



**CITY OF
PARRAMATTA**

Disability and Inclusion Action Plan Renewal

Stakeholder Engagement Update
February 2022

The story so far

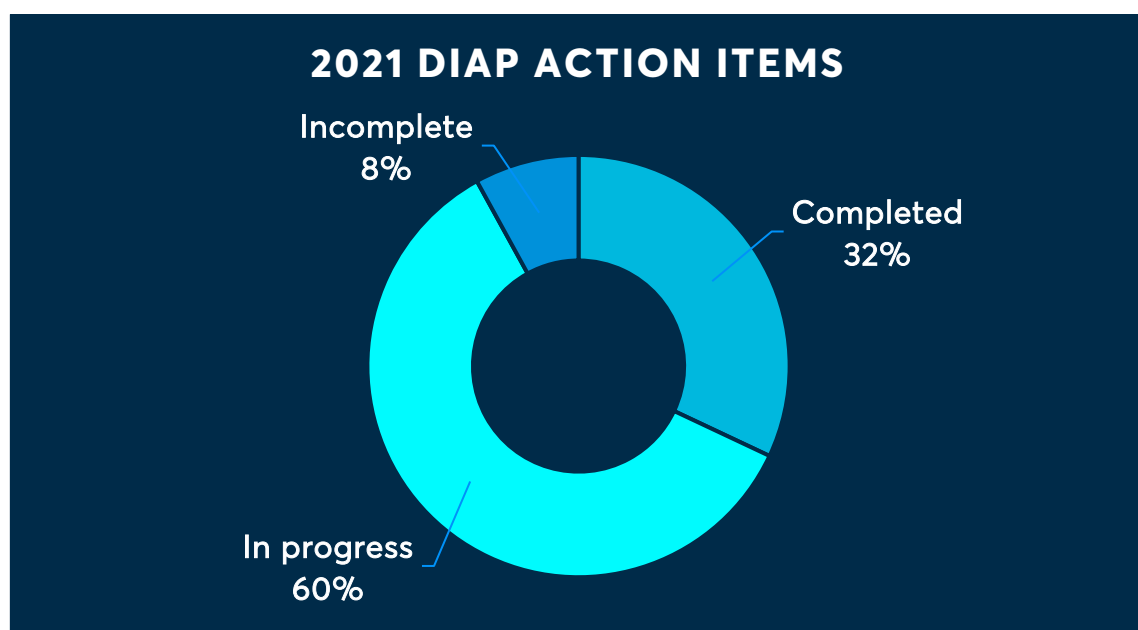
In 2017, the City of Parramatta Council committed itself to the design and delivery of a four-year Disability Inclusion Action Plan (DIAP) for improving community inclusion across four key areas:

1. Develop positive community attitudes and behaviours
2. Create liveable communities
3. Support access to meaningful employment
4. Improve access to services through better systems and processes



This first DIAP was envisaged as the primary tool for Council in identifying and delivering on practical measures to meet the diverse needs of people with disability and build strong and equitable communities.

We produced a DIAP that contained 80 separate action items—with responsibility shared across Council.

As of 30 June 2021, 92% of all DIAP actions were either complete or in progress.



These actions represent progress across all four focus areas towards making better inclusion business-as-usual at Council. Some of the positive changes coming out of the DIAP include:

 DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS		
Ensuring people with disability are represented authentically throughout Council's activities.	Working with Council's Access Advisory Committee to raise awareness on inclusion.	Developed an inclusive sports and recreation directory for the LGA.
Developed and distributed customer focused guidelines on access and inclusion for local businesses and visitor attractions and event organisers.	Provided people with disability opportunities for accessible and inclusive participation in sport and recreation programs.	Coordinated a program to annually mark the International Day for People with a Disability.
 CREATING LIVEABLE COMMUNITIES		
Improvement of the accessibility of footpaths, open spaces and Council facilities and events by using inclusive checklists and policy guidelines.	Ensuring setbacks for buildings in the Parramatta CBD and town centres within the City of Parramatta are accessible, including adopting wider footpath standards.	Inclusion of accessibility development controls within Development Control Plans (DCP), which guides development throughout our major precincts and Parramatta CBD.
Ensuring all large-scale redevelopment sites where new streets are introduced have accessible parking and drop off points.	Ensuring that early planning of parks and recreation projects considers access and inclusion with particular focus on Universal Design.	Engaging community for new and upgraded playground designs.

Ensuring new and upgraded public buildings, facilities and open spaces meet Disability Discrimination Act (DDA), National Construction Code requirements as well as adhering to universal design principles.	Employed a Universal Design Project Officer who has reviewed up to 400 council projects on access and inclusion. This role continues to provide vital oversight on inclusion throughout Council projects.	Planning and building new pedestrian and shared path facilities that improve mobility and accessibility for all community members.
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SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Employed a DIAP Project Officer – this role is responsible for supporting the implementation of DIAP actions across Council and the community.	Development of a Diversity, Equity and Inclusion Strategy (DEIS) for Council.	Employed a Diversity and Inclusion Consultant – this role champions a Council wide approach to inclusion.
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IMPROVING ACCESS TO SERVICES THROUGH IMPROVED SYSTEMS AND PROCESSES

Providing timely, relevant, and easy to read information through channels regarding access and inclusion improvements.	Continually updating Council's website to provide up to date and effective information about access and inclusion.	Continue to provide Auslan interpreted performances and audio description at Riverside theatre performances.
Continue to offer modified performances and support materials to create a more accessible environment for people on the autism spectrum.	Development of strong partnerships with the Disability Sector to ensure programming is guided by best practice approaches.	Ensuring Council meetings are inclusive, and the community are involved in decision making processes. Council meetings are now webcast with a mobile hearing loop available.

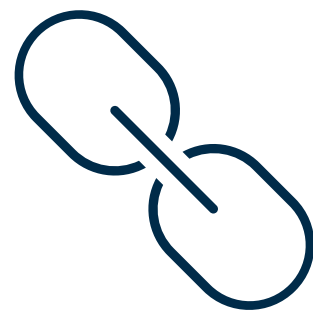
The City of Parramatta is due to have a new DIAP in place by July 2022.

The DIAP 2022-2026 will build on the achievements of the current plan (most of which have now been integrated as Business as Usual) to provide a comprehensive set of agreed actions and indicate how the implementation of the Plan will be monitored, measured and reported on.

It is being developed through a consultative process involving both internal and external stakeholders.

How did we engage with the community?

We wanted to ensure that the new plan is truly reflective of the needs of those with a lived experience of disability, and so we undertook consultations with relevant stakeholders and community members.



To ensure that the consultation was substantive and meaningful, engagement was undertaken in four stages, with each stage building upon and informing the next stage of consultation.

Objectives	
Stage 1	Engagement with community and stakeholders with lived experience
Stage 2	Consultation with the broader community about their experiences, ideas, opportunities they see for the City of Parramatta
Stage 3	City of Parramatta Staff forming new actions and deliverables for the strategy
Stage 4	Public exhibition of the draft DIAP

We have now completed the first three initial stages of community consultation, **where thousands of community members were provided the opportunity to provide feedback and input into the development of the new DIAP.**

In total, over 200 individuals were directly involved in the community consultation process.

Stage 1

Lived experience research

- Council conducted in-depth discussions with people living with a disability
- 45 people participated mostly via an online community forum.
- Participants were able to type or record their voices or videos, which were automatically transcribed to allow all participants to interact

Sector workshops

- A series of workshops with local service providers, peak organisations and advocates in the disability sector
- In total, 36 individuals participated, including 5 who identified as people with disability

Stage 2

Participate Parramatta engagement platform

Council used Participate Parramatta (online community engagement platform) to consult with the broader community to seek their ideas, experiences and suggestions.

The DIAP project page was viewed **1,202** times by **816** visitors, with **22** contributions received from the public.

Stage 3

Internal staff workshops

Nine workshops were held across Council during October to December 2021 to seek feedback on the existing DIAP and identify the scope of the next DIAP actions.

All staff survey

To give Council staff the opportunity to provide anonymous feedback, a survey was sent out to all **1,272** staff. This survey sought staff input through a series of quantitative and qualitative questions.

What did you tell us?

Your feedback

The feedback we received from the community was diverse, detailed, and meaningful.



Key area 1: Creating liveable communities

You told us:

- That accessible facilities and infrastructure are your priorities for creating a liveable community.
- That you want to have a say in the design of new facilities from the beginning and want to see the ongoing improvements to public transport, lighting and footpaths rolled out across the entire LGA.

Key area 2: Developing positive community attitudes

- That more education and training in the community and opportunities for you to speak about your experiences in your own voice.
- You want to be a visible participant in the community to challenge people's assumptions about people with a disability. You believe Council should work with others to create opportunities for people with disability to interact with the community and seek employment.

Key area 3: Supporting meaningful employment

- That you were keen to contribute in meaningful ways and be paid fairly for doing so.
- That discrimination and an unwillingness to make reasonable adjustments act as obstacles to employment.

- You feel Council has an important role to play in setting an example. Building a supportive, welcoming, and respectful workplace where people feel empowered and valued is key to achieving this goal.

Key area 4: Improving access to services through better systems and processes

- That access to information was an integral part of facilitating access to Council services. You suggested the provision of free Wi-Fi in the Parramatta CBD and the establishment of a single accessible community hub.

What comes next?

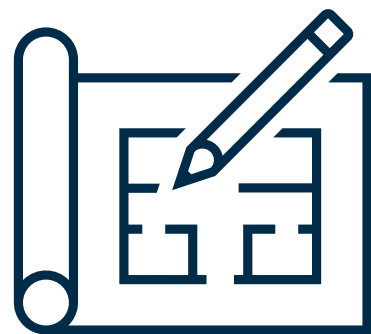
All the feedback we received from you has fed into the development of a new draft DIAP document.

The final stage of engagement will be the formal exhibition of the draft Disability and Inclusion Action Plan (**Stage 4**).

The draft DIAP is anticipated to be open for public exhibition in May 2022 for 4 weeks.

During the period of public exhibition, we will be doing all we can to make the draft as accessible as possible. Look out for:

- Notification to everyone who participated in the engagement process
- Pop up at local Parramatta Farmers Markets in Centenary Square
- Exhibition explainer webinar with Q&A and Auslan interpreter
- A summary: translated into Arabic, Simplified Chinese, Hindi, Korean and in plain (easy) English
- Plain English version of the Draft DIAP document; and
- Frequently asked questions



Submission channels

We will also be providing several different submission channels, to make providing your feedback as easy as possible.

You will be able to make your voice heard via:

- Online guided submissions form
- Hard copy submission form
- Email or post mail; and/or
- Phone

You can contact us via:

Email: participate@cityofparramatta.nsw.gov.au

Phone: 1300 617 058

