the delivery plan and business unit plans. Reporting on actions is required every 6 months by the responsible officers to track milestones and achievements. In addition, an <u>Annual Plan</u> measures progress and celebrates achievements, and every 4 years the outcome and indicator framework are reviewed to help measure overall success of the plan.
Overall Result: all submissions received are adequately addressed by actions within this new plan.		
Recommendation: the City of Sydney adopt this plan with minor updates to:		
– minor editing in order to correct any minor drafting errors and finalise design, artwork and alternative formats for publication. – highlight targets for increasing meaningful employment – aiming for 5% of City of Sydney employees with disability by 2029.		

Feedback in support of this plan

“I was impressed by the City of Sydney's draft Inclusion (Disability) Action Plan and your commitment to enhancing accessibility for individuals with disabilities. Engaging over 350 stakeholders shows a dedication to truly understanding community needs.”

– email respondent

“We support the plan and applaud the development of an Inclusion (Disability) Action Plan by the City of Sydney. The online document is clear and suitable for a broader spectrum of cognitive capacities than most government documents.”

– email respondent

“City of Sydney, thank you for your inclusive decisions on disability.”

– email respondent

“Thank you for the opportunity to review and provide feedback on the City of Sydney's draft Inclusion (Disability) Action Plan 2025–2029. Overall, the plan presents a thoughtful and community-driven approach to inclusion, and it is commendable that over 350 individuals—including people with disability, carers, and organisations—were consulted in its development.”

– email respondent

“Congratulation to Council on its development and on some great initiatives. Council is working to upskill staff in Easy Read and producing information in this format that is making a real difference to accessibility and inclusion”

– Council for Intellectual Disability

“The Council appreciates City of Sydney's plan and believes it is a strong foundation for disability-inclusive employment, showing real alignment with human rights, lived experience, and practical change. By continuing to elevate people with disability as co-creators, setting measurable benchmarks, and investing in leadership development, the City can become a sector leader and employer of choice for people with disability.

– Disability Council NSW

Engagement activities

Overview of engagement:

1. Sydney Your Say webpage

A Sydney Your Say webpage was created for feedback on this inclusion (disability) action plan. The page included information about the consultation and how to provide feedback.

2. Online feedback form via Survey Monkey

Community members and stakeholders were provided the opportunity to give feedback using an online form. The form was designed to capture ideas and areas for improvement. A link to the feedback form was provided on the Sydney Your Say website.

3. Sydney Your Say notifications

An EDM was sent to subscribers of the Sydney Your Say Newsletter on 11 April to 6,659 recipients.

4. Key stakeholder notification

An EDM was sent to key stakeholders, including those who participated within the engagement to develop the draft plan on 15 May 2025 to 141 recipients.

5. Previous survey participants notification

An EDM was sent to those who participated within the engagement to develop the draft plan on 15 May 2025 to 355 recipients.

6. City of Sydney News

A news article was sent to subscribers of the Our News on 13 May 2025 to 6,007 recipients.

7. City and Eastern Sydney Interagency newsletter

A news article was sent to subscribers of the interagency.

Appendix 1: Summary of submissions and responses

Feedback received	City of Sydney response
Direction 1: Positive community attitudes and behaviours	
1) Negative attitudes and behaviours towards people who are d/Deaf and hard of hearing that use hearing aids. It was suggested the City of Sydney provide greater community education to raise awareness and positively change attitudes towards people who are d/Deaf. Result: adequately covered within this plan – actions 2, 3 and 10.	A focus of this plan is developing positive community attitudes and behaviours towards people with disability. There are 2 actions to support this: Action 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. Action 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. These actions include community education and communication campaigns to raise awareness and understanding of a diverse range of disabilities, including people who are d/Deaf and hard of hearing. The request for education about the issues for people who are d/Deaf and hard of hearing will be considered as part of our upcoming Communications planning processes. A focus of this plan is to create more liveable communities, with opportunities for inclusive participation by people with disabilities, including people who use hearing aids. As a result, action 10 in this new plan provides for: Where they're not already in place, identify and install the most appropriate hearing augmentation systems to be used across our facilities and venues. This includes over 40 rooms at key venues, such as community centres and venues for hire, to be upgraded to include hearing loops commencing FY 2025/26.

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Feedback received	City of Sydney response
	A further audit of hearing augmentation requirements across City of Sydney venues will be conducted as part of the implementation actions for this plan.
2) There needs to be greater visibility of people with disability in City of Sydney promotions and events, including for older people with disability and people with intersectional identities. Result: adequately covered within this plan – actions 2 and 3.	A focus of this plan is developing positive community attitudes and behaviours towards people with disability. There are 2 actions to support this: Action 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. Action 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. These actions include community education and communications to raise awareness and understanding of a diverse range of disabilities, and those experiencing intersectionality. A strategic approach towards the promotion of diverse disabilities will be considered as part of our upcoming Communications planning processes, including International Day of People with Disability (IDPwD) celebrations in collaboration with the Inclusion (Disability) Advisory Panel. The City of Sydney has a variety of <u>programs that support older people</u> through its community transport, meals on wheels and food programs, and a diverse range of programming at libraries, community and recreation centres and cultural hubs.
3) City of Sydney was thanked for our “inclusive decisions relating to disability”.	Noted. Positive feedback on this plan.
4) A submission was received from an Indigenous arts and community services organisation during the exhibition period who supported the plan. The submission included several questions with requests for additional information, in which responses have been sorted	Noted. Positive feedback on this plan: “We applaud the development of an Inclusion Disability Action Plan by the City of Sydney. The online document is clear and suitable for a broader spectrum of cognitive capacities than most government documents”. Engagement report: Evidence showing what people think about people with disability, and experiences of discrimination have been derived from the engagement with over 350 people for the development of this plan, as detailed in the <u>Engagement Report – Stage 1</u>. All research undertaken to inform this plan is referenced to the source available in the endnotes of the <u>Draft inclusion (disability) action plan 2025-29</u>. All submissions

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Feedback received	City of Sydney response
according to the strategic direction in which it relates to, including: – Evidence for statements and sources of information, such as, people in the community thinking about disability in a good or bad way, and discrimination experienced by people with disability. – Percentage of staff that have received disability training? Are there targets for training by end 2029? Result: adequately covered within this plan – as detailed in implementation and governance, and action 1 and 19.	and Council responses will be detailed in this Engagement Report – Stage 2 that will go to Council in June along with the final Inclusion (disability) action plan for endorsement. Disability training: The percentage of staff that has completed disability training is captured in the plan’s <u>annual reports</u>. Inclusion (disability) awareness training is mandatory for all employees, along with Diversity and inclusion training, and we also provide role-specific specialist disability training as required – with over 400 employees undertaking specialist training during the past 3 years e.g. Inclusive and accessible event training and accessibility in the built environment. Disability training will continue to be a focus of this plan, with 2 actions to support this: Action 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 nonvisible disability. Action 19. Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs. Implementation of this new plan will include a strategic approach towards disability training that will be developed in collaboration with stakeholders across the City of Sydney, to provide an annual calendar of disability training targeting role-specific needs and capacity building.
5) The submission included several suggestions and comments Responses have been sorted according to the strategic direction in it relates to, including: – Positive communications: City of Sydney can use its communication platforms and reach to share real stories of people with disabilities living and thriving in Sydney (using videos, podcasts, and social media to humanise and personalise experiences). Host workshops that address common misconceptions about disabilities, emphasising abilities rather than limitations and sharing lived experience stories.	Noted. Positive feedback on this plan: <i>“We commend the plan’s inclusion of:</i> – <i>Non-visible disabilities such as Autism</i> – <i>Intersectional identities, including LGBTQIA+ and multicultural backgrounds</i> – <i>Focus on community-wide awareness through storytelling and inclusive programming</i> <i>The inclusion of the policy context is a significant strength of the document... its actions are guided by best practice and rights-based frameworks. Thank you for the opportunity to review and provide feedback on the City of Sydney’s draft Inclusion (Disability) Action Plan 2025–2029. Overall, the plan presents a thoughtful and community-driven approach to inclusion, and it is commendable that over 350 individuals—including people with disability, carers, and organisations—were consulted in its development.”</i> Positive communications: A focus of this plan is developing positive community attitudes and behaviours towards people with disability. There are 2 actions to support this:

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Feedback received	City of Sydney response
– Valuing lived experience: Ensure lived experience continues to shape digital and communication strategy decisions. – Supporting businesses: Demonstrate leadership by promoting disability awareness and inclusion to businesses, organisations, and schools. Result: adequately covered within this plan – actions 2, 3 and 11.	Action 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. Action 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. Valuing lived experience: The plans actions include community education and communications to raise awareness and understanding of a diverse range of disabilities, and intersectionality. A strategic approach towards the promotion of diverse disabilities will be considered as part of our upcoming Communications planning processes, including International Day of People with Disability (IDPwD) celebrations in collaboration with the Inclusion (Disability) Advisory Panel, and Inclusive City disability employee network which includes people with diverse lived experience of disability. Supporting businesses: The City of Sydney actively promotes the clear business case for access and inclusion – boosting profitability, diversifying customer bases, improving productivity, and enhancing brand image and customer loyalty. In collaboration with our Inclusion (Disability) Advisory Panel, for the past 2 years, we have hosted the ‘Good access is good for business’ breakfasts providing opportunities to raise awareness of disability and showing how access and inclusion can benefit businesses and organisations. Communications campaigns developed in parallel launched on International Day of People with Disability (IDPwD), have had great reach and impact amongst our business communities. The City of Sydney remains a member of <u>Zero Barriers</u>, which champions access and inclusion amongst businesses and organisations. This commitment will continue through: Action 11. Continue to collaborate with local businesses and organisations to build their capacity to be more inclusive and accessible.
Direction 2: Liveable communities	
6) Barriers to accessing the footpath at Kings Cross, Woolloomooloo and Surry Hills due to large tree roots making the footpath uneven and unpredictable. Result: adequately covered within	A focus of this plan is to provide for liveable communities, with the following action to support this: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>.

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Feedback received	City of Sydney response
this plan – action 4.	These guidelines prioritise the importance of a continuous accessible path of travel on footpaths for all people, including people who are blind or have low vision. We recognise the City of Sydney is vast and has some difficult to traverse streetscape terrain for people with disabilities. We have a 'City for Walking' Strategy and Action Plan that acknowledges and prioritises inclusion with infrastructure and public spaces that are accessible. Furthermore, it sets out in Appendix A walking improvements for the next 10 years providing for an accessible path of travel across streetscapes and public domain, a renewal program that incorporates continuous improvement for access and inclusion and an access and inclusion program which allows the City to be responsive to accessibility issues identified or reported by the community. The City of Sydney aims to maintain its footpath network to be free from hazards. Residents can report specific issues through our website. Staff will assess, prioritise and program necessary repair works. The submission mentioned cutting tree roots for footpath accessibility. Large mature trees are a prominent feature of many local streets. They provide a variety of environmental and social benefits and are protected and retained for as long as possible. Where roots have impacted footpaths, other infrastructure repairs are undertaken to provide the best outcome for the footpath and the tree. Smaller roots are pruned where possible to allow repairs to be completed. However, large roots of trees must be retained to ensure the structural stability of the tree and to ensure public safety. The City of Sydney also has a <u>Tree management and donation policy</u>, that also makes tree removal a last resort.
7) A submission was received, addressing the following issues relating to liveable communities, including: – Suggested name change for the plan – Urban heat mitigation – Housing crisis – Tactile pathways – Public transport infrastructure	A focus of this plan is to provide for liveable communities, with the following issues addressed within the current plan actions: – Name change: The suggested name change to be Disability inclusion action plan to recognise disability first is noted, however the Inclusion (Disability) Advisory Panel to the City of Sydney previously recommended the name of the plan be changed so that inclusion was the primary focus. – Urban heat mitigation: The City of Sydney recognises that the climate is changing with heat a significant issue, particularly for residents with disability and older people. This plan addresses the need for disability-inclusive disaster risk reduction with action 18: Develop disaster preparedness and climate adaptation initiatives that empower people with disability to be prepared for and respond to emergencies and disasters. Implementation plan actions include working with emergency and disability services to be more disability-inclusive, as well as supporting people with disability to develop person-centred emergency plans, including for extreme heat. – Housing crisis: The City of Sydney current Inclusion (disability) action plan 2021-25 contains:

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Feedback received	City of Sydney response
– Arts and cultural programs for people with disability. Result: adequately covered within this plan – actions 4, 13, 16 and 18.	Action 13: Through the implementation of the City's Housing for All Strategy investigate opportunities in the planning controls to increase the amount and improve the standard of housing that is universally designed. As a result, the City of Sydney proposes increasing the requirement for accessible housing in the Sydney Development Control Plan 2012 to require all dwellings be delivered to a minimum Liveable Housing Design silver performance standard. In larger new residential developments, 15% of dwellings will continue to be delivered to the Australian Standard (Adaptable Housing). At the time of writing this report, the proposed changes are expected to be considered by Council for final approval. In addition, the City of Sydney uses every lever available to maximise the amount of affordable and diverse housing in our local area. We do this through our planning controls, by levying affordable housing contributions from developers and distributing them to community housing providers, selling council owned land and properties at a discount, and providing grants of up to \$3m from our <u>Affordable and diverse housing fund</u>. The City of Sydney will continue to work with people with diverse disabilities to better understand needs, barriers and opportunities for housing for people with disability. – Tactile pathways: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. These guidelines, along with the <u>Sydney Streets Code</u> provide direction for the provision of Tactile Ground Surface Indicators (TGSIs) in the City of Sydney local area. We are currently reviewing the types of TGSIs specified within our codes to improve performance and long-term compliance. In addition, as a part of the Implementation plan actions, a footpath survey will be conducted in 2026 to better understand barriers, as well as opportunities for accessibility improvements of footpaths, including the provision of TGSIs. – Public bus transport: In 2024, City of Sydney installed 330 new accessible bus shelters, and we are planning to upgrade TGSIs at bus stops to meet the Disability standards for accessible public transport. The City of Sydney aims to maintain its footpath network to be free from hazards. Residents can report specific issues through our website. Staff will assess, prioritise and program necessary repair works. – Arts and cultural programs: Action 16: Continue to promote participation of artists with disability and audience members with disability in arts programs through implementation of the <u>cultural strategy</u>, which includes artist residencies and cultural grants. These are open and promoted to artists with disability.
8) The provision of deodorisers in community facilities, such as libraries, can be toxic to people with cystic fibrosis who are allergic.	A focus of this plan is to provide for liveable communities, with accessible community facilities, such as libraries and community centres. The impact of deodorisers in community facilities is noted, and feedback has been given to libraries and community centres.

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Feedback received	City of Sydney response
The submission noted slippery and uneven footpaths on Glebe Point Road and near Sydney Town Hall. Result: adequately covered within this plan – action 4.	The City of Sydney has the <u>Inclusive and accessible public domain policy and guidelines</u> that prioritise the importance of a continuous accessible path of travel on footpaths in the City of Sydney local area. We recognise the City of Sydney is vast and has some difficult to traverse streetscape terrain for people with disabilities. We have a <u>'City for Walking' Strategy and Action Plan</u> that acknowledges and prioritises inclusion with infrastructure and public spaces that are accessible. Furthermore, it sets out in Appendix A walking improvements for the next 10 years providing for an accessible path of travel across streetscapes and public domain, a renewal program using materials that are both compliant and long lasting and incorporates continuous improvement for access and inclusion, and an access and inclusion program which allows the City to be responsive to accessibility issues identified or reported by the community. The City of Sydney aims to maintain its footpath network to be free from hazards. Residents can report specific issues through our website. Staff will assess, prioritise and program necessary repair works.
9) There is a need for additional mobility parking spaces and their locations to be promoted. Result: adequately covered within this plan – action 9.	The City of Sydney has included an action to provide for more mobility parking spaces near key infrastructure, such as community centres, libraries, hospitals, etc within the Inclusion (disability) action plan 2021–25. As a result, we have installed 25 new mobility parking spaces within the last 4 years. A focus of this plan is to provide for liveable communities, with: Action 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. To implement this action in the new plan, the City of Sydney will engage with people with disability to better understand the locations in which additional mobility parking is needed, assess the suitability and usage of existing mobility parking spaces, undertake a parking study to investigate suitable locations, and install additional mobility parking spaces. In addition, action 5 in the new plan supports the provision of access and inclusion information to people with disability, including mobility parking spaces, through the <u>City of Sydney Accessibility Map</u>.
10) Need for more cul-de-sacs, accessible toilets, and accessible bus shelter messaging. Result: adequately covered within this plan – action 4.	A focus of this plan is to provide for liveable communities, with: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. To implement this action the City of Sydney has installed 4 automatic accessible toilets in FY2024/25, with a further 15 to be installed in FY2025/26.

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Feedback received	City of Sydney response
	As a part of the new plan the City of Sydney will review the provision of accessible public toilets as well as undertake best practice research to implement recommendations into existing strategies, plans and guidelines. In addition, we will continue to promote and update the <u>National Public Toilet Map</u> to increase awareness of the locations of accessible toilets in City of Sydney local area. Real-time messaging announcing the next bus arrival time and destination at bus shelters is a Transport for NSW initiative and feedback will be passed onto them for their consideration.
11) A submission was received from a member of the public during the exhibition period who noted that when doing something new, we should be making it accessible for all. Result: adequately covered within this plan – action 4.	A focus of this plan is to provide for liveable communities, such as; libraries, community centres, streets, footpaths parks and open places through renewal programs, upgrades and new capital projects in compliance with the <u>Inclusive and accessible public domain policy and guidelines</u>. We also have a '<u>City for Walking</u>' Strategy and Action Plan that acknowledges and prioritises inclusion with infrastructure and public spaces that are accessible. Furthermore, it sets out in Appendix A walking improvements for the next 10 years providing for an accessible path of travel across streetscapes and public domain, a renewal program that incorporates continuous improvement for access and inclusion, and an access and inclusion program which allows the City to be responsive to accessibility issues identified or reported by the community.
12) A submission was received from Council of Intellectual Disability that highlighted issues affecting people with intellectual disability relevant to liveable communities, including: – Wayfinding: can be difficult in Central Sydney for people with intellectual disability, and consultation in future projects is recommended to improve wayfinding. – There is a lack of accessible and affordable housing, for people with intellectual disabilities, and not enough supports available in social housing.	Noted. Positive feedback on this plan: <i>“Congratulations to Council on its development and on some great initiatives and that Council is working to upskill staff in Easy Read and producing information in this format that is making a real difference to accessibility and inclusion”.</i> It should be noted that the City of Sydney partnered with the Council for Intellectual Disability to provide expert advice for the peer-facilitation of a focus group with people with intellectual disability. The feedback provided by participants is detailed in the <u>Engagement report – stage 1</u> which helped to shape this plan. Wayfinding: A focus of this plan is to provide for liveable communities, this is addressed by the following: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. Wayfinding in Central Sydney was highlighted as difficult within the engagement. As a result, the City of Sydney plans to review current wayfinding, investigate ways to improve wayfinding in consultation with people with disability, develop a feasibility study and pilot new ways of wayfinding within the 4-year life of this plan.

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Feedback received	City of Sydney response
– Major events: need to be accessible and inclusive with trained staff available to support people who may need assistance, and multiple transport options provided, including those that support people with limited mobility. Result: adequately covered within this plan – actions 4, 12, 13 and 15.	Accessible and affordable housing: Through the implementation of our Housing for All Strategy, planning controls have been proposed to increase the amount of accessible housing. In addition, the City of Sydney has an Affordable and diverse housing fund and advocates to maximise the amount of affordable and diverse housing in our local area. We will continue to work with people with diverse disabilities, including people with intellectual disability when reviewing local housing strategy to better understand needs, barriers and opportunities to provide for more accessible, safe and diverse housing options for people with disability. This is addressed by the following: Action 12. Consult with peak bodies and people with disability to provide expert advice on the review of the City of Sydney local housing strategy. Major events: A focus of this plan is to provide for liveable communities, with a commitment to continuing to provide diverse, accessible and inclusive programming, including at major events with the following actions: Action 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. Action 15: Continue to deliver and facilitate major events in line with the City's <u>Inclusive and Accessible Event Guidelines</u>. Our major events endeavour to provide for a diverse range of audiences, including for people with intellectual disabilities. Feedback will be shared with our major events team to enable continuous improvement for access and inclusion.
Submission 4 – Part 2: The submission posed several questions relevant to liveable communities, including: – Are there indicators of the percentage of footpaths and parks that are deemed accessible? And a target to reach by 2029? – How many 'quiet spaces' do we have, and should we aim for more? Is there scope for improvements for people with	Improving footpaths: Our Capital Works Program embeds accessibility and inclusion in new and upgraded projects to the extent possible for the project scope (e.g. partial refurbishments to complete facilities). – The projects and timelines are consistent with the Long Term Financial Plan, <u>Community Strategic Plan</u> and <u>Resourcing Strategies</u>. Priorities and timelines change, therefore, it is better to reference these plans to identify projects and track progress/timelines. – The City of Sydney has a 10 year forward program of public domain renewal and upgrades projects committed in the Resourcing Strategy. – Renewal and upgrade of the public domain (streets and public spaces) is guided by our <u>Inclusive and Accessible Public Domain Policy and guidelines</u>. – In addition, City Infrastructure and Traffic Operations currently report every 6 months for the IDAP on:

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Feedback received	City of Sydney response
sensory disabilities to access our services? – Examples of information provided to enable people with disability to navigate the City of Sydney area? – How many mobility parking spaces are currently available in the City of Sydney and what targets are there for additional spaces and drop-off areas? – How many City of Sydney facilities have hearing augmentation? Is there a target to reach by 2029? Result: adequately covered within this plan – actions 4, 5, 7, 9 and 10.	– Number of pedestrian ramps we install/upgrade each year – Area of footway we renew each year – Progress on lighting improvement programs – Increased numbers of disability parking spaces – Timing of delivery of major projects improving the public domain. – For example, in 2023/24 we invested \$17.8 million to upgrade footpath treatments and widenings, upgrade or install kerb ramps, pedestrian and traffic calming measures, raised crossings. 18,312 metres² of footpath upgraded or installed. – A focus of this plan is to provide for liveable communities, with: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. – Improving parks: The <u>NSW Everyone can play guidelines</u> are embedded in park renewal design processes, with consideration of accessibility and inclusion for every upgraded or new park developed. In addition, <u>Design across the Spectrum guidelines</u> for play spaces is incorporated where possible into playground renewals to facilitate more inclusive play for people with sensory and cognitive disabilities. Parks that have embedded access and inclusion are reported on in the plan's <u>Annual report</u>, and information about the accessibility features of every park is provided via the City of Sydney website. A focus of this plan is to provide for accessible and inclusive parks, with action 4 noted above. – Quiet spaces: In 2024/25 the City of Sydney will trial quiet spaces in community facilities. The learnings from the trial, along with research and targeted engagement with specialist disability organisations is planned in the next 4 years to enable a strategic approach to rolling out additional quiet spaces in City of Sydney area. In addition, a number of major events produced by City of Sydney include quiet spaces provided in implementation of the <u>Inclusive and accessible event guidelines</u>. All quiet spaces, sensory seeking spaces and quiet times will be promoted via the City of Sydney website and reported in the plan's <u>Annual report</u> in delivery of: Action 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.

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Feedback received	City of Sydney response
	In addition, our libraries and community centres include spaces and meeting rooms that people can book if they need quieter spaces. They can also talk to Library and Centre staff about their needs, and we will do all we can to accommodate requests. – Accessibility information: Action 5 of this plan is: Continue to improve access to information about our facilities and open spaces to assist people with disability. The city of Sydney has produced an Accessibility Map that details the location of accessibility barriers or features in the local area. In addition, we list accessibility features on the City of Sydney website for libraries, community centres, and venues for hire. We have also produced a Access Keys with more detailed access information relevant for people with diverse disabilities for our pools. We intend to create Access Keys for Sydney Town Hall, Town Hall House and Customs House within the scope of the next plan. – Mobility parking: The City of Sydney has included an action to provide for more mobility parking spaces near key infrastructure, such as community centres, libraries, hospitals, etc within the Inclusion (disability) action plan 2021-25. As a result, we have 25 new mobility parking spaces within the last 4 years. A focus of this plan is to provide for liveable communities, with action 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. To implement this action in the new plan, the City of Sydney will engage with people with disability to better understand the locations in which additional mobility parking and drop-off in Central Sydney is needed, assess the suitability and usage of existing mobility parking spaces and drop-off areas, undertake a parking study to investigate suitable locations, and install additional mobility parking spaces and drop-off areas. In addition, action 5 in the new plan supports the provision of access and inclusion information to people with disability, including mobility parking spaces, through the City of Sydney Accessibility Map. – Hearing augmentation: In 2023/24 the City of Sydney recorded 29% of the City of Sydney's community facilities, aquatic centres, venues and libraries have permanent hearing augmentation installed. All community facilities including libraries have access to portable hearing augmentation systems. In this plan, hearing augmentation is addressed by action 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. This includes over 40 rooms at key venues, such as community centres and venues for hire, to be upgraded to include hearing loops commencing FY 2025/26. A further audit of hearing augmentation requirements across City of Sydney venues is planned as part of the implementation actions for this new plan.

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Feedback received	City of Sydney response
Submission 5 – Part 2: The submission posed several questions relevant to liveable communities, including: – Ensure wayfinding improvements and accessible transport routes are tied into infrastructure planning. – Improve signage that highlights accessible routes and facilities around the city. – Develop resources to help businesses and community organisations improve access and inclusion, co-designed with people with disability (e.g. An accessibility tool kit). – Organise festivals and community events that are fully accessible, highlighting inclusion through arts, sports, and cultural activities. Result: adequately covered within this plan – actions 4, 5, 11, 13, 14, 15 and 16.	Wayfinding and signage: A focus of this plan is to provide for liveable communities, with the following 2 actions to support this: Action 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 <u>Inclusive and accessible public domain policy and guidelines</u>. Action 5: Continue to improve access to information about our facilities and open spaces to assist people with disability. Wayfinding in Central Sydney was highlighted as difficult for some people with disability within the engagement. As a result, the City of Sydney plans to review current wayfinding, investigate ways to improve wayfinding in consultation with people with disability, and develop a feasibility study and pilot new ways of wayfinding within the 4-year life of this plan. The City of Sydney aims to provide clear, accessible and effective signage at facilities, events and in the public domain. In addition, our <u>Accessibility Map</u> details the location of accessibility barriers or features in the local area. We list accessibility features on the City of Sydney website for libraries, community centres, and venues for hire. We have also produced a <u>Access Keys</u> with more detailed access information relevant for people with diverse disabilities for our pools. We intend to create Access Keys for Sydney Town Hall, Town Hall House and Customs House within the scope of this new plan. Helping businesses improve access and inclusion: The City of Sydney actively promotes the clear business case for access and inclusion having previously hosted the ‘Good access is good for business’ breakfasts and delivering associated communications campaigns. This commitment will continue to build capacity for access and inclusion through Action 11. Continue to collaborate with local businesses and organisations to build their capacity to be more inclusive and accessible. This will include programs, workshops, resources and communication campaigns that actively build the capacity of businesses and organisations in the City of Sydney to be more accessible and inclusive. Inclusive and accessible events: The City of Sydney provides for a range of inclusive and accessible programs and events through the following 4 actions: Action 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.

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Feedback received	City of Sydney response
	Action 14: Continue to provide programming that empowers people to manage their stressors and social and emotional wellbeing. Action 15: Continue to deliver and facilitate major events in line with the City of Sydney <u>Inclusive and Accessible Event Guidelines</u>. Action 16. Continue to promote participation of artists with disability and audience members with disability in arts programs through implementation of the <u>cultural strategy</u>. The city provided over 800 inclusive programs and events during implementation of the 2021–25 plan, demonstrating a clear commitment towards embedding inclusive programming. We will continue to improve the diversity of programming during implementation of this plan, with a focus on non-visible and intersectional experiences of disability and carers. In addition, our <u>Inclusive and accessible event guidelines</u> apply to all City of Sydney produced events and events and festivals produced by grant recipients. They are also provided to all event organisers who seek outdoor permits for events and festivals.
12. The submission provided several suggestions relevant to liveable communities, including: – The need for more volunteer opportunities and programs to support people with disability and their pets. – Feedback received regarding removal of a disability mobility parking space in a residential area and suggestion that disability related decisions should go through the disability area of Council. Result: adequately covered within this plan – actions 5, 9 and 21.	Support for people with disability and their pets: The City of Sydney is currently offering a program launched in 2023 which subsidises the training costs for eligible residents with a disability to have their dog trained as an assistance animal through mindDog. We continue to explore opportunities to support people and their assistance animals and work with City locations and businesses regarding access requirements and compliance with the <i>Companion Animals Act 1988</i>: In addition, the City of Sydney partners with Veterinary Hospitals and Animal Welfare organisations to run pet days which provide eligible residents with free pet health services and promote responsible pet ownership, community connection and safety. The City of Sydney will continue to explore opportunities to support residents and their pets and volunteer opportunities. This is covered by: Action 21: Promote employment, volunteering and development opportunities for people with disability and carers. Mobility Parking: mobility parking spaces in residential areas are in response to a direct request from the household to the City of Sydney. The space is not reserved for the household, anyone with Mobility Scheme Permit can park a vehicle there. We can consider removing these once the household no longer needs a mobility space, but there will often be benefits in maintaining the space so it can continue to support the residential area. Permit holders can also generally park without restriction or fees in most spaces in the city's residential areas.

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Feedback received	City of Sydney response
	The City of Sydney has included an action to provide for more mobility parking spaces near key infrastructure, such as community centres, libraries, hospitals, etc within the Inclusion (disability) action plan 2021-25. As a result, we have 25 new mobility parking spaces within the last 4 years. A focus of this plan is to provide for liveable communities, with action 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. To implement this action in the new plan, the City of Sydney will engage with people with disability to better understand the locations in which additional mobility parking and drop-off in Central Sydney is needed, assess the suitability and usage of existing mobility parking spaces and drop-off areas, undertake a parking study to investigate suitable locations, and install additional mobility parking spaces and drop-off areas. In addition, action 5 in the new plan supports the provision of access and inclusion information to people with disability, including mobility parking spaces, through the City of Sydney Accessibility Map. The City of Sydney has a dedicated inclusion email: inclusiondisability@cityofsydney.nsw.gov.au and social policy officer – access and inclusion, that is available to assist with accessibility and inclusion queries or requests. Due to the large number of enquiries, we collaborate across the City of Sydney to provide timely responses. If community members have a concern, they are welcome to contact the Social Policy team.
Meaningful employment	
Submission 2 - Part 2: The submission recommended the City of Sydney have disability employment targets and provides workplace modifications and adjustments for employees with disability. Result: adequately covered within this plan – action 20.	This plan has a range of actions to provide for meaningful employment for people with disability and includes the following employment target: We aim to have 5% of our workforce identifying as people with disability by 2029. We recognise the work we'll need to carry out to create greater cultural safety and the systems that need to be in place to enable us to achieve this target and will apply them during the 4-year life of this plan. In addition, the City of Sydney has a People Strategy, which is currently being reviewed. We intend to embed targeted actions and strategies in in this plan into the People Strategy to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with Inclusive City disability employee network. The City of Sydney will look to partner with employment providers, including Disability Employment Services (DES) to promote employment opportunities, and will include strategies to increase meaningful employment, from entry level to leadership. We offer a supportive recruitment process that can be tailored to optimise a person's abilities, along with fast track to interview if candidates meet the minimum requirements for a role. Workplace optimisation (reasonable adjustments) is provided to all employees with disability that request modifications or adjustment, as a part of the City of Sydney Equal Employment Opportunity and Anti-Discrimination Policy. The City of

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Feedback received	City of Sydney response
	Sydney offers flexible working for all employees, accommodating individual circumstances and caring needs, with an outcome orientated working style and a culture that embraces diversity and inclusion as core values.
Submission 4 – Part 3: The submission posed several questions relevant to meaningful employment, including: – What percentage of the workforce have identified as having a disability to date? Is there a goal to increase this? – What agency conducted the check that showed ‘we are a good workplace for people with disability’. Result: adequately covered within this plan – actions 20, 21, and 22.	Employment target: In 2023/24 the City of Sydney had 2.4% of employees disclose that they have a disability. However, this number is likely to be significantly higher, with low rates of formal disclosure new strategies for disability data capture will be explored with this new plan. We aim to have 5% of our workforce identifying as people with disability by 2029. We recognise the work we’ll need to carry out to create greater cultural safety and the systems that need to be in place to enable us to achieve this target and will apply them during the 4-year life of this plan. In addition, the City of Sydney has a People Strategy, which is currently being reviewed. We intend to embed targeted actions and strategies in in this plan into the People Strategy to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with Inclusive City disability employee network and will be published on the City of Sydney website. Inclusive employer: The City of Sydney’s initiatives making the workplace a good place for people with disability were captured during community engagement period with community members, disability service providers and organisations for the development of the action plan, as detailed in the <u>Engagement Report – Stage 1</u>. It should be noted that we were accredited for the third year as a disability confident recruiter by the Australian Network on Disability. We’re also a member of the Australian Human Rights Commission’s – Equality at Work employer network and were classified as actively committed to inclusion by the Diversity Council Australia's inclusive employer index in 2023. A focus of this plan is to build on these achievements, with further embedding inclusion as a core organisational value and develop a more strategic approach to provide for more meaningful employment, covered by the following 3 actions: Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. Action 21: Promote employment, volunteering and development opportunities for people with disability and carers. Action 22: Continue to create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change.

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Feedback received	City of Sydney response
Submission 5 – Part 3: The submission posed several questions relevant to meaningful employment, including: – Measurable goals for hiring e.g. percentage targets for hiring people with disability and having identified roles. – Ensure support is embedded not only in recruitment but also in retention, career development, and leadership opportunities. – Consider accessible recruitment platforms and adaptive technology provisions. Result: adequately covered within this plan – action 20	This plan has a range of actions to provide for meaningful employment for people with disability and includes the following employment target: We aim to have 5% of our workforce identifying as people with disability by 2029. We recognise the work we'll need to carry out to create greater cultural safety and the systems that need to be in place to enable us to achieve this target and will apply them during the 4-year life of this plan. This will be achieved through: Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. In addition, the City of Sydney has a People Strategy, which is currently being reviewed. We intend to embed targeted actions and strategies in in this plan into the People Strategy to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with Inclusive City disability employee network. The City of Sydney will look to partner with employment providers, including Disability Employment Services (DES) to promote employment opportunities, and will include strategies to increase meaningful employment, from entry level to leadership. We offer a supportive recruitment process that can be tailored to the access requirements of the applicant, along with fast track to interview if candidates meet the minimum requirements for a role. Workplace optimisation (reasonable adjustments) which is provided to all employees with disability and includes adaptive technology provisions, modifications or adjustment, as a part of the City of Sydney Equal Employment Opportunity and Anti-Discrimination Policy. The City of Sydney offers flexible working for all employees, accommodating individual circumstances and caring needs, with an outcome orientated working style and a culture that embraces diversity and inclusion as core values.
Submission 6 – Part 2: The submission recommended the City of Sydney have: – Disability employment targets for employees with disability. – Engage Disability Employment Services (DES) to promote employment opportunities at City of Sydney. – Not to support Australian Disability Enterprises (ADEs) that pay unfair	This plan has a range of actions to provide for meaningful employment for people with disability and includes the following employment target: We aim to have 5% of our workforce identifying as people with disability by 2029. We recognise the work we'll need to carry out to create greater cultural safety and the systems that need to be in place to enable us to achieve this target and will apply them during the 4-year life of this plan. In addition, the City of Sydney has a People Strategy, which is currently being reviewed. We intend to embed targeted actions and strategies in in this plan into the People Strategy to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with Inclusive City disability employee network and will be published on the City of Sydney website. During this process the City of Sydney will look at opportunities to continue to partner with DES, specialist disability recruitment agencies, and disability organisations to actively promote roles to people with disability. As a part of this new plan, in FY 25/26, the City of Sydney has committed to continuing to participate in the employer

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Feedback received	City of Sydney response
subminimum wages to employees with disability. Result: adequately covered within this plan – actions 20 and 23.	network for the Australian Human Rights Commission – Equality at work and will look to pilot best practice employment and development programs in partnership. The City of Sydney passed a Council resolution to not procure from, create, fund or award new grants for organisations that participate in segregated services or employment, or engage in restrictive practices, such as Australian Disability Enterprises (ADEs). The City of Sydney is also committed to not supporting ADEs or any organisations or groups that undertake the practices of paying people with disability a subminimum wage. Under this new plan we will procure from and support disability-led organisations that advocate open employment and fair pay, with: Action 23: Strengthen procurement practices by building relationships with disability-led organisations and businesses and promoting their use across the City of Sydney.
Submission 8 – Part 2: The submission identified a need for more disability awareness training for City of Sydney employees. Result: adequately covered within this plan – action 1 and 19.	A focus of this plan is creating positive attitudes and behaviours towards people with disability, with: Action 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 customers, colleagues and employees with disability, with a greater focus on intersectionality and non-visible disability. Action 19: Build the capacity of managers and employees to foster an inclusive workplace through training and induction programs. Feedback regarding the need for additional disability awareness training for City of Sydney employees has been passed onto learning and development team for consideration when developing the City of Sydney disability awareness and inclusion training calendar – to deliver a strategic approach towards disability training and development opportunities – as identified as an action to integrate within the City of Sydney People Strategy.
Submission 9 – Part 2: The submission noted that more and diverse jobs are needed for people with disability. Result: adequately covered within this plan – action 20.	A focus of this plan is on creating meaningful employment, with proposed action 20: Develop a more strategic approach for City of Sydney to be inclusive of employees with disability, from entry level to leadership. This action will look at candidate-led recruitment and targeted recruitment to be integrated with the City of Sydney People Strategy. This work will be co-designed with the Inclusion (Disability) Advisory Panel and Inclusive City employee network, with the goal of creating more meaningful jobs at City of Sydney, as well as building the capacity of employees with disability.
Submission 12 – Part 2: The City of Sydney should consider identified	A focus of this plan is to implement a strategic, targeted and accessible approach towards recruitment, retention and advancement of employees with disability, supported by the following action.

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Feedback received	City of Sydney response
positions for people with intellectual disability under Section 126 of the <i>Anti-Discrimination Act</i>. Result: adequately covered within this plan – action 20	Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. The City of Sydney has a People Strategy, which is currently being reviewed. The inclusion of identified positions, strategic partnerships, and the accessibility of digital recruitment and employment pathways, retention and advancement for employees with disability will be considered and addressed during the review and co-design process with Inclusive City disability employee network. The consideration of providing identified positions for people with disability at the City of Sydney will be explored during this review process.
Submission 14 – Part 1: A submission was received from the Disability Council NSW during the exhibition period who supported the plan and commended “what’s working well” in the plan. The submission also suggested opportunities to strengthen the plan relevant to providing for more meaningful employment: – Create identified positions and disability employment pathways – Expand focus on retention and advancement – Audit and optimise the accessibility of digital recruitment – Have a focus on intersectionality within employment strategies – Disability data collection improvements need greater depth – Limited information on reasonable adjustments – Systemic barriers could be more deeply explored	<i>Noted. Positive feedback on this plan: The plan is:</i> - Evidence-Based and Lived Experience-Driven - There are clear commitments and targets - It provides clear practical commitments and next steps - It is building a culture of inclusion - It identifies the need to build cultural safety and trust - It has collaborative and systemic thinking, with an emphasise of building strategic partnerships - It is developed with comprehensive data and indicators - It recognises a need for carer inclusion Identified positions, inclusive recruitment processes, disability employment pathways, retention and advancement: City of Sydney does not currently have identified positions for people with disability, however it remains a focus. For example, 2023/24 the City of Sydney partnered with specialist disability organisation Jigsaw to provide 3 traineeship positions for people who are neurodivergent, all of which were supported into ongoing open employment positions. For the new plan, we have partnered with Australian Human Rights Commission – Equality at Work and will pilot an inclusive recruitment program in FY 2025/26, which will look not only at entry level positions, but holistically at inclusive recruitment and disability employment pathways. As a part of the review of the People Strategy, we intend to embed targeted actions to increase the recruitment, retention and development of employees with disability. These actions will be developed through a co-design process with the Inclusive City disability employee network and will be published on the City of Sydney website. In addition, we offer a supportive recruitment process that can be tailored to optimise a person’s abilities, along with fast track to interview if candidates meet the minimum requirements for a role. It should be noted that we were accredited for the third year as a disability confident recruiter by the Australian Network on Disability. We were classified as actively committed to inclusion by the Diversity Council Australia's inclusive

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Stage 2

Feedback received	City of Sydney response
Result: adequately covered within this plan – action 19, 20, 21, 22 and 23.	employer index in 2023, and winner of organisational diversity and inclusion award for diverse employee network groups by LGNSW in 2024. Our employee networks support and advance inclusion for our diverse workforce, including those with intersectional identities. Our core organisation values embrace diversity and inclusion – and we find ways for everyone to belong. Our key findings around intersectionality will also be explored during the review of the People Strategy, with a genuine commitment towards creating cultural safety and optimising the work environment so every employee can thrive. Workplace optimisation (reasonable adjustments) is provided to all employees with disability that request modifications or adjustment, as a part of the City of Sydney Equal Employment Opportunity and Anti-Discrimination Policy. The City of Sydney offers flexible working for all employees, accommodating individual circumstances and caring needs, with a teams-based outcome orientated working style. A focus of this plan is to build on achievements, develop a more strategic approach, valuing lived experience through delivering a thoughtful co-design process. We value your suggestions and will ensure they are considered when implementing the following actions: Action 19: Continue to build the capacity of managers and employees to foster an inclusive workplace through training and induction programs. Action 20: Develop a more strategic approach for the City of Sydney to be inclusive of employees with disability, from entry level to leadership. Action 21: Promote employment, volunteering and development opportunities for people with disability and carers. Action 22: Continue to create opportunities to engage employees with disability and allies of people with disability as advocates and champions of change. Action 23: Strengthen procurement practices by building relationships with disability-led organisations and businesses and promoting their use across the City of Sydney. All suggestions from the NSW Disability Council will be shared during the co-design process when reviewing the People Strategy to ensure an integrated, considered, targeted, supportive and committed employment strategy that champions diversity an inclusion for all employees, including those with disability.

Engagement Report
Stage 2

Feedback received	City of Sydney response
	All actions in the plan are accompanied by a comprehensive Implementation plan and will be integrated with the People strategy to deliver measurable achievements towards more meaningful employment outcomes for employees with disability.
Systems and processes	
Submission 4 – Part 4: The submission posed several questions relevant to systems and processes, including: – What percentage of libraries and community centres have these free digital access devices? Is there a goal to increase this? – How will the plan measure success and impact? Result: adequately covered within this plan – detailed in implementation and governance.	Public access digital devices: In 2023/24, 300 free public access laptop and desktop computers were distributed across City of Sydney facilities, including all libraries and community centres. All the computers include free accessibility software for screen readers, magnification and language change options, providing equitable access online for all. Measuring success of this plan: Outcome and impact measures are to be reviewed every 4 years are outlined within the inclusion (disability) action plan 2025-29 page 76-78. To see what the City of Sydney has achieved to date we develop an <u>Annual Report</u> each year to highlight the achievements made towards access and inclusion.
Submission 5 – Part 4: The submission highlighted the importance of providing information in plain English and Easy Read formats. Result: adequately covered within this plan – action 26.	Our digital and print accessibility policy aims to provide equitable access to information and services for all by ensuring the content and functionality of our digital platforms and printed materials comply with accessibility standards. Equal access to information and services is required by law under the <i>Disability Discrimination Act 1992</i>. This will be achieved through: Action 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. Our disability inclusive community engagement guidelines assist employees to provide inclusive engagement opportunities with people with disability includes that it is best practice for plain English or Easy Read summaries to be provided for complex or lengthy documents, including plans and strategies.
Submission 12 – Part 3: The submission noted that digital inclusion can sometimes be difficult for people with intellectual disabilities: “People with	Over the next 4 years we will explore strategies to improve our systems and processes by providing accessible and inclusive communications, and empower advocacy, decision-making and engagement opportunities for people with disability, including people with intellectual disability.

Engagement Report
Stage 2

Feedback received	City of Sydney response
<i>intellectual disability often struggle to navigate websites and complete online forms and WCAG 3.0 (Web Content Accessibility Guidelines) does not fully address the needs of people with intellectual disability”.</i> – The provision of Easy Read enhances access and inclusion for people with intellectual disabilities, along with a providing a range of ways to engage with the City of Sydney. – More Easy Read training: was suggested to be provided to a broad range of identified staff, including those in Communications and Social Policy teams. Result: adequately covered within this plan – action 26.	A focus of this plan is to provide for digital accessibility, with: Action 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. This policy includes WCAG compliance, and the city is committed to working towards compliance with WCAG 2.2 and WCAG 3.0 throughout implementation of this new plan. We acknowledge the need to provide information in a diverse range of formats to enhance accessibility. This is embedded in our policies and delivered through action 26. Our disability inclusive community engagement guidelines assist employees to provide inclusive engagement opportunities with people with disability includes that it is best practice for plain English or Easy Read summaries to be provided for complex or lengthy documents, including plans and strategies. The City of Sydney recognises the expertise required to create Easy Read documents and we procure services from expert providers to ensure quality and targeted messaging. We worked closely with the Council for Intellectual Disability and engaged them to provide expert advice to peer-facilitate a focus group with people with intellectual disability to provide feedback for this plan. We also engaged their services to provide the Easy Read version of this plan. In addition, we aim build the capabilities of our employees, and undertaking Easy Read training was prioritised for the Social Policy team in 2024. We take on board the suggestion to provide more Easy Read training more broadly across key roles in the city to build capacity for greater inclusion.
Submission 14 – Part 2: The submission suggested several opportunities to strengthen the plan, including: – Set timeframes and accountability measures. – No dedicated budget or resourcing. Result: adequately covered within this plan – and detailed in implementation and governance and the Implementation plan.	Set timeframes and accountability measures and budgeting and resourcing: We have an Implementation plan that addresses each action with projects and steps required to achieve each action. It assigns an accountable individual responsible officer and senior manager, and indicates a timeframe in which individual projects are due. This implementation plan has been approved by senior management and EXEC and every action is required to be budgeted for annually by responsible officers and embedded into the Delivery plan and Business unit plans. Reporting on each action is required every 6 months by the responsible officer to track milestones and achievements. In addition, we produce an <u>Annual Plan</u> that tracks and measures progress and celebrates achievements, and every 4 years the outcome and indicator framework is reviewed to help measure overall success of the plan. This detailed in the Implementation and governance section of the plan, pages 74-78.

Engagement Report
Stage 2

Feedback received	City of Sydney response
	We note the Disability Council NSW's suggestions to improve transparency of the timeframes and accountability and confirm that these are addressed within the detailed Implementation plan that is embedded within the City of Sydney Delivery Plan and Business unit plans. Furthermore, the Implementation plan is a living document, and this governance structure allows for flexibility to address emerging community needs and opportunities, as well as integrate with other City of Sydney strategies and plans and the Delivery and operational plans, ensuring all are reporting on milestones. Senior management allocate the resources and budget to deliver on Implementation plan actions during the annual budgeting process and this is then captured within the Operational plan and business unit plans. Major capital projects are captured with the Long Term Financial Plan, Community Strategic Plan and Resourcing Strategies.
15) A submission was received from a member of the public during the exhibition period who supported the plan and noted the importance digital accessibility and Web Content Accessibility Guidelines (WCAG) compliance. Result: adequately covered within this plan – action 26.	A focus of this plan is to provide for digital accessibility, with the following: Action 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. This policy includes WCAG compliance, and the city is committed to working towards compliance with WCAG 2.2 and where relevant WCAG 3.0, throughout implementation of this new plan.
16) A submission was received from from a member of the public during the exhibition period who was not supportive of the plan, stating: <i>"I do not support this initiative! This is a State or Federal Government area"</i>.	Noted. The City of Sydney has provided information on areas under our care and control and the interaction between federal, state and City of Sydney responsibilities within the plan at pages 19-24.

Appendix 2: Communications

Sydney Your Say webpage

The screenshot shows the Sydney Your Say webpage for the Draft Inclusion (Disability) Action Plan 2025-2029. The page is titled "Your feedback on our new inclusion (disability) action plan" and includes a "Open for feedback" button. Below this, there is a section titled "Why we're doing this" which explains the City of Sydney's commitment to a welcoming, inclusive, and accessible community. It also mentions that the draft plan was developed in consultation with over 300 people with disability. A "Share Our" section allows users to share the page on various social media platforms. The "What we're doing" section outlines the City's commitment to a welcoming, inclusive, and accessible community, and lists five key actions: 1. Joining positive community attitudes and behaviours towards people with disability; 2. Creating more inclusive communities for people with disability; 3. Having more meaningful employment for people with disability; 4. Providing more capital access to new and existing services for people with disability; 5. Providing more capital access to new and existing services for people with disability. The page also includes a "Draft inclusion (disability) action plan 2025-2029 – Auslan video inviting feedback" section, which features a video player and a "Watch" button. Below the video, there is a "How you can give feedback" section, which includes a "Take our survey" button and an "Email or post your feedback" button. The "Take our survey" button is highlighted in green. The "Email or post your feedback" button is also highlighted in green. The page footer includes the City of Sydney logo and contact information.

Why we're doing this

We're committed to building an inclusive and accessible city for everyone, now and in the future.

This is our draft inclusion (disability) action plan 2025-2029. It's a plan to build on the success of our previous plan and to make it a reality of how we live and work in Sydney.

This draft plan was developed in consultation with over 300 people with disability. It's a plan to build on the success of our previous plan and to make it a reality of how we live and work in Sydney.

What we're doing

The draft inclusion (disability) action plan 2025-2029 reflects the City of Sydney's commitment to a welcoming, inclusive, and accessible community. It's a plan to build on the success of our previous plan and to make it a reality of how we live and work in Sydney.

1. Joining positive community attitudes and behaviours towards people with disability. We'll work with our community to create a more inclusive and accessible city for everyone.

2. Creating more inclusive communities for people with disability. We'll work with our community to create a more inclusive and accessible city for everyone.

3. Having more meaningful employment for people with disability. We'll work with our community to create a more inclusive and accessible city for everyone.

4. Providing more capital access to new and existing services for people with disability. We'll work with our community to create a more inclusive and accessible city for everyone.

5. Providing more capital access to new and existing services for people with disability. We'll work with our community to create a more inclusive and accessible city for everyone.

Draft inclusion (disability) action plan 2025-2029 – Auslan video inviting feedback

How you can give feedback

Consultation closes at 5pm on Wednesday 11 June 2025.

We're a team with disability that really cares about your feedback. We'll make sure you have a voice in how we live and work in Sydney.

Take our survey

It's quick and easy to take our survey. It's a great way to give us your feedback. We'll make sure you have a voice in how we live and work in Sydney.

Email or post your feedback

You can give your feedback by email to inclusion@cityofsydney.nsw.gov.au or by post to:

Joan Day, Senior Policy Officer - Access and Inclusion
City of Sydney
4th Floor, 4th Floor
Sydney NSW 2000

Please provide your name and contact details of the organisation you represent if your submission, like any other, has your personal information included. This is to ensure we can contact you if needed.

Other ways you can give feedback

Talk to us in person ✓

If you are Deaf or have complex communication needs ✓

If you need an interpreter ✓

Next steps

We'll make sure your feedback is heard and that any changes will be included in the final plan, which will be presented to Council in June 2025 for approval.

The inclusion (disability) action plan 2025-2029 will be live from 1 July 2025.

Survey

Inclusion (Disability) Action Plan 2025-29

Positive community attitudes and behaviours

After reviewing our draft inclusion (disability) action plan 2025-29:

1. Do you have any additional ideas to improve community attitudes and behaviours towards people with disability in the City of Sydney area?

Liveable communities

Liveable communities are places where people can live, learn, work and play, feel safe, belong, connect with others and grow old. Making a community liveable includes physical access and improving the way we connect, giving people the chance to participate and make social connections.

2. Do you have any additional thoughts or ideas to improve access and inclusion to enable more people with disability to participate in the local community?

Meaningful Employment

3. Do you have any additional thoughts or ideas for more people with disability to get, retain and progress in their jobs?

Systems and processes

4. Do you have any additional thoughts or ideas on how to make our services, processes and information more accessible for people with disability?

Overall thoughts on the draft inclusion (disability) action plan 2025-29

5. Are there any specific areas where you feel the draft plan could be improved?

6. Do you have any further comments or suggestions on the draft plan?

7. You can upload your submission or any supporting files

No file chosen

Our News article



[Your feedback on our new inclusion \(disability\) action plan](#)

This plan will help make our city and organisation more accessible and inclusive, ensuring people with disability have the services and facilities they need to fully participate in their community.

[Read the draft action plan and have your say by Wednesday 11 June.](#)

