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## ATTACHMENTS DISTRIBUTED UNDER SEPARATE COVER

### CCL 26/10/2021 – PUBLIC EXHIBITION OF THE DRAFT DISABILITY INCLUSION ACTION PLAN 2021-2025

**PAGE 003**    **ITEM-98**    **Attachment A:**    Draft DIAP 2021-2025

**PAGE 047**    **ITEM-98**    **Attachment B:**    DIAP Engagement Report

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# DRAFT DISABILITY INCLUSION ACTION PLAN

2021 - 2025



## **Acknowledgement of Country**

**City of Newcastle acknowledges that we operate on the grounds of the traditional country of the Awabakal and Worimi peoples.**

**We recognise and respect their cultural heritage, beliefs and continuing relationship with the land, and that they are the proud survivors of more than two hundred years of dispossession.**

**City of Newcastle reiterates its commitment to addressing disadvantages and attain justice for the Aboriginal and Torres Strait Islander peoples of this community.**

## Lord Mayor's Message

As the global gateway of Greater Newcastle, our City attracts people from a wide catchment for employment, education, tourism, recreation, social and cultural events, services and business. We all know it is a great place to live, work and play, and our City of Newcastle Disability Inclusion Action Plan (DIAP) outlines how we can further enhance access and inclusion for the benefit of people with disabilities and our entire community.

We know that one in six residents of Newcastle has a disability. Based upon 2021 population estimates, this means that 30,835 Novocastrians are living with disability, whether it be mild, moderate, or severe. In presenting the Disability Inclusion Action Plan 2021–2025, I reaffirm that we are committed to ensuring Newcastle is an inclusive community for all people.

The city has benefitted from significant development and renewal over the life of the previous DIAP and will continue to do so for the life of this new plan. I am proud that we have been able to deliver more accessible infrastructure for everyday activities: installing adult lift and change facilities at Nobbys Beach and the Newcastle Museum, creating more inclusive play spaces in parks, and improving Local Centres across Newcastle with easier access to local services. I am pleased that we have been adapting the way we deliver programs, activities and services, as well as the way we communicate with our community. We are not only thinking about accessible infrastructure, but about how people live and interact every day, and how we can deliver our services in a more inclusive way.

Through consultation with the community, we identified that there is more to do, and that *inclusion is everyone's business*.

Thank you to those who contributed through the consultation stage to form this Plan, and to our Access Inclusion Advisory Committee for their advice and input towards implementing our previous Plan and in the development of our updated approach.

I appreciate the dedication of the hard working Committee once again assisting in the monitoring and implementation of the new Plan over the next four years.

## Contents Page

Acknowledgement of Country.....	2
Lord Mayor’s Message .....	3
Statement of Commitment.....	5
Integrating with International, National and State Policy .....	6
Our City .....	8
Community Strategic Plan .....	8
Our Global Commitment – The Sustainable Development Goals .....	9
Newcastle at a Glance .....	10
Demographics and Disability .....	11
Our Strategic Approach .....	17
Our Progress .....	17
Our Role 2021-2025 .....	18
Monitoring and Evaluation .....	20
Our Collaboration .....	21
Our Priorities .....	23
Attitudes and Behaviours .....	23
Liveable Communities .....	24
Employment.....	26
Systems and Processes .....	28
References and Key Documents.....	30
Action Plan .....	31

## Statement of Commitment

**Through this Disability Inclusion Action Plan and other actions, City of Newcastle (CN) commits to:**

- Advocate for the equal rights of all
- Improve the accessibility and inclusiveness of our city and community
- Collaborate with business, government and community groups to make Newcastle a more disability-confident city
- Improve employment opportunities for people with disabilities
- Provide services, programs, events and facilities that are respectful and inclusive of people with disabilities, their families, carers and significant others.

## Integrating with International, National and State Policy

CN's second DIAP is aligned with the United Nations (UN) Convention on the Rights of Persons with Disabilities (2006), the Australian National Disability Strategy (2011), the NSW Disability Inclusion Plan 2015 (DIP) and the *NSW Disability Inclusion Act (2014)*.

The Federal and State Governments are currently creating new Disability Plans. In December 2020, the Federal Government outlined its continued commitment to the objectives of the current strategy and reinforced that a new strategy will set out federal direction for the next decade.

Federal, State, and Local Disability Plans all recognise that people with disabilities should be treated equally to any other members of the community. The UN Convention, the *Commonwealth Disability Discrimination Act 1992* and the *NSW Disability Inclusion Act 2014* state that people with disabilities are entitled to enjoy all human rights, and to have these rights protected by law.

Section 4 of the *NSW Disability Inclusion Act 2014* sets out legal protection for people with disabilities to have the right to:

- Respect for their worth and dignity as individuals
- Participate in, and contribute to, social and economic life and be supported to develop and enhance their skills and experience
- Realise their physical, social, sexual, reproductive, emotional and intellectual capacities
- Make decisions, as other members of the community do, that affect their lives (including decisions involving risk) to the full extent of their capacity to do so, and to be supported in making those decisions if they want or require support
- Respect for their cultural and linguistic diversity, age, gender, sexual orientation and religious beliefs
- Have their privacy and confidentiality respected
- Live free from neglect, abuse and exploitation
- Access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices
- Pursue complaints, as other members of the community do
- Have acknowledgement of, and respect for, the crucial role of families, carers and other significant persons in the lives of people with disabilities, and the importance of preserving relationships with families and carers and other significant persons
- Respect for the needs of children with disability as they mature, and for their rights as equal members of the community
- Respect for the changing abilities, strengths, goals and needs of people with disabilities as they age.

### What does NSW legislation require a Disability Plan to include?

Section 12 (3) of the *NSW Disability Inclusion Act 2014* requires each public authority to prepare a Disability Action Plan, which must:

- Explain how the council regards disability principles
- Detail strategies for providing access to public buildings, events and facilities

- Provide details about how to access information
- Explain how employment opportunities for people with disabilities are to be supported
- Demonstrate opportunities for people with disabilities to access the full range of services and activities available in the community
- Include details of consultation about the Plan with people with disabilities
- Explain how the Plan supports the goals of the State Disability Inclusion Plan.

Through this DIAP, CN aligns its strategies and actions with the principles defined by Section 4 of the *NSW Disability Inclusion Act 2014*, which are also consistent with the national and international frameworks.

### **What are the focus areas of the DIAP?**

The DIAP's four focus areas (consistent with the NSW DIP) aim to create long-term change to enhance inclusion, both within CN's delivery and across the community. These are:

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

### **What is classified as a disability?**

The UN Convention and the *NSW Disability Inclusion Act 2014* describe 'disability' as long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder a person's full and effective participation in society on an equal basis with others.

### **National Disability Insurance Scheme**

The National Disability Insurance Scheme (NDIS), implemented by the Federal Government, has resulted in significant changes to the disability services sector and to the way some people with disabilities access services. Many people with disabilities are not eligible for the services provided under the NDIS, and it is not a vehicle to achieve overall disability inclusion across our community.

The NDIS and other reform actions highlight that *inclusion is everyone's business*. CN and the community can both make a difference. Implementing the strategies and actions of this DIAP will demonstrate that our city is an inclusive place to live, work and play.

## Our city

### 2030 Community Strategic Plan

## In 2030, Newcastle will be a smart, liveable and sustainable global city

We will celebrate our cultural heritage and history, protect our natural environment and support our people to thrive and prosper. As an inclusive community, we will strive for equal rights and access for all. We will face challenges with integrity, innovation and creativity. Support business growth, education and employment opportunities. We will be a leading lifestyle city with vibrant public places and spaces, connected transport networks and unique urbanism. This will be achieved within a framework of open and collaborative leadership.

### Vision Definitions

**Smart** - is a city that puts its community at its centre; enjoys smart and digitally connected public and urban infrastructure; and works to develop a thriving ecosystem to drive innovation and creativity.

**Liveable** - are the factors that influence our quality of life, including the built and natural environments, economic prosperity, social stability and equity, educational opportunity, and cultural, entertainment and recreation possibilities.

**Sustainable** - are both environmental and financial sustainability. Sustainability is about meeting the needs of the present generation without compromising the ability of future generations to meet their needs.

**Inclusive** - is used to reflect the community's desire to not just be welcoming and open, but to actively recognise and embrace differences.

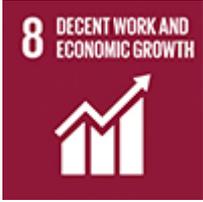
**Community** - refers to everyone; residents, workers, businesses, visitors and stakeholders.

**Newcastle Urbanism** - (refer to CN's Local Planning Strategy) is the built environment that addresses public spaces, is scaled for pedestrians, and respects culture, heritage and place. It includes urban form that encourages safe and activated places, promotes active and healthy communities and provides opportunities for social interaction.

## Our Global Commitment – The Sustainable Development Goals

In September 2015, Australia was one of 193 countries to commit to the United Nation's Sustainable Development Goals (SDGs). Since this commitment, CN has been proactive in the strategic implementation of the SDGs and has included them in core strategic documents.

CN has an essential role in educating and leading the achievement of the SDGs for the region. Their core alignment and implementation has been outlined as follows:

SDG and targets	How it is addressed in the DIAP	
	<p><b>SDG 4:</b> Quality Education – Ensure inclusive and equitable high-quality education and promote lifelong learning opportunities for all.</p>	<p>Education has a strong link to employment outcomes. CN will partner with stakeholders to enhance opportunities for learning, especially lifelong learning.</p>
	<p><b>SDG 8:</b> Decent Work and Economic Growth – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p>Employment is a key theme of the DIAP. People with disabilities have a lower average income than others. CN will increase employment opportunities for people with disabilities internally and across the community, enhancing individual prosperity and community/economic benefit.</p>
	<p><b>SDG 10:</b> Reduced Inequalities – Reduce inequality within and among countries.</p>	<p>The DIAP's actions aim to reduce inequality by providing equal or equivalent access to employment, services, facilities, infrastructure and programs.</p>
	<p><b>SDG 17:</b> Partnerships for the Goals – Strengthen the means of implementation and revitalise the global partnership for sustainable development.</p>	<p>The DIAP is centred around a collaborative approach to implementation. Our actions will be achieved through partnerships, including co-design by people with disabilities.</p>

## Newcastle at a glance

# Newcastle at a glance

## Our population

Newcastle population 2016: 160,700

Population by 2041: 199,700

Greater Newcastle population 2016: 569,900

Population by 2041: 699,200



Source: planning.nsw.gov.au

## Our people



**3.5%**  
of our population identify  
as Aboriginal or Torres  
Strait Islander

Source: Remplan, Ild profile

## Our work



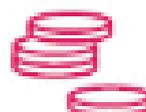
**19.7%**  
jobs in healthcare and  
social assistance

Source: Remplan

## Our economy



median property price  
**~\$600,000**



**\$17.62 billion**  
gross regional product



largest industry  
**Manufacturing**  
**\$4.86 billion**  
 in economic output



**5 million**  
annual visitors

Source: Ild profile, Remplan

## Demographics and Disability

People with disabilities are diverse and disability can be very different from person to person. Disability affects many people, directly and indirectly, in large and small ways. It can be physical, intellectual, sensory and/or psychosocial (i.e. arising from a person's mental health experience). It can be temporary or permanent and can occur from birth or during a person's lifetime. Some disabilities are visible, such as people using a mobility aid to get around, whereas others are invisible, such as a person with a hearing impairment or a form of mental illness. Disability encompasses people across all socioeconomic and demographic groups.

Knowing how many people in an area are living with disabilities, as well as their characteristics, can improve our understanding of their varying experiences. This information helps to foster inclusivity for all by informing planning and provision of the supports, services and communities that enable people with disabilities to participate fully in everyday life.

In 2018, the diversity of people with disabilities in Australia (4.4 million people) included:

- 76.8% who had a physical condition (including arthritis, stroke, acquired brain injury, hearing impairment, vision impairment)
  - 29.6% of which had a musculoskeletal condition
- 23.2% who had a mental or behavioural condition
  - 7.5% of which had psychoses and mood affective conditions (including stress-related conditions, depression, dementia)
  - 6.5% of which had an intellectual and/or developmental condition (including autism spectrum conditions).

Disability prevalence was similar for males (17.6%) and females (17.8%). The likelihood of living with disability increases with age, meaning the longer people live, the more likely they are to experience some form of disability. In 2018:

- 7.6% of children aged 0–14 years had a disability
- 9.3% of people aged 15–24 years had a disability
- 13% of people aged 15–64 years had a disability
- 50% of people aged 65 years and over had a disability. (ABS 2019b)

### Numbers of people living with disability

In Australia, the number of people living with disability is increasing. In 2015, 4.3 million Australians had a disability. Based on 18% of Australians having a disability, that number is estimated to have risen to 4.6 million in 2021 – almost one in every six people. While there has been a slight decrease in the disability prevalence rate across Australia from 18.5% in 2009, the prevalence rate continues to remain relatively stable.

For the Newcastle local government area (LGA), the actual number of Novocastrians living with disability is not available through the ABS Census. However, extrapolating the 18% of the Australian population living with disability to the Newcastle LGA suggests an estimated 30,835 Novocastrians are living with disability (based on the Newcastle LGA population being 171,307 in 2021).

## Level of core activity limitation

Of the 4.4 million Australians who live with disability, almost 3.9 million people have a limitation on the core activities of communication, mobility or self-care, and/or a schooling or employment restriction. Of the total Australian population, it is estimated that:

- 5.8% have a 'profound or severe core activity limitation'
- 8.5% have a 'moderate or mild core activity limitation'
- 1.4% have a 'schooling or employment restriction'.

In the Newcastle LGA, available data from 2016 estimates 9,100 people had 'profound or severe core activity limitation' (5.9% of 155,411 LGA residents – this rate is slightly higher than the Australian rate of 5.8% and the NSW rate of 5.4%). Of these Novocastrians, 4,174 were male (45%) and 5,024 were female (55%). For these figures, core activity limitation is defined as 'needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or 'old age'. (Note: this definition is narrower than the earlier listed definition.)

In addition, just over 8,500 people (5.5%) in the Newcastle LGA in 2016 did not state whether or not they had a 'profound or severe core activity limitation (needing assistance with core activities)', so it is possible that the actual number and proportion of people with disabilities who have profound or severe core activity limitation is higher than stated above. Since numbers of those living with disability who have 'moderate or mild core activity limitation' are not available at the local level, it is possible those numbers could be equal to or greater than those with profound or severe core activity limitation in the Newcastle LGA.

## Carers and support needs

- Of the Australian population (aged 15 years and older), 2.7 million people are carers providing informal or unpaid assistance to family members or others because of a disability, long-term health condition or problems related to old age. Of this 2.7 million people, 15,600 live in the Newcastle LGA (2016). For Newcastle, this represents 12% of the population over 15 years of age, compared to the Australian rate of 11.6% and the NSW rate of 12%.
- In the Newcastle LGA in 2016, just over 10,000 people (aged 15 years and over; 8%) did not state whether or not they 'provided unpaid assistance', so the actual number and proportion of carers in the LGA could be higher than that recorded. Also, there is limited information capturing figures for young carers (under the age of 15 years) across the LGA.
- Of the people who 'provide unpaid assistance' in the Newcastle LGA over the age of 15 years, females are more likely to be carers (59%) than males (41%).
- In Australia (2018), 37.4% of primary carers to someone with a disability have a disability themselves, compared to 15.3% of non-carers who have a disability.

- Approximately 60% of people with disabilities need assistance with at least one activity in daily life.
- As of 2020, 400,000 Australians are supported by the NDIS.
- Approximately 230,000 people under the age of 65 receive services under the National Disability Agreement.

### **Employment of people with disabilities**

- 53% of people with disabilities participate in the workforce, compared with 83% of people with no reported disability (AIH&W 2020).
- The weekly median income of people with disabilities is \$465 – less than half that of people with no reported disability.
- Graduates with disabilities take 61.5% longer to gain full-time employment than other graduates.
- Almost one in five (18.9%) people with disabilities aged 15–24 years experienced discrimination. In almost half of those instances, the source of discrimination is an employer.
- 34% of people with disabilities are managers and professionals.
- The unemployment rate for people with disabilities in NSW increased from 8.2% in 2015 to 10.2% in 2018. In contrast, the unemployment rate for people without disabilities decreased from 4.8% in 2015 to 4.2% in 2018.

### **Disability inclusivity**

A 2017 Australian Human Rights Commission report identified that:

- 36% of people with disabilities are often treated less favourably than customers without a disability
- 28% of people with disabilities experienced discrimination by one or more of the organisations they had recently interacted with
- One in three people with disabilities report that their customer needs are often unmet
- 31% of people with disabilities have avoided situations because of their disabilities.

# A snapshot of people with lived experience of disability in Newcastle



## Estimates of the number of people living with disability

People with profound or severe disability in Newcastle LGA in 2016<sup>1</sup>:



- 9,197 people (or 5.9% of the population) had a 'profound or severe disability, defined as people "needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long term health condition (lasting six months or more) or old age" (NSW = 5.4%)
- An additional 8,549 (5.5% of population) did not state whether or not they had a need for assistance
- Had increased 2.1% since 2011.



A disability is any condition that restricts a person's mental, sensory or mobility functions. Almost 90% of disabilities are not visible.

The likelihood of living with disability increases with age.

- 31% of 55-64-year olds are living with disability.
- Almost 9 in 10 people aged 90 and over (88%) have a disability

17% of the NSW population had a 'reported disability' in 2018<sup>2</sup>, as opposed to 5.4% being recorded as 'requiring assistance' in the 2016 Census- suggesting that the number of people with disability in Newcastle may be higher.

In June 2020<sup>3</sup>, there were **7,542 people** receiving the Disability Support pension in the Newcastle LGA, being 6.8% of people aged 16 to 64 years (NSW=6.4%). This has decreased since June 2017, when there were 8,385 or 7.8% (NSW=5.3%)



### In Australia in 2018 of people living with disability:<sup>4</sup>

- 77% reported a physical disorder as their main condition, the most common being a musculoskeletal disorder (30%)
- 23% reported a mental or behavioural disorder as their main condition.

### In Newcastle LGA in 2016<sup>5</sup>:

- Stockton - Fullerton Cove SA2 had the highest proportion of people 'needing assistance' (16%) followed by Wallsend - Elermore Vale (8.3%) and Beresfield (7.8%). In total, these 3 areas accounted for 2,687 people.

### Where do people with disability live?



### Age

#### In Newcastle LGA in 2016<sup>6</sup>:

- 74% of people who required assistance were aged 45 years and over (NSW=77%)
- 35% were 75 years and over (NSW=39%)
- The largest age bracket was for 85 years and over (19%)
- Only 12% were under 20 years of age.

Although there was a 5% increase in the number of people needing assistance from 2011 to 2016 (compared to 4.6% growth in the general population), there were marked differences in changes in various age groups:

- younger people between 5 and 34 years = 31 to 38% increase
- older people = decreases of up to 19% (75-84 years).

### Income

#### In the Newcastle LGA in 2016<sup>7</sup>:

- Only 21% of people 'requiring assistance' had a weekly personal income of \$650 or more, compared to 60% of people not requiring assistance
- The most represented income brackets for people 'requiring assistance' were between \$300-\$500 per week – at 44%, compared to 18% of people not requiring assistance
- The proportion of people requiring assistance who did not state their income was 15%, compared with only 2% of people not requiring assistance.



### Employment and labour force participation

#### In the Newcastle LGA in 2016, of people over 15 years who needed assistance with core activities<sup>8</sup>:

- 88% were not in the labour force (31% for people who have no need for assistance)
- 9.6% were employed (713 people) (63.6% for people who had no need for assistance)
- Unemployment rate was 12.7% (7.3% for people who had no need for assistance)
  - 60 were looking for full-time work and 93 for part-time work



### Education level

#### In the Newcastle LGA in 2016, of people who needed assistance with core activities<sup>9</sup>:

- 25.7% had a secondary education of Year 9 or below (7.8% for people who did not require assistance)
- 4.9% had a Bachelor degree (18.2% for people who did not require assistance)
- 1.2% had a Postgraduate degree (5.6% for people who did not require assistance)
- 23% did not state or adequately describe their educational level (6.5% of people who did not require assistance)



<sup>5</sup> ABS Population Census 2016 using Tablebuilder  
<sup>6</sup> Australian Bureau of Statistics, 2020, Cat No 4202 - Disability, Ageing and Care, Australia: Summary of Findings, 2016  
<sup>7</sup> Public Health Information Development Unit, Feb 2021 and 2020  
<sup>8</sup> Australian Bureau of Statistics, 2020, Cat No 6202 - Disability, Ageing and Care, Australia: Summary of Findings, 2016  
<sup>9</sup> ABS Population Census 2016 using Tablebuilder  
<sup>10</sup> ABS Population Census 2016 using Tablebuilder  
<sup>11</sup> ABS Population Census 2016 using Tablebuilder  
<sup>12</sup> ABS Population Census 2016 using Tablebuilder  
<sup>13</sup> ABS Population Census 2016 using Tablebuilder

A summary sheet of Demographic analysis to inform Newcastle City Council Disability Inclusion Action Plan  
 Prepared by Jan Falding, May 2021

NS:  
 - SA = Statistical Area (geographical area used in Population Census)  
 - All references unless specified are Australian Bureau of Statistics 2016 Census data for Newcastle LGA

## **Economic benefit of universally accessible businesses and employing people with disabilities**

Cities are enhanced when everyone can actively participate in social and economic life. Improving accessibility and inclusion of a city can attract domestic and international tourism. The ageing population of Australia also indicates that there will be a higher demand for accessible tourism, as the prevalence of disability increases with age.

Economic analysis by Monash University indicates that retail environments with universal accessibility can have a 20–25% higher turnover when compared to non-accessible environments. In 2019, PwC Australia identified that the annual disposable income of people living with disability is \$40 billion, and that there is potential for a \$4 billion increase in retail revenue by designing better products and services.

Research has also shown that 89% of organisations that employ people with disabilities identify positive benefits, 61% report increased workplace morale, 49% indicate an increased ability to fill skill gaps and 42% report increased productivity.

Of employees with disabilities, 90% record productivity rates equal to or greater than other workers and 86% have average or superior attendance records.

*‘Australia’s future prosperity depends on our ability to include people who bring difference in all its many dimensions to our national endeavours.’*

Professor Ian Harper, Dean of Melbourne Business School

## Our strategic approach

With the introduction of the *NSW Disability Inclusion Act 2014*, it became a mandatory requirement for local government authorities to have a DIAP. CN was the first council in NSW to adopt its mandatory DIAP, developing our Plan a year earlier than required. Our first DIAP defined how we would undertake specific actions to reduce potential barriers faced by people with disabilities when living in, working in and visiting our LGA.

CN's initial DIAP was aligned with the NSW Government's Disability Inclusion Plan 2016. Its aim was to remove barriers within systems and attitudes to give people with disabilities a better opportunity to live a meaningful life and enjoy the full benefits of membership in the community. This is achieved not only by actions within our organisation, but also by actions and collaboration focussed on the broader community.

The four key focus areas of our previous DIAP and this Draft DIAP are aligned with the NSW DIP:

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

The initial DIAP (2016–2019) had 18 strategies with 57 actions. Over the life of the Plan, we learnt that it was broad and ambitious, and could be improved by being:

- More specific on internal delivery responsibilities and drivers
- More effectively implemented through broader staff training
- Better measured, monitored and reported on.

### Our Progress

The initial DIAP achieved significant progress in multiple areas across the organisation. In total, 55 of the 57 actions have been completed or progressed towards completion, while two have been reconsidered and will be achieved by means other than the DIAP.

Some highlights of the initial DIAP include:

- Establishing the Access and Inclusion Advisory Committee (AIAC), whose members include people with lived experience of disabilities, carers, disability services sector employees and other disability advocates.
- The Count Us In Newcastle program, a month-long program of events and activities focussed on disability inclusion and increased engagement with the broader community
- Installation of accessible adult lift and change facilities at Nobbys Beach and Newcastle Museum, and an audit of other potential locations for these higher-level facilities

- Inclusion of people with lived experience of disabilities in co-design of specific projects and programs, e.g. Stevenson Park, Foreshore Park, Newcastle Ocean Baths
- Incorporating inclusive design and consultation in our Local Centres Upgrade Program, to achieve accessibility improvements
- Inclusion of accessible activities in events e.g. implementation of sensory zones at New Year's Eve celebrations
- Training of external event organisers on how to run inclusive events, and encouragement to plan accessible activities and provide access information
- Staff training on disability awareness and creating more accessible content, programs and built environments
- Delivery of new and improved infrastructure in the public domain, including accessible and inclusive playground features
- Facilities improvements, e.g. the introduction of wedge mats for better seating options at Civic Theatre for wheelchair users; improved access to City Hall via automatic doors
- Improvement in program planning and inclusive customer service delivery at CN facilities including Newcastle Art Gallery, Libraries, Newcastle Museum and Civic Theatre
- Data sharing to assist with better orientation and mobility across the city
- Publishing of online mapping of accessible parking and other features
- Development of an Inclusive Sports and Cultural Activities Guide
- Increase in accessible-format CN documents available in hard copy and online.

## Our Role 2021-2025

The Community Strategic Plan (CSP) represents the highest level of strategic planning undertaken by local councils as part of the NSW Integrated Planning and Reporting Framework. It identifies the main priorities and aspirations of our community and provides a clear set of strategic directions to achieve the community's vision with a 10-year horizon. CN is currently reviewing our Newcastle 2030 CSP and working towards developing our next CSP, Newcastle 2040.

A guiding principle of the Newcastle 2030 CSP is 'consider social justice principles of equity, access, participation and rights'. The development of the DIAP 2021–2025 demonstrates how we are aiming to deliver on the above social justice principles as they relate to disability inclusion within our community.

Many of the ways we deliver on social outcomes are outlined via our CSP. However, the DIAP specifically outlines our various roles in creating a more disability-friendly community. Our DIAP actions are focussed on how we will act as an organisation internally over the next four years, and on what we hope to achieve in the wider community.

CN will undertake a range of roles in delivering positive outcomes for the community, including the following:

We will **collaborate** with State and Federal Governments, community-based organisations and the business community, ensuring our collective efforts are

aligned and targeted to achieve the greatest outcomes. We will aim to add value to each other's programs and projects for the benefit of our community.

We will **advocate**, where necessary and appropriate, to improve access to services and achieve positive social outcomes related to disability service provision and inclusion.

We will **provide** facilities, grants, services and programs that enhance and maintain the social, cultural, health and recreational needs of our community.

We will **lead** on key community issues, mobilise allies as needed, bring together partners, and facilitate and negotiate for our community. We will enable our community to deliver equity for all its members through communication, planning, research and strategy.

We will be a **capacity builder**, facilitating local responses to identified needs. We will build capacity within the community for people to connect and support each other, reducing isolation and enhancing a sense of belonging.

We will **demonstrate** co-design principles, support evidence-based approaches, mentor and encourage innovation, and offer grants and/or support to community responses.

We will **build** more liveable places and spaces, accessible buildings, amenities and other infrastructure that caters to an ageing and diverse population.

## Monitoring and evaluation

CN reports to the community on the progress of implementing the DIAP via our Annual Report. NSW Government legislation also requires local governments to submit an annual update on the progress of their DIAPs to the NSW Disability Council.

The AIAC was established as part of our inaugural DIAP. Through regular meetings, the AIAC shapes and advises on the development, implementation and monitoring of the DIAP. The AIAC's members include people with lived experience of disability, carers, disability service providers, disability advocates and councillor representatives. The committee provides CN staff with the unique opportunity to enhance delivery through insight from highly relevant stakeholders.

The actions identified in this DIAP should not be seen as the only actions CN is undertaking, or will undertake, to promote a more inclusive community between 2021–2025. However, the Plan indicates identified priorities and actions formulated in response to research as well as internal and community consultation.

## Our collaboration

In developing this Draft DIAP, CN has undertaken the following research, consultation and engagement activities:

- Engaged a demographer to research the profile of disability across the city, including consideration of intersectional factors
- Reviewed the previous DIAP and implementation reports
- Reviewed other relevant literature, including the Sax Institute review of the NSW DIP 2018
- Conducted internal stakeholder engagement with all directorates of CN
- Conducted external stakeholder engagement and activities as indicated below:

### ***Online Survey & Have Your Say***

Initial consultation was undertaken in late 2019, including an online survey where 106 people participated. The highest three postcode responses were from 2300, 2303 and 2304.

A simplified form was also available on the CN Have Your Say website to broaden opportunity for comment.

### ***In-Person Sessions***

In November and December 2019, three community workshops were facilitated by CN and an external engagement specialist, with 29 people attending.

Drop-in Sessions were also hosted at Wallsend Library and Newcastle Library on four separate occasions in November and December 2019 to encourage community members to drop in and make comments.

### ***Theme Consolidation Session***

Initially delayed by COVID-19, this session was held in December 2020 at Newcastle Museum with a focus group.

### ***Engagement Promotion***

Opportunity to be involved with the development of the DIAP was promoted across print media advertising, printed materials, radio advertising, email, online newsletters, social media advertising, and social media posts on Facebook, Twitter and LinkedIn.

### ***Co Design with AIAC of engagement activities***

The AIAC was consulted on the design of engagement activities throughout the consultation journey and were often in attendance as participants of face to face and virtual sessions.

## What you told us

The key message across engagement is that we have made progress as a community, but there is still more to be done.

This is some of what you told us:

- CN could more broadly promote accessibility improvements to communicate the value of universal access for the whole community.

- Tailored communication towards people with disabilities could build community confidence and improve the understanding of progress being made on disability inclusion.
- Many people with disabilities experience a level of inequality in areas such as recognition, treatment with dignity and respect, appreciation of diversity, and access to economic opportunities, information, resources and employment.
- Public domain planning needs to routinely include engagement with and consideration of the diversity of disabilities and the realisation of public spaces and infrastructure which accommodate all people, including accessible parking and toilets.
- Access to information could be improved – such as accessible print formats and use of Australian Sign Language (Auslan).
- Planning of engagement activities, events and programming should routinely include consideration of accessibility and inclusion.
- A higher profile of the AIAC should be supported.
- CN should aim to be a leader, advocate, capacity builder, business leader and employer of choice for people with disabilities, as well as a provider of inclusive volunteer opportunities.
- Access to social, recreational and cultural opportunities could be improved.
- Transport and access could be improved.
- Opportunity to work with industry to develop and promote inclusive tourism product.
- More diversity of disabilities should be represented in CN publications.
- People with disabilities should be supported to be business owners/entrepreneurs.
- People with disabilities should be considered during natural disasters and emergencies.
- There should be more accountability for delivery and improvement of accessibility and inclusion.

## Our priorities

### Attitudes and behaviours

In 2020, the Centre of Research Excellence in Disability and Health released a report based on a national survey of community attitudes towards people with disabilities in Australia. This report confirms why addressing attitudes and behaviours is so important in creating a more inclusive community.

*‘Attitudes can have a significant impact on the lives of people with disability. Attitudes are related to disability-based discrimination and social exclusion, which in turn impact the health and wellbeing of people with disability.’*

In preparing the DIAP, CN collected comments through local consultation. These comments identified that many people with disabilities in our community experience inequality in areas such as recognition, treatment with dignity and respect, customer experience, and access to information, resources, economic opportunities and employment.

The above factors reinforce why this DIAP includes actions aimed at addressing attitudes and behaviours across our organisation and the wider community.

In our 2020 DIAP Consultation Report, we asked, *‘What can we do to help build positive attitudes both within CN and the broader community?’* The top three responses to this question were:

- More inclusive and accessible events and spaces where all people can participate equitably
- Consult with people who have lived experience
- More public awareness and education.

Progress Example	Snap Benefit Example
<p>At the request of the AIAC, CN developed a three year ‘Count Us In Newcastle’ program as a way to demonstrate the contribution that people with disabilities make to the community. Instead of a one-day event on 3 December each year on the International Day of People with Disability, ‘Count Us In’ is a month-long program including disability awareness training, cultural and arts events, inclusive sports and games, and a range of other events to highlight inclusion.</p> <p>Count Us In Newcastle was held in 2019 and 2021, with the 2020 program being impacted by COVID-19. In 2021, 43 events were hosted, with nearly 1,000 people attending a wide range of activities. This included CN supporting the NSW Sports Inclusion Day at Newcastle Basketball Stadium, where 300 children participated in 10 different sports. The Count Us In Newcastle program was diverse, with everything from sessions on Guide Dog etiquette and improving customer service to events including a karaoke night, self-defence and art classes, accessible fishing at the wetlands, and salsa and Zumba dance lessons.</p>	<p>Training and events are delivered by people with disabilities, enhancing understanding of their contribution to the community.</p> <p>Staff are better equipped to deliver services in a disability-confident manner.</p> <p>Opportunities for people without disabilities to engage with people with disabilities enhances understanding for all, builds networks and provides positive experiences.</p>
Learning Example	
<p>As a result of asking the community for ideas for the Count Us In program through an expression-of-interest process, 17 partnerships were formed and a broader range of events was included in the program. Many of these events were delivered by people with disabilities.</p>	

## Liveable communities

The NSW Government defines 'liveable communities' as places where people have the opportunity to exercise their rights to live, learn, work and play, to feel safe, to belong, to raise a family and to grow old. People with disabilities can experience fewer opportunities to engage with their community as a result of various barriers – constructed barriers in the built environment, as well as barriers to accessing transport, housing or other local services and supports.

Creating liveable communities is about more than just increasing physical accessibility. It is about creating opportunities for social participation, improving the quality of personal and commercial interactions, and ensuring equivalent access to information in various formats and platforms.

Liveable communities:

- Enhance personal independence
- Enable people with disabilities to live in the community instead of an institutional setting
- Provide opportunities for people of all ages, ability levels and backgrounds to engage fully in civic, economic and social life.

In its 2019 report, *The Benefit of Designing for Everyone*, the Centre for Inclusive Design acknowledges that design that embraces diversity maximises widespread access and usability. Both individuals and organisations benefit from making inclusive design a standard practice. Inclusive design should be used at the beginning of the design process, as the cost to implement inclusive design increases the later it is introduced.

The challenge for CN is to make sure our public spaces, facilities, information and services are inclusive and accessible for all. This makes our city more attractive not only to residents but to visitors and tourists, improving our reputation as an inclusive community.

These factors reinforce why liveable communities are so vital to people with disabilities and the community as a whole. The following actions state how we aim to address these factors over the next four years.

Progress Example	Community Outcome
<p>As CN upgrades various Local Centres, inclusive design and delivery has seen significant improvements for accessibility. Some of the features that improve liveability in these Local Centres include examples such as choice of pavement material, creation of continuous pathways of travel, increased pathway widths, street furniture that supports people across the life span, accessible water fountains, improved accessible parking, safer crossings, and improved entry levels to premises.</p>	<p>Approximately \$7 million is being spent each year on Local Centres upgrades, which include significant access improvements.</p> <p>Maximum benefit for the community is obtained by focussing on improving access in Local Centres, and by delivering improvements in multiple locations across the LGA where people meet and do their daily tasks.</p>
<p>CN has been implementing more inclusive play features and designs into our parks and playgrounds. Opportunities to encourage play</p>	<p>Making local communities accessible promotes</p>

<p>for all children are important. Instead of developing separate play areas, prioritising inclusive features and design promotes greater interaction between people with disabilities and people without disabilities. Blackbutt Reserve, Brickworks Park and Stevenson Park are just a few examples.</p>	<p>independence and dignity for all community members.</p> <p>Providing inclusive play equipment and playgrounds allows for people of all abilities to play together and encourages intergenerational play.</p>
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### Learning Example

CN makes significant investment in Local Centres, playgrounds and parks. It is more difficult to retrofit these locations during upgrades, meaning that consideration of ways to 'hub' features together to increase connectivity is vital – good design leads to savings in the longer term. It is equally important to listen to people with lived experience of disabilities so that the principles of co-design can be put into practice. This was demonstrated in CN's collaboration with Variety Australia, the Children's Charity, on the design of Foreshore Park.

## Employment

Access to meaningful employment for people with disabilities has a significant impact on health outcomes and socioeconomic circumstances. People with disabilities have lower personal incomes and are twice as likely to be unemployed as people without disabilities. With an ageing population, Newcastle and Australia can expect to have more people with disabilities within the workforce in the future.

Disability inclusiveness within employment has been shown to lead to:

- Increased levels of engagement and productivity
- Better workplace morale
- Diversity in problem-solving approaches
- Enhanced teamwork
- Reduced absenteeism
- Opportunities to learn about the challenges faced by individuals with disabilities firsthand.

Employment opportunities contribute to a sense of self-empowerment and identity for people with disabilities. This can lead to positive health outcomes for the individual, as well as a potentially decreased reliance on social services, which has greater economic impacts.

In its 2019 review of the NSW DIP and sample DIAPs from across NSW, the Sax Institute identified that one effective measure to improve employment of people with disabilities within an organisation was the establishment of a Disability Employment Network (DEN). These networks are voluntary workplace groups comprised of employees with disability, employees with carer responsibilities and employees with an interest in disability inclusion.

Through local consultation, the following actions were suggested to address employment barriers (top three response themes):

- Awareness, support and education for employers (29%)
- Increase flexible working hours (16%)
- Hire more people with disabilities (16%).

Additional suggestions included more training programs for people with disabilities, as well as incentives for businesses to employ people with disabilities, advertise targeted positions, provide more accessible parking and implement supportive workplace policies.

Progress Example	Community Outcome
<p>The inaugural DIAP identified that staff training on disability awareness could be enhanced. In 2016 and 2018, diverse programs of disability-related training were offered to staff, ranging from training in technical skills (such as conducting a building access audit) to creating accessible online content, delivering accessible events, improving access in libraries, museums and galleries, and implementing universal</p>	<p>Auslan training for staff in 2021/2022 Will help prepare our city for the National Deaf Games in April 2022 and promote the message that CN is a disability-friendly place to work.</p> <p>Staff training via Guide Dogs NSW helps our customer-facing staff better understand how to provide services for people with low or no vision and helps create a more disability-friendly workforce.</p>

<p>access in outdoor design. In total, 250 staff took part in these activities.</p> <p>In 2019 and 2021, Count Us In Newcastle also offered and delivered opportunities for staff and some community members to take part in our training efforts, building on our desire to ensure Newcastle is an inclusive city to reside in, work in or visit.</p> <p>Moving forward, CN will continue to develop our capacity to enhance diversity. We are currently developing an internal plan on diversity and inclusion, which will be led by our People and Culture directorate and will further build on our DIAP progress.</p>	<p>Count Us In Newcastle provided employment opportunities for people with disabilities to show their job-readiness and skills.</p> <p>CN's support of various Community Disability Alliance Hunter programs and Challenge Community Services' Start Up Program has promoted entrepreneurial opportunities and peer support employment projects.</p> <p>CN's support of the National Innovation Games in 2021 focussed on disability inclusion.</p> <p>Amplify Access &amp; Achieve Purposeful Profit, a NewSkills program for the business community, demonstrates CN's commitment to business and employment opportunities.</p>
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### Learning Example

Cultural change takes time, both in a community sense and within an organisation. Significant and ongoing effort is required to listen effectively to people with disabilities about how to improve employment and deliver more inclusive programs and services, but this process can yield benefits for the whole community. Every dollar spent on ensuring more people with disabilities are in employment returns great value to the community and the individual.

Our developing Diversity and Inclusion Plan will guide us internally on this journey to ensure we increase the employment percentage of people with disabilities at CN. Our DIAP actions will also support our efforts to promote employment of people with disabilities within the broader community.

## Systems and processes

### *Improving access to mainstream services through better systems and processes*

CN will act to improve our systems and processes, enabling easier access to information, services and activities. We will actively encourage people with disabilities to participate fully in all aspects of citizenship by providing equitable access to mainstream services.

Community feedback has identified that progress is being made to improve access to CN facilities and services. The community acknowledged Libraries, the Civic Theatre and the Newcastle Museum have become more inclusive in their understanding, design and delivery of services. Examples include the trial of an orientation app, improved access within buildings, floor wedges for the Civic Theatre, automatic doors in City Hall, specific tours and programs, enhancement of staff skills, removal of high counters, and a better understanding of both the diversity of disabilities and the customer journey for people with disabilities.

Another highlight from the last four years has been the implementation of the AIAC. Feedback from Committee members indicates the group provided opportunities for engagement and direct access to both elected Council, CN staff and organisational processes for people with disabilities.

DIAP consultation identified the following:

- Web content accessibility and document production is improving, however the number of documents available in alternative formats could increase, e.g., Easy Read, large print, Word only and accessible PDF
- Engagement activities and communication processes have improved; however the continued use of interpreters and captions is vital.
- Event planning and delivery has improved, resulting in more inclusive events.
- Programs like Count Us In highlight staff disability considerations in service delivery.
- A commitment to increasing disability awareness training is evident.
- Co-design with stakeholders on key projects.
- Services like the Library Home Delivery service and the Bin Assistance program offered by Waste Services require increased promotion.
- A strong past focus has been on physical access considerations. A better understanding of the diversity of disabilities can make systems and processes more inclusive, supporting those with hidden disabilities.

CN will continue to actively engage with people with disabilities, their families, carers and significant others to enhance access to mainstream services. We will also work with peak bodies and advocates to better understand how we can improve. Our actions on page 32 outline next steps.

Progress Example	Community Outcome
<p>Accessible Content/Website Accessibility</p> <p>CN distributes a high volume of collateral every year, as well as documents and forms that assist us and</p>	<p>The DIAP is produced in multiple formats including Easy Read, Word only and accessible PDF. Other</p>

<p>the community in the delivery of services. Whether it is information about what's on in Newcastle, community engagement that is underway, new building projects, or media releases, our communications are legally required to be provided in an inclusive way, available in alternative formats for people with disabilities.</p> <p>CN audited our web content and determined that improvements can be made to comply with accessibility requirements. We implemented a monitoring tool to also assist with this task. We are committed to achieving Web Content Accessibility Guidelines (WCAG) 2.0 AA compliance.</p> <p>Over the last four years, CN has implemented staff training sessions about creating accessible content online and in hard copy. We continue to enhance the accessibility of our information for our community.</p> <p>Being able to produce accessible content ensures that we encourage people with disabilities to come to events, visit our city, start their own business or undertake another economic activity, participate in the democratic process, or socialise in one of our venues.</p>	<p>strategic documents are also produced in multiple formats. CN utilises current and emerging platforms to reach our audience and will continue to enhance the provision of accessible information for our customers.</p> <p>CN's Customer Experience Service Unit works to continually improve the customer experience focus of the organisation through process improvement. This is delivered primarily via the Customer Service Centre and the Customer Experience Strategy, though all service units have a role in delivering inclusive content for our customers.</p>
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### Learning Example

The creation of inclusive content cannot be localised to one team or service unit. CN has many touchpoints with the community, and at times via third parties through grants. This requires an understanding of the maxim: *inclusion is everybody's business*. Content producers at CN will continue to enhance their skills and understanding of alternative formats, improve knowledge of mandatory requirements, and undergo training to facilitate improved delivery. In addition, information about how and where to access alternative formats will be promoted more broadly to increase community engagement with local government processes. We need to talk more with the community about alternate formats.

## References and Key Documents

- *Attitudes Matter: Findings from a national survey of community attitudes toward people with disability in Australia*. Centre of Research Excellence in Disability and Health, The University of Melbourne. Bollier AM, Sutherland G, Krnjacki L, Kasidis V, Katsikis G, Ozge J & Kavanagh AM. (2021).
- *City of Newcastle Disability Demographic Analysis* by Jan Fallding (2020)
- *Disability Statistics* Australian Network on Disability  
Cited May 2021 <https://www.and.org.au/pages/disability-statistics.html>
- *Disability support services: services provided under the National Disability Agreement 2018–19*, Australian Institute of Health and Welfare Bulletin 149 (2020)
- *Good Access is Good Business* (2012)) Monash University for City of Melbourne
- .idcommunity Forecast.id (2021) <https://forecast.id.com.au/newcastle>
- *Missing out: The business case for customer diversity* 2017, Deloitte for Australian Human Rights Commission
- National Disability Strategy 2010–2020 (2011)
- Newcastle Local Housing Strategy (2020)
- NSW Disability Inclusion Act (2014)
- *People in Australia with Disability*, Australian Institute of Health and Welfare (2020)
- Sax Institute Review of the NSW Disability Inclusion Plan 2018 – Final Report (2019)
- Statement of Continued Commitment: National Disability Strategy (2020)
- *The Benefits of Designing for Everyone (May 2019)* Prepared by PwC Australia for Centre for Inclusive Design
- *The economic benefits of improving social inclusion*, Deloitte Access Economics (2019)
- United Nations Convention on the Rights of Persons with Disabilities (2006)

## Action Plan

### Focus Area 1: Attitudes and Behaviours

City of Newcastle (CN) demonstrates positive attitudes and behaviours regarding disability inclusion across all aspects of our organisation and acts to facilitate positive attitudes and behaviours throughout the community.

Objective	Action	Output/Outcome	Responsibility	Timeframe-Target	Measure
1. Demonstrate leadership in public programming.	1. Develop and deliver programming that promotes or enhances attitudes and behaviours related to disability inclusion and reflects the diversity of disabilities.	<ul style="list-style-type: none"> <li>• CN delivers and supports programs that enhance positive attitudes and behaviours and are accessible and inclusive.</li> </ul>	City Wide Services	Annually	<ul style="list-style-type: none"> <li>• Program enhancements/additions</li> <li>• Numerical reach of programs</li> <li>• People with disabilities delivering, creating, co-designing, and participating in programs</li> <li>• Programs include an accessibility and inclusion statement/information.</li> </ul>
2. Improve CN's visual representation of people with disabilities in content, promoting abilities and participation in all aspects of life, including employment at CN.	2. Use content that includes people with disabilities when representing/depicting the community.	<ul style="list-style-type: none"> <li>• Incorporation of people with disability into photography brief where possible</li> <li>• City wide stock-photography shoot undertaken to include people with disability</li> <li>• Positive images of people with disabilities are regularly represented in CN publications and content</li> <li>• Increased awareness of disabilities across content</li> </ul>	Strategy and Engagement	Year 3 to 4	<ul style="list-style-type: none"> <li>• Images used include people with disabilities at a minimum of 5% to reflect the global proportion of people with disabilities</li> <li>• Year-on-year improvement.</li> </ul>

		<p>producers and the community</p> <ul style="list-style-type: none"> <li>• Increased representation of staff with disabilities</li> <li>• Improved stock of images representing diversity.</li> </ul>			
3. Equip CN staff with knowledge and skills to demonstrate appropriate attitudes and behaviours regarding disability inclusion.	3. Enhance disability awareness component within staff induction process.	<ul style="list-style-type: none"> <li>• Via induction, all new staff complete an introduction to disability awareness and understand CN's legislated responsibility and commitment to disability inclusion.</li> </ul>	People and Culture	Year 1 to 2	<ul style="list-style-type: none"> <li>• Enhancement of disability awareness within staff induction process.</li> </ul>
	4. Deliver and promote staff opportunities for disability awareness training and specialist skills development training related to disability inclusion on an annual basis.	<ul style="list-style-type: none"> <li>• All staff have the opportunity to undertake disability awareness training and specialist training related to their role, and are accessing this training</li> <li>• Knowledge and skills are enhanced, improving customer experience</li> <li>• Staff are trained on accessible content development (including online content) and differentiated accessible formats of publications.</li> </ul>	People and Culture	Annually	<ul style="list-style-type: none"> <li>• Number and percentage of staff undertaking disability awareness and specialist training by directorate per annum</li> <li>• Range of training provided</li> <li>• Percentage of training provided by people with lived experience of disabilities.</li> </ul>
	5. Facilitate Access and Inclusion Advisory Committee (AIAC).	<ul style="list-style-type: none"> <li>• Members of the AIAC, CN staff and councillors meet regularly to discuss implementation of the DIAP</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• AIAC meets a minimum of 4 times a year</li> </ul>

		<p>and other disability inclusion-related matters</p> <ul style="list-style-type: none"> <li>• People with disabilities, carers and significant others, and disability advocates and service providers are engaged with local government and enhance service provision.</li> </ul>			<ul style="list-style-type: none"> <li>• Attendance at meetings by members including councillors and senior management</li> <li>• Range of projects brought to AIAC for consultation and advice.</li> </ul>
<p>4. Improve promotion of CN programs and services to better inform internal and external stakeholders about continuous improvement in access and inclusion.</p>	<p>6. Promote and inform the community and CN staff about access and inclusion improvements, utilising internal and external communication channels.</p>	<ul style="list-style-type: none"> <li>• Staff and community have better information about inclusion deliverables from CN. Universal access benefits are appreciated for the whole community</li> <li>• Knowledge of improvements enhances community confidence in access and inclusion</li> <li>• A dedicated communications strategy is developed and implemented, with the primary focus being improvement and achievement in the access and inclusion space.</li> </ul>	<p>Strategy and Engagement</p>	<p>Year 1 to 2</p>	<ul style="list-style-type: none"> <li>• 10 pieces of content delivered annually, e.g. <i>NovoNews</i>, e-newsletters, media releases, social media articles.</li> </ul>

## Focus Area 2: Liveable Communities

City of Newcastle (CN) acts to create and enhance spaces, infrastructure, experiences, facilities, events, programs, services, opportunities, and neighbourhoods, improving liveability for the whole community. CN does this by listening to the community and seeking to co-design solutions that enhance health, wellbeing, housing, transport, socialisation, recreation, employment, business and other outcomes.

Objective	Action	Output/Outcome	Responsibility	Timeframe	Measure
5. Create and contribute to liveable and accessible public places.	7. Continue to improve the accessibility of the public domain via renewal programs, Local Centres upgrades and new capital projects.	<ul style="list-style-type: none"> <li>Public domain spaces and improvements enhance the liveability and accessibility of the city</li> <li>Increase of accessible shared pathways; creation of accessible connectivity hubs; creation of accessible thresholds and kerb ramps; improved materiality; installation of accessible viewing platforms, Tactile Ground Surface Indicators (TGSIs), shade structures, accessible signage and inclusive furniture/fittings/play equipment; improved wayfinding</li> <li>Exploration and/or creation of innovative inclusion features in public domain such as designated quiet spaces, sensory areas or smart technology</li> </ul>	Infrastructure and Property  City Wide Services	Annually	<ul style="list-style-type: none"> <li>Access and inclusion deliverables considered at concept development and preliminary design</li> <li>People with disabilities and specialist consultants engaged in co-design/planning of identified projects</li> <li>Delivery of improved access and inclusion in public spaces.</li> </ul>

		<ul style="list-style-type: none"> <li>Public domain and recreation infrastructure is accessible; its design, maintenance and management enables people with disabilities to move through the city with dignity and independence.</li> </ul>			
	8. Upgrade accessible parking information resource linked to geospatial data and seek relevant tech solutions to enhance experience for people seeking accessible parking in Newcastle LGA.	<ul style="list-style-type: none"> <li>Audit/data management system developed and enacted</li> <li>Improved accessible parking information.</li> </ul>	Governance Strategy and Engagement	Year 1 to 2	<ul style="list-style-type: none"> <li>Accessible parking information updated on web and other applications</li> <li>Tech solutions explored to improve access to accessible parking; upgraded Easy Park app/other.</li> </ul>
	9. Deliver accessible transport-related infrastructure.	<ul style="list-style-type: none"> <li>Transport-related infrastructure is enhanced and maintained, providing better access.</li> </ul>	Governance Infrastructure and Property	Annually	<ul style="list-style-type: none"> <li>Number of transport-related upgrades delivered.</li> </ul>
	10. Identify and deliver improvements to the pedestrian network to facilitate continuous accessible pathways of travel (CAPT).	<ul style="list-style-type: none"> <li>People can better access streetscapes and shared pathways, and move more safely around the community.</li> </ul>	Governance Infrastructure and Property	Annually	<ul style="list-style-type: none"> <li>Pedestrian network and walking plan delivered</li> <li>CAPT improvements delivered.</li> </ul>
6. Enhance CN assets and facilities to improve access and inclusion outcomes.	11. Identify and prioritise asset and building upgrades as part of asset management, service-level planning and strategic social infrastructure provision.	<ul style="list-style-type: none"> <li>Principles of inclusion and ageing are considered in social infrastructure planning for access purposes</li> <li>Asset plans use access as a criterion for service levels</li> </ul>	Strategy and Engagement Infrastructure and Property	Annually	<ul style="list-style-type: none"> <li>Number of audits conducted</li> <li>Building upgrades designed and delivered based on asset condition annual inspection results.</li> </ul>

		<ul style="list-style-type: none"> <li>Audits and upgrades are delivered in a prioritised manner, improving compliance and usability.</li> </ul>			
	12. Explore opportunities to increase adult accessible change facilities across the LGA.	<ul style="list-style-type: none"> <li>More opportunity exists across the LGA for use of adult lift and change facilities.</li> </ul>	Infrastructure and Property	Year 3 to 4	<ul style="list-style-type: none"> <li>CN delivers two additional lift and change facilities across our portfolio.</li> </ul>
	13. Plan and improve access to aquatic services and the coastal environment for swimming etc.	<ul style="list-style-type: none"> <li>People with disabilities and others have more opportunity to utilise aquatic and coastal swimming locations.</li> </ul>	City Wide Services Infrastructure and Property	Year 3 to 4	<ul style="list-style-type: none"> <li>Number of enhancements/improvements in beach and pool environments made available.</li> </ul>
	14. Explore and enhance provision of hearing augmentation systems in community facilities and venues owned by CN.	<ul style="list-style-type: none"> <li>Hearing augmentation systems are increased and promoted in more CN locations, or equivalent access provided</li> <li>New and emerging technologies are considered.</li> </ul>	City Wide Services Infrastructure and Property	Year 1 to 2	<ul style="list-style-type: none"> <li>Number of improvements delivered.</li> </ul>
7. Advocate for improved access and inclusion outcomes in 'whole of government' policy settings.	15. Prepare submissions; participate in reviews, planning and inquiry opportunities; and collaborate with stakeholders to achieve improved outcomes for people with disabilities regarding Transport, Housing, Health, Lifelong Learning, Technology, Social	<ul style="list-style-type: none"> <li>People with disabilities are supported by CN advocacy actions.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>Examples of advocacy, submissions made, acknowledgement of submissions, collaborative stakeholder consultation and planning for submissions.</li> </ul>

	Connectedness and Recreational Opportunities.				
	16. Deliver actions related to accessible, affordable and adaptable housing identified within the Local Housing Strategy (LHS) Implementation Plan.	<ul style="list-style-type: none"> <li>• People with disabilities have better access to appropriate housing.</li> </ul>	Governance	Year 4	<ul style="list-style-type: none"> <li>• LHS actions monitoring increase in composition of housing stock.</li> </ul>
	17. DCP Modernisation Project to review relevant and currency of DCP controls for universal housing.	<ul style="list-style-type: none"> <li>• Local planning controls support delivery of housing stock options for seniors and people with disabilities.</li> </ul>	Governance	Year 4	<ul style="list-style-type: none"> <li>• DCP Review undertaken</li> </ul>
	18. Deliver an industry education program advocating for the benefits of adaptable design in all new dwellings, consider other changes for local planning controls.	<ul style="list-style-type: none"> <li>• Better information is obtained about standard of compliance with Silver Level.</li> <li>• Community is more informed about benefits of adaptable housing.</li> </ul>	Governance Strategy and Engagement	Year 4	<ul style="list-style-type: none"> <li>• Education program delivered for community and industry stakeholders</li> </ul>
8. Contribute towards programs and services that aim to increase social inclusion and community connections.	19. Assist Business Improvement Associations (BIAs) and other stakeholders to identify and improve access to businesses and services.	<ul style="list-style-type: none"> <li>• Increase businesses' knowledge and ability to deliver accessible and inclusive services and facilities.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Assistance provided to BIAs and other business leads</li> <li>• Improvements made</li> <li>• Funding/grants allocated</li> <li>• Forums/training delivered.</li> </ul>
	20. Collaborate with community partners and peak bodies in a	<ul style="list-style-type: none"> <li>• Newcastle is a city where people with disabilities are</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Activities/promotions delivered in partnership with community partners and peak bodies.</li> </ul>

	community development model to improve sport, culture and recreation outcomes for people with disabilities.	included in sport, culture and recreation activities.			
	21. Deliver and facilitate more accessible and inclusive events.	<ul style="list-style-type: none"> <li>• Events in Newcastle are inclusive for people with disabilities</li> <li>• Event organisers have clear information about how to create inclusive events.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• New Annual festival provides lead on accessible event delivery</li> <li>• CN run and sponsored events demonstrate leadership and exemplify continuous improvement in inclusion</li> <li>• Event organisers are provided with information on how to deliver inclusive events.</li> </ul>
	22. Continue to include Social Inclusion as a grant stream within Community Grant Funding Program.	<ul style="list-style-type: none"> <li>• Social inclusion is enhanced via grant access</li> <li>• Applications specifically relating to inclusion of people with disabilities are received, with specific emphasis on encouraging grant applications from disability-related organisations.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Number of grants approved related to Social Inclusion via acquittals of grants.</li> </ul>
	23. Leverage new technologies and innovative models to improve liveability for all. Innovation and Internet of Things (IoT)-related projects always consider disability inclusion.	<ul style="list-style-type: none"> <li>• Innovation delivers improvements in access and participation of people with disabilities and does not exacerbate digital divide</li> <li>• Technological and other solutions that help people with disabilities navigate within the public domain are supported.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Examples where innovation has enhanced inclusion</li> <li>• Inclusion-related projects supported/partnerships/collaboration.</li> </ul>

### Focus Area 3: Employment

City of Newcastle (CN) values diversity and inclusion in the workplace and acts to promote career opportunities for people with disabilities and their carers, both within our organisation and across the community.

Objective	Action	Output/Outcome	Responsibility	Timeframe	Measure
9. Lead by example and effectively attract, retain and support a diverse workforce that includes people with disabilities, their carers and their significant others.	24. Review current recruitment, support and retention policies and procedures related to inclusive employment and create a Disability Employment Strategy.	<ul style="list-style-type: none"> <li>Human Resources Diversity and Inclusion Policies and Procedures are best practice and deliver economic and other benefits to the organisation and community.</li> </ul>	People and Culture	Year 1 to 2	<ul style="list-style-type: none"> <li>Review conducted</li> <li>Implementation Plan adopted</li> <li>Disability Employment Strategy adopted, including a Workplace Adjustment Policy</li> <li>Managers equipped via training to effectively implement strategy.</li> </ul>
	25. Implement employment targets and identified positions to enhance percentage of employees with disabilities.	<ul style="list-style-type: none"> <li>Number of people with disabilities employed at CN increases.</li> </ul>	People and Culture	Year 1 to 2	<ul style="list-style-type: none"> <li>Target set and monitored annually</li> <li>Identified positions created/filled</li> <li>Annual percentage increase of employees who identify as having a disability</li> <li>Recruitment/onboarding includes consideration of candidates' accessibility and adjustment requirements.</li> </ul>
	26. Enhance data collection process of numbers of staff with disabilities and develop internal support/resource/advisory network.	<ul style="list-style-type: none"> <li>Staff with disabilities are retained and supported.</li> </ul>	People and Culture	Year 1 to 2	<ul style="list-style-type: none"> <li>Data collection process is reliable, confidential and informative</li> <li>Internal support network established.</li> </ul>
	27. Promote flexible work arrangements, carer's leave, workplace adjustments, wellness program/s and other	<ul style="list-style-type: none"> <li>Staff are well informed of employment flexibility and benefits, helping to retain staff.</li> </ul>	People and Culture	Annually	<ul style="list-style-type: none"> <li>Type and number of promotions to staff related to disability inclusion. Monitoring of level of uptake of initiatives/supports.</li> </ul>

	options to help staff manage work/life balance.				
10. Enhance employment opportunities across the community.	28. Support and promote the employment of people with disabilities across the community, including entrepreneurial opportunities.	<ul style="list-style-type: none"> <li>A higher percentage of people with disabilities are in employment.</li> </ul>	<p>People and Culture</p> <p>Strategy and Engagement</p>	Annually	<ul style="list-style-type: none"> <li>Initiatives supported and promoted; partnerships formed; business training delivered</li> <li>Measurement from inclusive aspects of Economic Development Strategy</li> <li>Collaboration with the Disability Employment Network, Disability Employment Advisory Group and other external stakeholders.</li> </ul>
	29. Utilise procurement of goods and services as a way to support enterprises that prioritise employment for people with disabilities.	<ul style="list-style-type: none"> <li>Staff awareness increased</li> <li>Data-capture mechanism identified and deployed</li> <li>Procurement utilised for social and local benefit.</li> </ul>	Governance	Annually	<ul style="list-style-type: none"> <li>Estimate/measurement of annual spend</li> <li>Examples where CN has supported this action via procurement</li> <li>Consideration of effectiveness as an action.</li> </ul>
	30. Provide inclusive volunteering opportunities across the organisation to enhance skills and experience of people with disabilities.	<ul style="list-style-type: none"> <li>People with disabilities are welcomed as volunteers within CN and contribute and gain employability benefits.</li> </ul>	<p>City Wide Services</p> <p>People and Culture</p>	Annually	<ul style="list-style-type: none"> <li>Measurement of number of volunteers who identify as having disabilities</li> <li>Examples of reasonable adjustments made for volunteers.</li> </ul>

## Focus Area 4: Systems and Processes

City of Newcastle (CN) will continuously act to improve our systems and processes, enabling easier access to information, services, and engagement activities and actively encouraging people with disabilities to participate fully in all aspects of citizenship.

Objective	Action	Output/Outcome	Responsibility	Timeframe	Measure
11. Ensure CN's information is accessible to all.	31. Information and Communication Technology (ICT) systems procured by CN are considered in terms of accessibility for people with disabilities (staff and community).	<ul style="list-style-type: none"> <li>• People with disabilities have access to online information and services</li> <li>• Procurement and contract processes scope for vendors and products with appropriate skill and capacity</li> <li>• Guidelines specifying CN standards created and deployed with request for quotes (RFQ), tender brief etc.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Briefs for new ICT systems include accessibility requirements.</li> </ul>
	32. CN will towards WCAG 2.1AA.	<ul style="list-style-type: none"> <li>• Web accessibility is enhanced</li> <li>• Principal corporate website audited to monitor progress.</li> </ul>	Strategy and Engagement	Year 1 to 2 (audit)	<ul style="list-style-type: none"> <li>• Auditing over time</li> <li>• Progress made towards AA compliance (year on year Improvement)</li> </ul>
12. Ensure Customer Experience (CX) and community engagement processes are accessible and inclusive for all.	33. Ensure community engagement processes include access and inclusion considerations in planning and delivery.	<ul style="list-style-type: none"> <li>• People with disabilities are equitably represented in engagement activities.</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Local demographics reflected in percentage of people who identify as having disabilities included in engagement activities</li> </ul>
	34. Planning and design of CX Processes across	<ul style="list-style-type: none"> <li>• CX principles framework embeds access</li> </ul>	Strategy and Engagement	Annually	<ul style="list-style-type: none"> <li>• Number of CX process designs completed</li> </ul>

	the business are to embed access and inclusion considerations.	<p>consideration where relevant</p> <ul style="list-style-type: none"> <li>• Staff consider access and inclusion for their area of business in the planning and design phase of new processes</li> <li>• People with disabilities have confidence in dealing with CN, as their needs are at the centre of our consideration.</li> </ul>			
13. Embed access and inclusion considerations in project management and procurement processes.	35. Audit existing project management and procurement processes and seek improvements.	<ul style="list-style-type: none"> <li>• Relevant access and inclusion aspects are considered from inception and concept stage</li> <li>• Vendors and consultants have appropriate skills and capabilities</li> <li>• Budget planning adequately scopes for access in design and delivery</li> <li>• Improved project delivery and reduced access retrofitting.</li> </ul>	<p>Strategy and Engagement</p> <p>Governance</p> <p>Infrastructure and Property</p>	Year 1 to 2	<ul style="list-style-type: none"> <li>• Audits completed</li> <li>• Recommendations identified/implemented</li> <li>• Level of impact identified.</li> </ul>

## **ATTACHMENTS DISTRIBUTED UNDER SEPARATE COVER**

### **CCL 26/10/2021 – PUBLIC EXHIBITION OF THE DRAFT DISABILITY INCLUSION ACTION PLAN 2021-2025**

**ITEM-98**      **Attachment B:**      DIAP Engagement Report

**DISTRIBUTED UNDER SEPARATE COVER**





# Disability Inclusion Action Plan

## Consultation Report

## Table of Contents

1	Introduction .....	4
1.1	Consultation aims .....	4
1.2	Consultation activities .....	4
2	Communication and promotion .....	7
3	Survey findings .....	9
3.1	Cultural institutions.....	10
3.2	Outdoor facilities .....	13
3.3	City of Newcastle services .....	18
3.4	Open-ended response .....	21
4	Online form findings .....	25
5	Workshop findings .....	26
6	Appendix.....	32
	Appendix 1: Raw survey data – qualitative responses .....	32
	Appendix 2: DIAP flyer design .....	44
	Appendix 3: Workshop notes.....	46
	Appendix 4: Online form data .....	63

## Table of Figures

Figure 1: Demographic information .....	10
Figure 2: What is your barrier to accessing Newcastle Art Gallery? .....	10
Figure 3: What is your barrier to accessing Newcastle Museum? .....	11
Figure 4: What is your barrier to accessing Civic Theatre / Playhouse / Town Hall? .....	12
Figure 5: What is your barrier to accessing our libraries?.....	12
Figure 6: What is your barrier to accessing public space?.....	13
Figure 7: What is your barrier to accessing CN sporting facilities? .....	14
Figure 8: What is your barrier to accessing CN inland swimming pools?.....	14
Figure 9: What is your barrier to accessing patrolled beaches and ocean baths? .....	15
Figure 10: What is your barrier to accessing playgrounds and outdoor activities?.....	16
Figure 11: What is your barrier to accessing public toilets? .....	16
Figure 12: What is your barrier to accessing footpaths and cycleways? .....	17
Figure 13: What is your barrier to accessing designated access car parking?.....	18
Figure 14: What is your barrier to accessing CN waste services? .....	18
Figure 15: What is your barrier to accessing CN's customer service and digital platforms?.	19
Figure 16: What is your barrier to accessing CN grants and sponsorship programs?.....	19
Figure 17: What is your barrier to accessing CN run event and festivals? .....	20
Figure 18: How can we improve our facilities to better meet your needs? .....	21
Figure 19: What can we do to help build positive attitudes? .....	22
Figure 20: How can we make it easier for you to access information and communicate with us?.....	23
Figure 21: What can we do to help overcome employment challenges? .....	23

# 1 Introduction

City of Newcastle (CN) is reviewing our Disability Inclusion Action Plan (DIAP) and is seeking to revise actions/ outcomes centred around the following four focus areas:

- Attitudes and behaviours
- Liveable communities
- Employment
- Systems and processes.

The DIAP is a four-year framework outlining the key strategies and action areas to be delivered by CN in its commitment to disability access and inclusion within the Newcastle local government area (LGA). The revisions will be developed in alignment with the NSW Disability Inclusion Act 2014 (The Act).

Community engagement is vital for the successful development of the revised plan and a statutory requirement of the Act.

This report outlines the DIAP consultation activities that were undertaken and the findings that emerged from the data collected.

## 1.1 Consultation aims

- Involve community in the development and identification of key objectives and strategies within the revised DIAP.
- Increase awareness and understanding of CN's strategic planning process, including DIAPs directions.
- Strengthen relationships and build trust between community members, key stakeholders, and CN.

## 1.2 Consultation activities

Consultation on the draft DIAP was disrupted by COVID-19. Community consultation was conducted between late 2019 and December 2020. The CN Access and Inclusion Advisory Committee was consulted throughout. In this report the Access Inclusion Advisory Committee is often referred to by its former name the Disability Inclusion Access Committee (DIAC) as it was known as at the time of consultation.

### December 2019

Stage 1 consultation activities took place over a three-week period between 22 November and the 13 December 2019, which included the following:

#### Sparq Online Survey

This survey asked questions about CN's cultural institutions, outdoor facilities, and services, in relation to access and inclusion. A link was distributed through various communication channels and received the following engagement:

- 49 completed the survey
- From the responses, 47 participants disclosed their postcodes. The top three postcodes were:

- 2300 (15%)
- 2303 (11%)
- 2304 (9%)

The raw data from the survey is available in Appendix 1: Raw survey data – qualitative responses. All responses are treated in confidence to ensure the anonymity of respondents and edited only for grammar and spelling in the verbatim comments.

### **Online Form**

An online form was embedded on the Have Your Say DIAP webpage.

Whilst there were some concerns that an additional online feedback tool may affect participation with the larger survey, it was advised that a less complex digital feedback mechanism was appropriate to encourage overall access to participating in the consultation.

The raw data is included in Appendix 4: Online form data.

### **In-Person Workshops**

Three workshops were held with community members and sector workers on the 27 November and 3 of December 2019.

Attendance for the workshops was recorded as:

- Workshop 1 Wallsend Library: 15 participants
- Workshop 2 Wallsend Library: 6 participants
- Workshop 3 Wests Mayfield: 8 participants

The workshop findings are summarised on page 47 with the workshop notes included in Appendix 3: Workshop notes.

### **Drop-in sessions**

Drop-in sessions were advertised on the Have Your Say web page and were held on the following dates:

Tuesday 26 November	Friday 29 November	Monday 2 December	Tuesday 3 December
9.30am – 12pm	9.30am – 12pm	4pm – 7pm	4pm – 7pm
Wallsend Library	City Library	City Library	Wallsend Library

The key themes that emerged from the drop-in sessions were a lack of accessible facilities and barriers for participation for older people. Common barriers, based on lived experience were noted as:

- Wheelchair access at Wallsend – step to shop entrance
- Ramp gradients – steep not compliant
- Shopping centre – lack of access. Wallsend plaza.
- Parking areas within shopping centre
- Older “standard” parking – not allowing alight from vehicle
- Not enough accessible parking
- Wallsend – paths of travel/road

- Toilet design – does not facilitate independent use including accessible toilets
- Jesmond – narrow corridor
- Foreshore – guttering/kerb ramp not near parking
- Playground accessibility – many children excluded
- Exercise facilities – need disabilities inclusive equipment
- Parking in CBD required for specialist vehicles (eg space to rear of vehicle)
- Parallel parking – limits accessibility
- Ensuring diversity of communication materials for elderly people with disability – non digital.

### **Stage 2 - December 2020 Workshop**

A theme validation session was held on 9 December 2020 to check in with a targeted group of stakeholders to build on the previous consultation undertaken and the key themes from the demographic analysis. This session was considered important due to COVID 19 restrictions and impacts delaying the time between the initial consultations and the development of the draft DIAP.

The theme validation session was held at the Newcastle Museum over a two-hour period and included people with disabilities, carers, disability service providers and members of the CN's Access Inclusion Advisory Committee and Community Disability Alliance Hunter (CDAH).

### **Stage 3 – Validation of evolving Actions with CN Access Inclusion Advisory Committee**

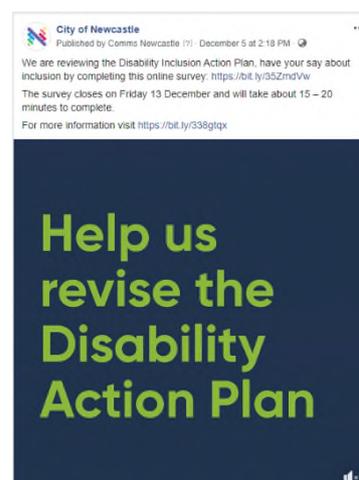
Following this, after initial drafting of the Action Plan, the content was tabled at the Access Inclusion Advisory Committee for review and comment on 16 June 2021. Committee members were asked to provide comments and identify any gaps within the draft action plan.

## 2 Communication and promotion

A Community Engagement Plan was established to confirm the type of communication channels used to promote consultation with the public, both online and offline.

The following information illustrates the promotional channel used, and where available, statistics summarising the reach and engagement of that channel.

- **Print media**
  - Newcastle Weekly ½ page display advertisement
  - The Star ½ page display advertisement
  - The Newcastle Herald ¼ page display advertisement
- **Print collateral**
  - 500 DL flyers were printed and distributed at all branch libraries within the Newcastle LGA. Design is included in Appendix 2: DIAP flyer design
- **Radio**
  - 2RPH radio reading service announcement, with three daily adverts read between the 20 November and 3 December.
- **Electronic promotion**
  - Disability Sector database email (250+distribution)
  - CN Interagency newsletter (500+ distribution)
  - CN Creative Cities Newsletter (750+ distribution)
  - CN Novo News (900+ distribution)
  - CN Newcastle Voice (2,500+ distribution)
- **NC Facebook page**
  - Post on the 26 November
    - **6,749** people reached
    - **204** engagements (likes, comments, shares, post clicks).
  - Boosted post on 5 December targeting locals who like the NDIS Facebook page:
    - **2,401** people reached
    - **68** engagements (likes, comments, shares, post clicks).



- **NC Have your Say Facebook group**
  - Post published on the 22 November
    - **4** likes
    - **10** comments
    - **2** shares
  - Post published on the 4 December
    - **7** likes
    - **3** shares
  
- **CN Twitter**
  - Post published on the 25 November
    - **2** likes
    - **2** retweets

- **Newcastle Live**

Newcastle Live published a Facebook post and newsletter article on the 21 November 2019. The post and article directed viewers the DIAP Have Your Say page to read more about workshops, drop in sessions and to complete the survey.

- **23,496** people reached
- **504** engagements (likes, comments, shares, post clicks)
- **2,998** newsletter subscriber views.

### 3 Survey findings

The online survey was launched on the 22 November 2019 using Sparq software.

The purpose of the survey was to:

- Determine barriers to access and inclusion in relation to CN's **cultural institutions, outdoor facilities, and services**, including:
  - Physical barriers (building access, assistive equipment, programs that cannot meet needs)
  - Communication (obtaining the right information and accessibility of information)
  - Attitudes and behaviours (feeling welcome and included)
- Identify opportunities for improvement in relation to employment
- Gain feedback on what is working well and what has improved.

It is important to note that:

- There were 43 questions in the survey (including logic). Instead of publishing an estimated completion time, a progress bar was used to gauge the completion progress.
- Quantitative questions could not be skipped in the survey. The open-ended comment questions towards the end of the survey could be skipped.
- In instances where participants were asked about the barriers to their experience, they could select multiple reasons, or choose to offer an 'other' open-ended response. In many cases, the 'other' feedback provided related to the other tick box categories. This may have been due to respondents opting to take the opportunity to have their barriers and unique needs heard and understood.

The survey had a 46% completion rate, with 109 people accessing the survey and total of 49 respondents completing it.

A total of 76 participants disclosed information about their experience with disability, as presented in the image below. The largest response (59%) came from respondents identifying as a carer, family member or friend of a person with a disability. Those identifying as having a disability comprised of 33% of responses, followed by paid workers in the disability sector at 24%.

The data showed that 63% of respondents were impacted by physical / mobility disabilities. This was followed by learning, behavioural, and psychiatric disabilities (53%) and disabilities impacting communication (43%) including sight, speech, and hearing. A total of 12% of respondents chose to not disclose.

**Figure 1: Demographic information**

**Single Choice (Converted) (Multiple Choice)**  
Please select the option that best describes you.

Total: 76 participants

	Total
Total	76
I am a person with a disability	33%
I am a carer, family member, friend of a person with a disability	59%
I am a paid worker in the disability sector	24%

---

**Describe your disability (Multiple Choice)**  
Please give a general indication how disability impacts your daily living or your daily tasks. (Tick all that apply)

Total: 76 participants

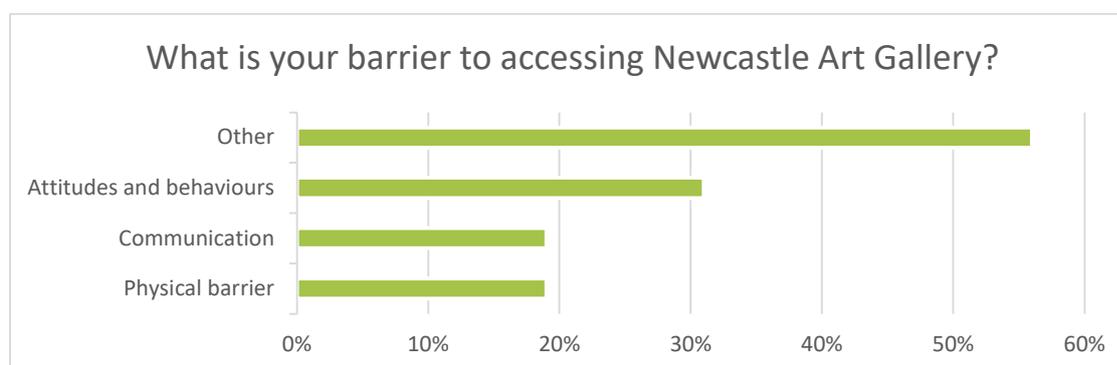
	Total
Total	76
Communication (sight, speech, hearing)	43%
Learning, behavioural, psychiatric	53%
Physical, mobility	63%
Prefer not to answer	12%

## 3.1 Cultural institutions

### 3.1.1 Newcastle Art Gallery

Out of 73 respondents, 41% said they had accessed the gallery within the past 12 – 24 months. Only 7% of respondents indicated that access was the primary reason for not attending gallery programming and events. The primary reason for non-attendance was due to lack of interest (22%). This was followed by those who were simply unaware of the gallery (18%) or didn't attend because their needs could not be met (15%).

Of the 45 respondents that have not attended the museum in the last 12 – 24 months, 16 responded when asked about the type of barrier for non-attendance to the gallery. Nine people (56%) selected 'Other' and provided an open-ended text response. Attitudes and behaviours towards people with disability was identified as a barrier for 31% of respondents. This was followed by communication barriers, including obtaining the correct information or overall access to information (19%) and physical access to the premises (19%).

**Figure 2: What is your barrier to accessing Newcastle Art Gallery?**

Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-attendance as:

- No reason to visit

- Inadequate parking (proximity and safety)
- Sensitives to noise, crowds, and lighting
- Kids programs that do not cater to specific needs
- Lack of community acceptance and awareness.

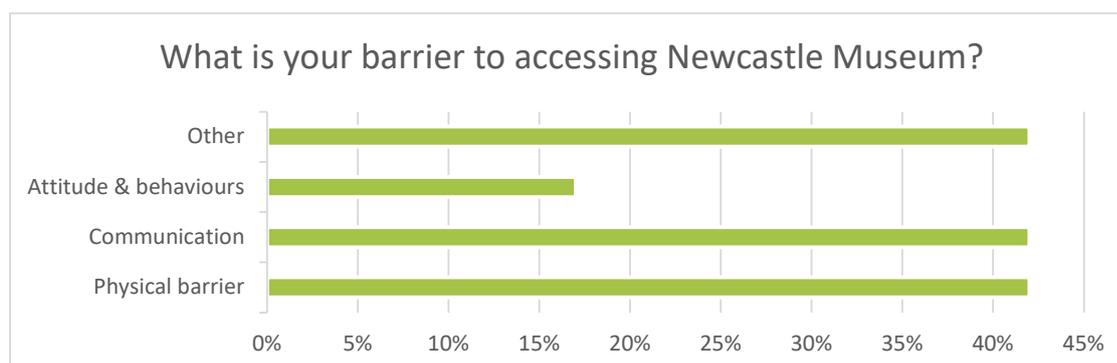
It is interesting to note that the open-ended responses in the 'Other' category sit within the categories of physical, communication and/or attitudes and behaviours.

### 3.1.2 Newcastle Museum

Out of 73 respondents, 60% said they had accessed the museum within the past 12 – 24 months. The primary reason for non-attendance was due to lack of awareness (12%). This was followed by those who do not think their needs could not be met by the venue (10%) or they were simply not interested in attending (10%). Overall access to the museum was the main barrier for 8% of participants.

Of the 30 respondents that have not attended the museum in the last 12 – 24 months, 12 responded when asked to indicate the type of barrier for attendance at the museum. Physical barriers and access to the museum (42%) and communication barriers (42%) were the primary challenges identified, alongside 'Other' (42%). Attitudes and behaviours towards people with disability was identified as a barrier for 17% of respondents.

**Figure 3: What is your barrier to accessing Newcastle Museum?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-attendance as:

- No reason to visit
- Inadequate parking (proximity and safety)
- Sensitives to noise, crowds, and lighting
- Lack of toilet facilities, including adult change tables.

### 3.1.3 Civic Theatre, Playhouse or City Hall

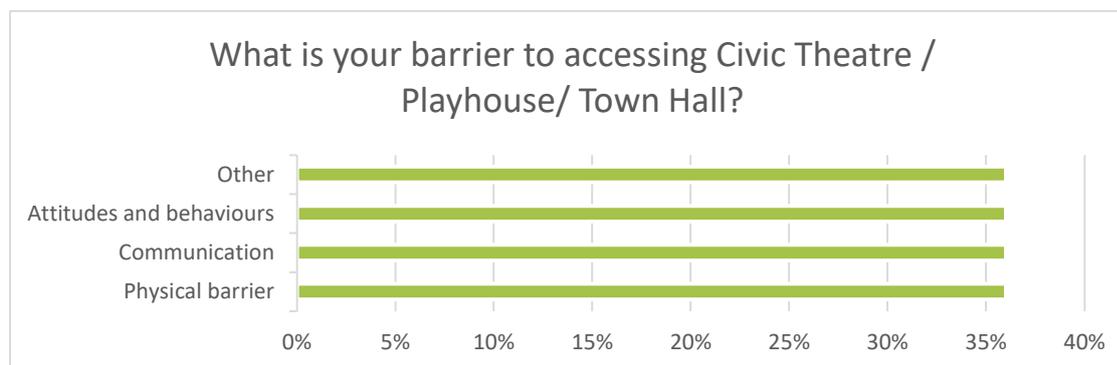
Of the 71 respondents, 51% reported to have accessed the Civic Theatre, Playhouse or City Hall in the last 12 – 24 months.

The primary reason for non-attendance was due to lack of awareness (15%) or lack of interest (15%). This was followed by those who do not think their needs could not be met by the venues (13%). Overall access to the venues was the main barrier for 8% of participants.

Of the 35 respondents that have not attended the museum in the last 12 – 24 months, 14 responded when asked to indicate the type of barrier for attendance at Civic Theatre,

Playhouse or City Hall. Physical barriers (36%), communication (36%), attitudes and behaviours (36%) and 'Other' (36%) were equally raised by the respondents. It is important to note that participants could choose more than one barrier in their response.

**Figure 4: What is your barrier to accessing Civic Theatre / Playhouse / Town Hall?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-attendance as:

- No reason to visit
- Inadequate parking (proximity and safety)
- Sensitives to noise, crowds, and lighting
- Behavioural problems that limit participation
- Too expensive to pay a support worker to attend shows with.

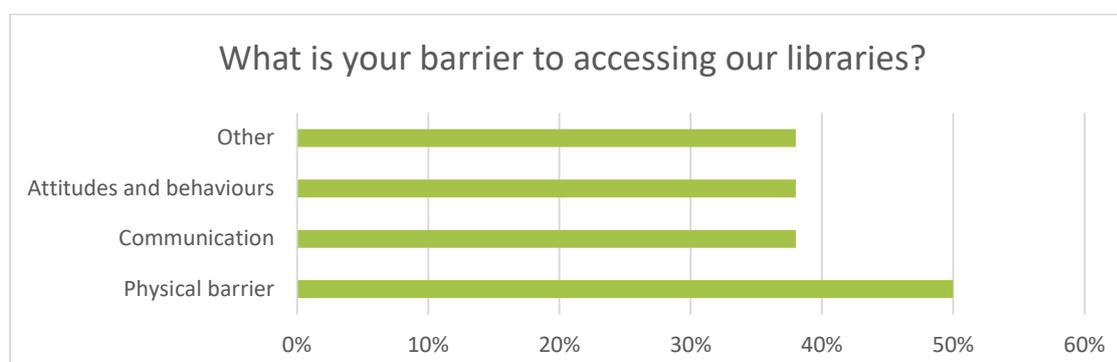
### 3.1.4 Libraries

Of the 70 respondents, 70% reported to have accessed the libraries in the last 12 – 24 months.

The primary reason for non-attendance was due to lack of interest (17%). This was followed by those who have problems accessing the libraries (7%) and those who were unaware of the venues (6%) or whose needs were not met by the libraries (6%).

Of the 21 respondents that have not attended libraries in the last 12 – 24 months, eight responded when asked to indicate the type of barrier for attendance at libraries. Physical barriers (50%), followed by communication (38%), attitudes and behaviours (38%) and 'Other' (38%) were raised by the respondents.

**Figure 5: What is your barrier to accessing our libraries?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-attendance as:

- No reason to visit
- Sensitives to noise, crowds, and lighting
- Behavioural problems that limit participation.

## 3.2 Outdoor facilities

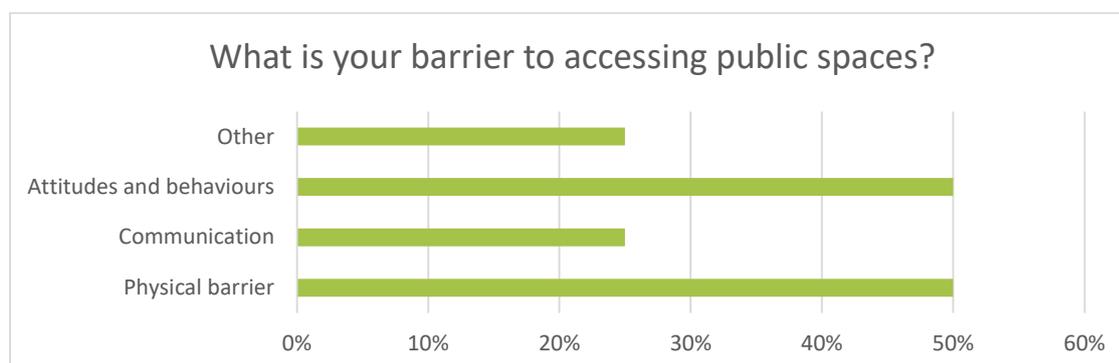
### 3.2.1 Public spaces

Of the 68 respondents, 82% reported to have accessed CN's public spaces (e.g. town centres and civic spaces) in the last 12 – 24 months.

The primary reason for non-visitation was from respondents who said their needs could not be met by public spaces (7%). This was followed by those who have problems accessing public spaces (6%) and those who were unaware of public space (3%) or who simply were not interesting in visiting public spaces (3%).

Of the 23 respondents that have not visited public spaces in the last 12 – 24 months, eight responded when asked to indicate the type of barrier for visitation. Physical barriers (50%), and attitudes and behaviours (50%) were the primary reasons, followed by communication (25%) and 'Other' (25%).

**Figure 6: What is your barrier to accessing public space?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-visitation as:

- Lack of toilets and access to existing toilets
- Sensitives to noise, crowds, and lighting.

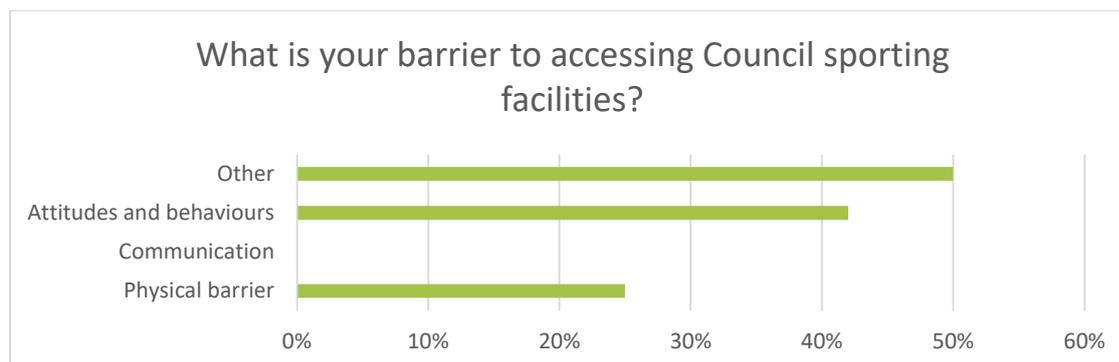
### 3.2.2 CN sporting facilities

Of the 68 respondents, 28% reported to have accessed CN's sporting facilities. The primary reason for non-visitation was reported to be due to a lack of interest (41%). This was followed by respondents who said their needs could not be met at CN sporting facilities (16%), were unaware of the facilities (13%) or had issues physically accessing the facilities (3%).

Of the 50 respondents that have not visited CN's sporting facilities in the last 12 – 24 months, 12 responded when asked to indicate the type of barrier for visitation. 'Other' (50%) and attitudes and behaviours (42%) were the top reasons. Physical barriers were reported

as an issue (25%) with no respondents (0%) indicating communication barriers as being a barrier to visitation.

**Figure 7: What is your barrier to accessing CN sporting facilities?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-visitation as:

- No reason to visit
- Sports programs do not cater to specific needs
- Lack of community acceptance and awareness
- Behavioural problems that limit participation
- Lack of fenced-off areas.

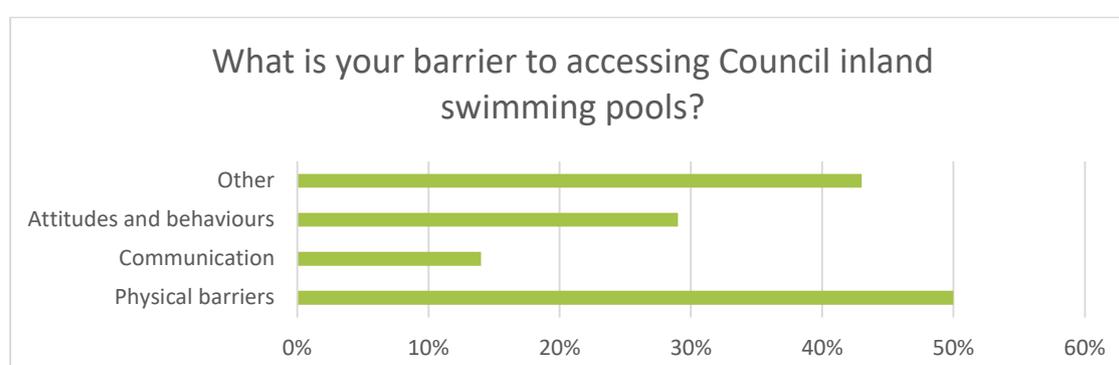
### 3.2.3 Inland swimming pools

Of the 67 respondents, 36% reported to have accessed CN's inland swimming pools in the last 12 – 24 months.

The primary reason for non-visitation was reported to be due to a lack of interest (31%). This was followed by respondents who said their needs could not be met at CN inland swimming pools facilities (15%), were unaware of the facilities (12%) or had issues physically accessing the facilities (6%).

Of the 42 respondents that have not visited CN's inland swimming pools in the last 12 – 24 months, 14 responded when asked to indicate the type of barrier for visitation. Physical barriers (50%) and 'Other' (43%) were the primary reasons. This was followed by attitudes and behaviours (29%) and communication barriers (14%) as being a barrier to visitation.

**Figure 8: What is your barrier to accessing CN inland swimming pools?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-visitation as:

- No ramp access into pools
- Pools are not fenced off
- Issues with parking
- Cost of entry.

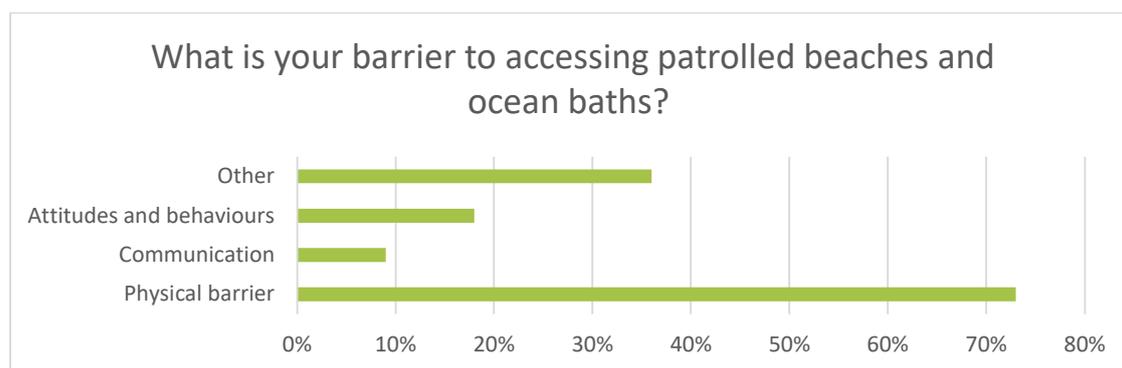
### 3.2.4 Patrolled Beaches and Ocean baths

Of the 67 respondents, 72% reported to have accessed patrolled beaches and ocean baths in the last 12 – 24 months.

The primary reason for non-visitation was reported to be due to access issues (13%) and lack of interest (9%). This was followed by respondents who said their needs could not be met at beaches and ocean baths (4%) or reported to be unaware (3%).

Of the 19 respondents that have not visited beaches and ocean baths in the last 12 – 24 months, 11 responded when asked to indicate the type of barrier for visitation. Physical barriers (73%) were reported as the primary reason. This was followed by 'Other' (36%), attitudes and behaviours (18%) and communication barriers (9%) as being a challenge to visitation.

**Figure 9: What is your barrier to accessing patrolled beaches and ocean baths?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-visitation as:

- Not enough disabled parking close to the premises
- Insufficient toilets and changerooms for mobility issues
- Cleanliness of toilets.

### 3.2.5 Playgrounds and outdoor activity

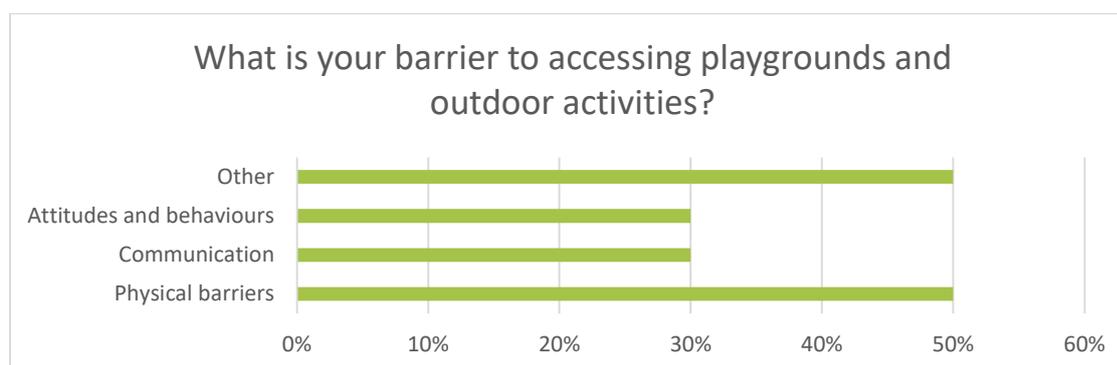
Of the 67 respondents, 57% reported to have accessed CN's playgrounds in the last 12 – 24 months.

The primary reason for non-visitation was reported to be lack of interest (25%) and inability to have needs met at playgrounds (10%). This was followed by respondents who said they couldn't access playgrounds (4%) or were unaware of playgrounds (4%).

Of the 29 respondents that have not visited CN's playgrounds in the last 12 – 24 months, 10 responded when asked to indicate the type of barrier for visitation. Physical barriers (50%)

and 'Other' (50%) were reported as the primary reasons. This was followed by attitudes and behaviours (30%) and communication barriers (30%) as being a challenge to visitation.

**Figure 10: What is your barrier to accessing playgrounds and outdoor activities?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-visitation as:

- No reason to visit
- Lack of toilets and access to existing toilets
- Lack of safe fenced-off areas.

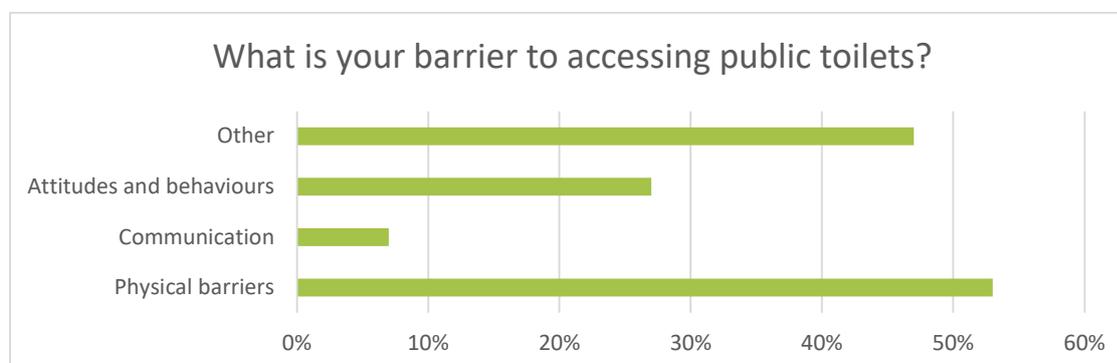
### 3.2.6 Public toilets

Of the 67 respondents, 67% reported to have accessed CN's public toilets in the last 12 – 24 months.

The primary reason for not accessing public toilets was reported to be due to access issues (12%) and inability to have needs met by public toilets (12%). This was followed by respondents who were not interested in using public toilets (7%) or were simply unaware (6%).

Of the 22 respondents that have not visited CN's public toilets in the last 12 – 24 months, 15 responded when asked to indicate the type of barrier for public toilet use. Physical barriers (53%) and 'Other' (47%) were reported as the primary reasons. This was followed by attitudes and behaviours (27%) and communication barriers (7%) as being a challenge to usage.

**Figure 11: What is your barrier to accessing public toilets?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- The lack of adult change tables
- Toilets are locked / inaccessible
- Toilets are not clean or maintained
- Toilet areas do not feel safe

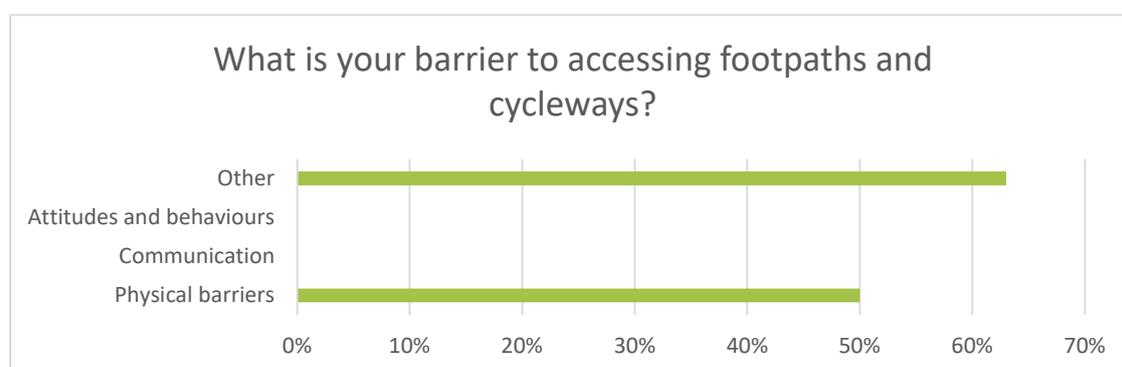
### 3.2.7 Footpaths and Cycleways

Of the 66 respondents, 80% reported to have accessed footpaths and cycleways in the last 12 – 24 months.

The primary reason for not accessing footpaths and cycleways was reported to be due to access issues (6%), inability to have needs met by footpaths and cycleways (6%) or simply not being interested (6%). This was followed by respondents who were unaware (2%).

Of the 13 respondents that have not visited CN's playgrounds in the last 12 – 24 months, 8 responded when asked to indicate the type of barrier for public toilet use. Physical barriers (50%) and 'Other' (63%) were reported as the primary reasons. Attitudes and behaviours and communication were not reported as a key barrier.

**Figure 12: What is your barrier to accessing footpaths and cycleways?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- Feeling unsafe
- Lack of toilets or access to toilets
- Height of gutters and inadequate ramp access
- General road safety.

### 3.2.8 Designated Accessible Parking

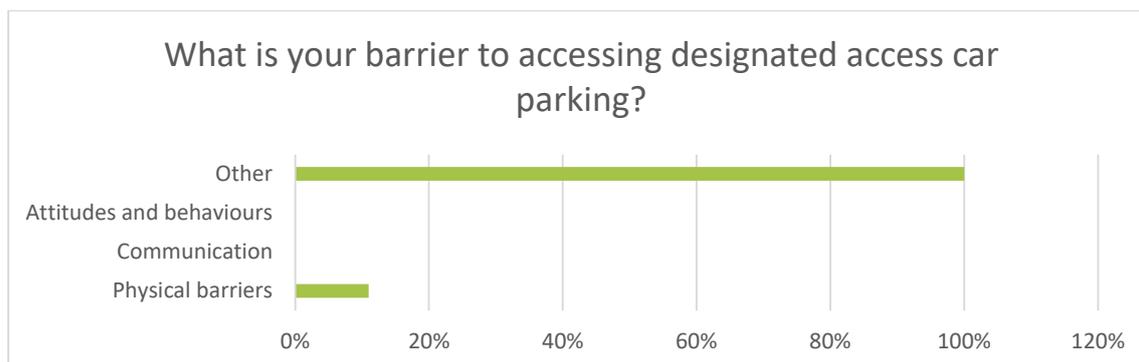
Of the 66 respondents, 62% reported to have accessed designated accessible parking in the last 12 – 24 months.

The primary reason for not accessing designated accessible parking was reported to be due a lack of interest (17%). This was followed by access issues (8%), inability to have needs met by designated accessible parking (8%) or being unaware of designated accessible parking (8%).

Of the 25 respondents that have not accessed designated accessible parking in the last 12 – 24 months, 9 responded when asked to indicate the type of barrier for use. 'Other' was selected by 100% of the respondents, with some of them also selecting physical barriers

(11%). Attitudes and behaviours and communication were not reported as a key barrier in this instance.

**Figure 13: What is your barrier to accessing designated access car parking?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- Lack of disability car parking
- Do not own a car / not required
- Cost of parking

### 3.3 CN services

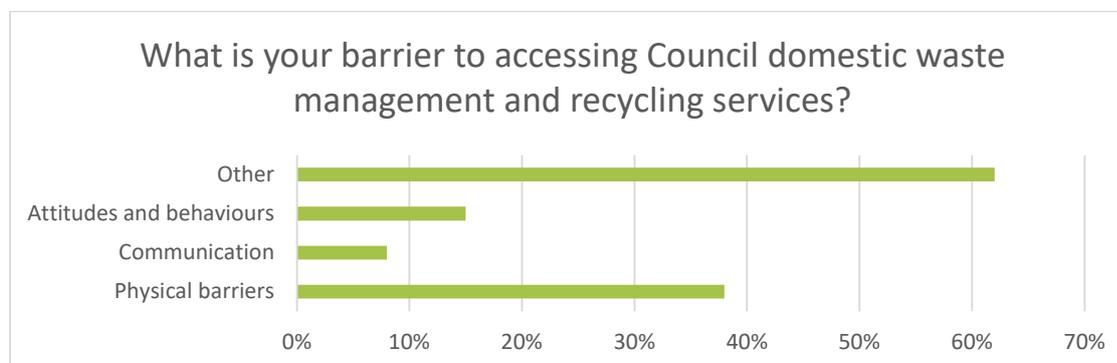
#### 3.3.1 Waste management

Of the 66 respondents, 48% reported to have accessed CN domestic waste management and recycling services in the last 12 – 24 months.

The primary reason for not accessing waste management services was reported to be due a lack of interest (18%). This was followed by unawareness (15%), inability to have needs met by waste management (12%) or being unable to access the services (8%).

Of the 34 respondents that have not accessed designated waste management services in the last 12 – 24 months, 13 responded when asked to indicate the type of barrier for use. 'Other' was selected by 62% of the respondents, followed by physical barriers (38%). Attitudes and behaviours (15%) and communication barriers (8%).

**Figure 14: What is your barrier to accessing CN waste services?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- No reason to use
- Bins are too heavy to move

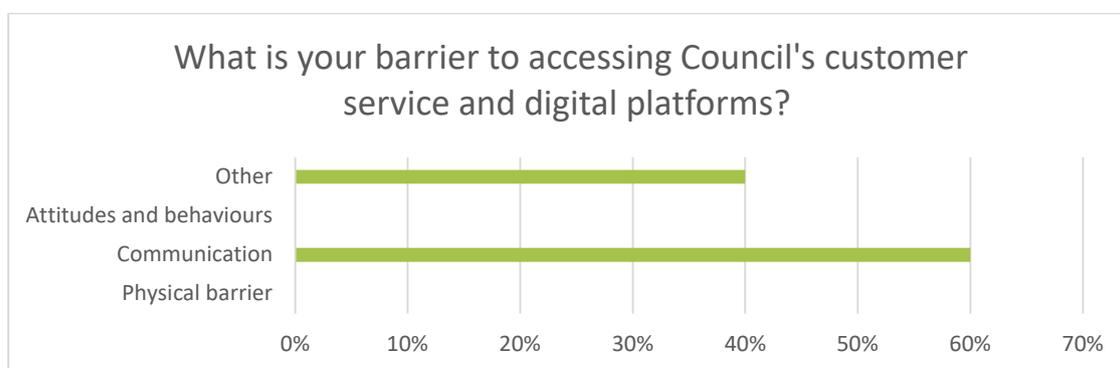
### 3.3.2 Customer service and digital platforms

Of the 66 respondents, 50% reported to have accessed CN's customer service and digital platforms in the last 12 – 24 months.

The primary reason for not accessing customer service and digital platforms was reported to be due a lack of interest (24%). This was followed by unawareness (15%), inability to access the services (5%), or being unable to have needs met by customer service and digital platforms (8%).

Of the 33 respondents that have not accessed designated access carparking in the last 12 – 24 months, 5 responded when asked to indicate the type of barrier for use. Communication was reported as the main barrier (60%) followed by 'Other' (40%). Physical barriers and attitudes and behaviours were not selected in this instance.

**Figure 15: What is your barrier to accessing CN's customer service and digital platforms?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- No reason to use
- Aging and in care

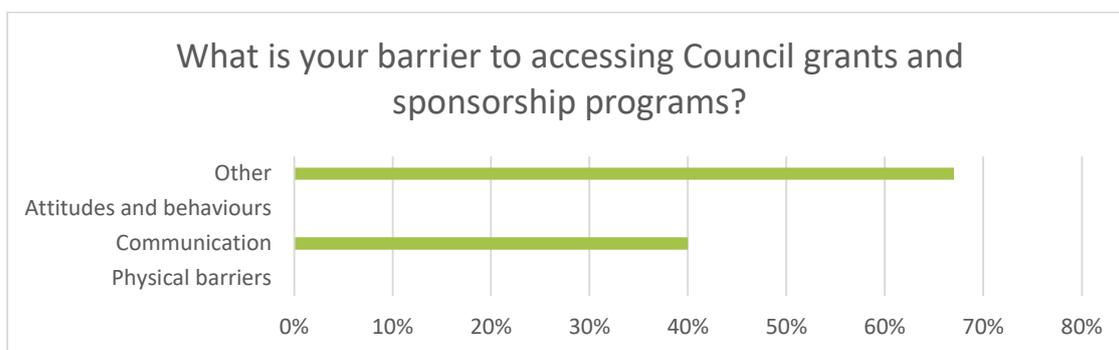
### 3.3.3 CN grants and sponsorship programs

Of the 65 respondents, 9% reported to have accessed CN's grants and sponsorship programs in the last 12 – 24 months.

The primary reason for not accessing the programs was reported to be due lack of awareness (48%) followed by a lack of interest (32%). Being unable to have needs met by the programs was reported as (11%), with no one reporting access as an issue.

Of the 33 respondents that have not accessed grants and sponsorship programs in the last 12 – 24 months, 6 responded when asked to indicate the type of barrier for use. 'Other' was reported as the main barrier (67%) followed by communication (40%). Physical barriers and attitudes and behaviours were not selected in this instance.

**Figure 16: What is your barrier to accessing CN's grants and sponsorship programs?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- No reason to access
- Not having time to apply.

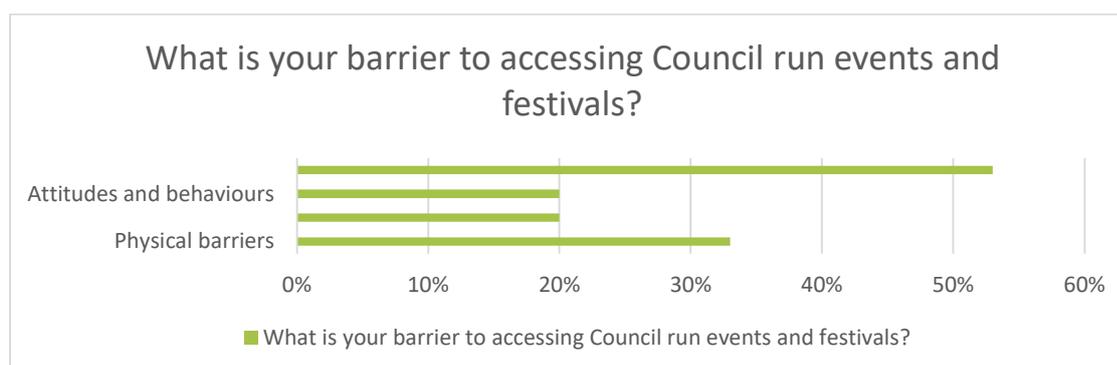
### 3.3.4 CN run events and festivals

Of the 64 respondents, 47% reported to have accessed CN run events and festivals in the last 12 – 24 months.

The primary reason for not accessing the run events and festivals was reported to be due lack of awareness (17%) followed by an inability to have specific needs met (14%). A lack of interest (13%) and access (11%) were also noted as being a barrier to participation at events and festivals.

Of the 34 respondents that have not accessed CN events and festivals in the last 12 – 24 months, 15 responded when asked to indicate the type of barrier for use. 'Other' was reported as the main barrier (53%) followed by physical access (33%). Communication (20%) and attitudes and behaviours (20%) were also reported as a barrier to participation.

**Figure 17: What is your barrier to accessing CN run event and festivals?**



Participants who commented in the open-ended section of the 'Other' field, indicated the reasons for non-use as:

- Inadequate disability parking (proximity and safety)
- Sensitives to noise, crowds, and lighting
- Mobility issues that limit participation
- Lack of disabled toilets
- Lack of searing for people with disabilities.

## 3.4 Open-ended response

### 3.4.1 What has improved?

From the 43 participants that contributed open-ended feedback, very few responses were given that directly related to the question asked:

*‘Are you aware of any improvements made to support access to any of our facilities and services in the last 12 - 24 months? Do you have any positive experiences or observations you can tell us about? Please comment.’*

The top three categories of response were not sure/ not aware of improvements, suggestions for improvements, or were generally unsatisfied. All open-ended raw data can be found in the Appendix 1: Raw survey data – qualitative responses.

Eleven (11) participants who responded that they had noticed improvements in the last 12 – 24 months, mentioned the following initiatives and services:

- Access to light rail
- Improved disabled parking at Bar Beach
- Count Us In events and activities
- Provision of Auslan interpreters at CN events
- New facilities at 12 Stewart Avenue
- Ramp at Merewether Baths and disabled bathroom
- Blackbutt Reserve upgrade
- Sensory area at New Year's Eve fireworks
- Kids programs at the library and gallery.

### 3.4.2 How can we improve?

A total of 32 participants responded to the following open-ended question:

*‘To help us inform our disability action plan, how can we improve our facilities to better meet your needs?’*

The top three themes that emerged as opportunities for improvement are below.

**Figure 18: How can we improve our facilities to better meet your needs?**



Other suggestions that were provided include:

- Wheelchair friendly curbs and ramps in outdoor spaces
- More events for families and individuals with a disability including consideration for those with hidden disabilities
- Disability access to shops and restaurants
- Playground with equipment for all abilities

- Ocean access and support
- Inclusive spaces that provide quiet areas
- More shows / activities for kids with autism
- Cleaner toilets
- Better signage on public buildings for ramps and toilets
- Softfall flooring for playgrounds, no wood chips
- Include people with lived experience in the design process
- More shading in parks/pools
- Make information accessible and easy for people to find/consume
- Disabled parking monitored and fined
- Subsidise those with lived experience to participate in events
- Access ramps in public pools
- Disabled access to toilets without needing keys
- Not enough / inadequate disability seating
- Training programs for those with disability

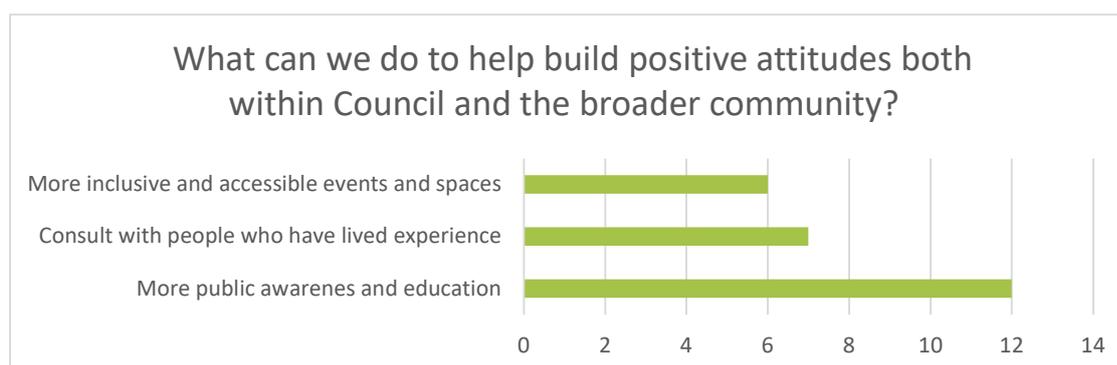
### 3.4.3 Attitudes and behaviours

The following question received responses for 33 participants:

*'What can we do to help build positive attitudes both within CN and the broader community?'*

The top three themes can be seen in the following chart.

**Figure 19: What can we do to help build positive attitudes?**



Other suggestions that were provided include:

- Monitored parking rules
- More staff training
- More consideration of hidden disabilities
- Better promotion of accessibility for events
- More visibility of disabled people in the media
- More funding/grants to disability groups
- More communication and awareness of current initiatives
- Continue using Auslan interpreters
- Advocate for more state and federal funding for accessibility
- More training for people with disabilities to help them be job ready
- Perform risk assessments to ensure events and or facilities are accessible and inclusive
- Increase employment of people with disability
- Help businesses to be more inclusive.

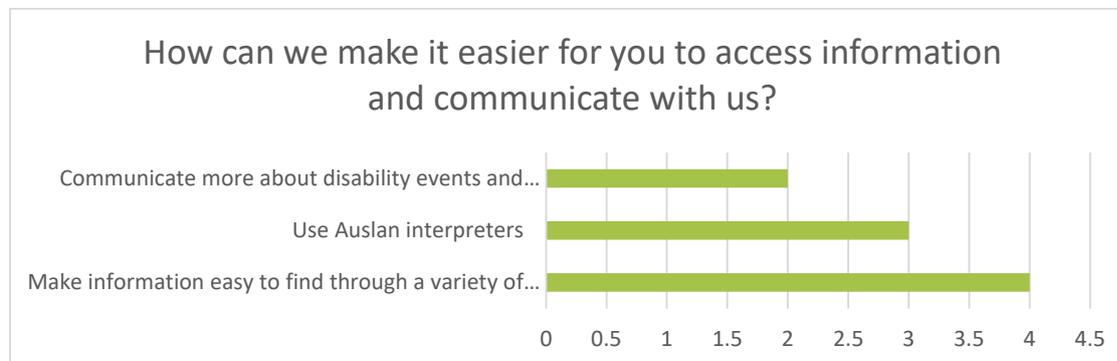
### 3.4.4 Accessing information and communication

The following question received 12 open ended responses.

*'How can we make it easier for you to access information and communicate with us?'*

The top three themes are shown in the following chart

**Figure 20: How can we make it easier for you to access information and communicate with us?**



Other responses included:

- Hold more open forums about disability
- Use larger fonts on signs
- Train staff
- Include audio and visual stories for kids

### 3.4.5 Employment opportunities

A total of 31 participants responded to the following open-ended question:

*'We know that people with disability often have limited opportunities to getting a job or within the workplace. What do you think we can do to help overcome these challenges within CN and the broader community?'*

The top three themes that emerged as opportunities for improvement are below.

**Figure 21: What can we do to help overcome employment challenges?**



Other suggestions that were provided include:

- More training/programs for people with disability
- Advertised positions for people with a disability
- Education for broader community

- More training incentives/scholarships
- Incentivise businesses to hire
- Accessible parking
- Have policies in place for supporting people in the workplace with a disability
- Targets for procuring contracts delivered by disability organisations
- Support for single parents of a disabled child.

## 4 Online form findings

Fifteen respondents in total completed the online form on the DIAP Have Your Say webpage, which comprised of three prompts for feedback.

The intention of this feedback channel was to offer participants a simple format to express their views of having lived experience of a disability in Newcastle. Participants had the option to submit their email address to be updated about progress on the DIAP.

The following includes the top three responses per questions from the online form.

- **What I enjoy doing in Newcastle is:**
  - Going to parks (4)
  - Visiting the beach (3)
  - Going to the foreshore (3).
- **My challenges to getting out and about in Newcastle is:**
  - Inadequate disabled car parking (7)
  - Uneven footpaths (3)
  - Accessing public transportation (3).
- **One thing that would improve my life in Newcastle is:**
  - More disability car parking and drop off points (5)
  - Better footpaths (4)
  - Improved access to public transportation (3).

The raw data responses can be found in Appendix 4: Online form data.

## 5 Workshop findings

### December 2019 – Community Consultation Workshops

Workshops were held with both sector workers, carers, and people with lived experience of a disability.

Workshop	Location	Date / time	Attendance numbers
Sector workshop	Wallsend Library	27 November 9.30am	15
General workshop	Wallsend Library	27 November 1pm	6
General workshop	West's Mayfield	3 December 1pm	8

The workshop agenda was divided into four key sections. This included:

- Section 1: What has improved?
- Section 2: Areas of improvement for the community
- Section 3: What is it from CN that you would like to see us doing or provide?
- Section 4: Improvements to implement in order of priority

A summary of the data across the three workshops is included below, however the full workshop notes are included in Appendix 3: Workshop notes.

#### Section 1: What has improved?

The following improvements to access and inclusion in Newcastle were noted by participants:

##### Outdoor spaces

- Nobby's beach disability change area
- Accessible sanitary facilities
- More inclusive playgrounds and accessible surfaces
- Accessibility to Stockton playground has improved
- Light rail has opened accessibility right into the city with help buttons on station and light rail
- New playgrounds have some inclusion outcomes for all kids
- Beach access has improved e.g. Nobby's
  - Wheelchair to water, safe navigation – shallow area without carer.

##### Cultural / sporting

- Super cars accessibility has improved
- Local Not for Profit (NFP) and sports increased accessibility and inclusion
- More access and inclusion planning for events. For example, low sensory events at New Year's Eve and other events
- Social events like Count Us In, fostering a positive culture in Newcastle
- Library and museums are more inclusive
  - Inclusive library services, for example Lego/ craft activities which are safe and inclusive.

## **CN services**

- CN website accessibility
- Advisory board have direct access to CN
- Celebrating Day of people with a disability
- NewSpace at the University is inclusive
- Improved CN staff training means a better customer experience
- Some work has been done on outdoor trading compliance
- Overall awareness of disability access is an improvement
- More interpreters have been provided for deaf people to participate
- Dedicated budget for access improvements.

## **Other**

- Access to careers and supports
- Disability access parking improvements
- Improvement to access at some public buildings
- Formation of DIAC
- Renewal of Newcastle, i.e. public domain on Bathers Way is very positive

## **Section 2: Areas of improvement for the community**

Across the three workshops, priority improvements were raised across the themes of outdoor spaces, cultural and sporting spaces and events, and CN services. Key opportunities for improvement that emerged most strongly included improvements to parks and playgrounds, toilet access and maintenance, employment opportunities, awareness building and access to relevant information.

Areas of improvement identified by workshop participants are highlighted below.

### **Outdoor spaces**

- Improvements to parks, including:
  - Ground cover at parks is not wheelchair friendly or walking aid friendly – kids can't access the equipment – wheelchairs/ walking frames
  - Water access for people with a disability – more water stations and shade for those who can't regulate their temperature
  - Making sure you have a space for families with kids with sensory problems, without needing to RSVP
  - Offering sensory playgrounds or obstacle course/tactile equipment
  - Parks – more child participation in early stages, capture view of child, increase access for adults also (adult playground)
  - Playground improvement – fenced still necessary
  - Increase access to Stockton playground. It is currently not accessible for children with a disability

- Improved footpaths and more footpaths needed. Current footpaths could be wider better maintained with smoother surfaces. More focus on the suburbs and not just the CBD
- Business access. Remains access friendly with dignified access. For example, electric wheelchair friendly
- Hunter St e.g. levels lower resulting in steps in all buildings because of trams
- Set down and drop off for specialist vehicles
- Mobility scooter parking and charging
- Better planning from design stage
- Continuous paths of travel need improvement.

### **Cultural / sporting spaces and events**

- Improvements to toilets, including:
  - Priority around day / night accessibility to create independence
  - Disability toilets require a key to use
- Provision of tactile and AUSLAN non written event information to help people who are blind or hearing impaired or CALD
- Always plan events for all abilities
- Spaces for teens
- Consider fenced areas which can improve participation
- Swimming/aquatic facilities with hoist
- Time set aside for low sensory, low crowd participation
- Need sensory playground

### **CN Services**

- Improvements to toilet access, including:
  - Upkeep of facilities
  - Keeping toilets unlocked and accessible
- More transparency and visibility of specific CN outcomes from DIAP and DIAC
- Better local approvals, more compliance with access code in renovations and new builds
- More accessible design for elderly disabled and young communities
- Safer night-time spaces
- A central directory of accessible information and data
- Innovation to tackle key challenges – CN should be in this space and leverage this
- Lifeguards training and awareness understanding about disability
- All services, events and activities have enabling component – inclusive
- Grants scheme – make Newcastle accessible campaign
- Time set aside for low sensory, low crowd participation
- Employment targets
- Responsive programming and hours for participation to cater for diverse needs

### **Other priorities raised included:**

- Employment support including:

- Normalisation around employment – valuing people with a disability and the contribution they make and providing them proper jobs that are paid fairly
- Employment on DIAC agenda
- Employment pathways that enable people with disability to be work ready and linked to meaningful activities
- Engage employers to find out what they need to hire someone with a disability and try to match them up
- Partnerships and collaborations with community and agencies – getting them to support inclusion
- More awareness building, including:
  - Normalising engagement across the community
  - Build awareness and engagement via Expos
  - Targets – need to have a plan
- Better visibility of information, including:
  - A website showing accessible facilities
  - More info about accessible parking and why it's important – especially side vehicle access
- Event planning for accessible facilities including sensory disabilities – not needing to RSVP
- Improve emergency evacuation facilities and provisions in buildings. Needing to have building management plan for evacuation
- Grants for services and facilities e.g. Accessibility in the City website
- Shopfront access / business premises doors, particularly CBD
- CN should be a leader
- Australian Network on Disability awareness and confidence training
- More Auslan interpreters and deaf blind interpreters locally

### **Section 3: What is it from CN that you would like to see us be doing or provide?**

Workshop participants identified the following as specific offerings they would like to see CN support and enact:

- A forum for individuals for those with NDIS funding to connect with other providers and act as a broker of information
  - Foster interagency connections
  - Link people with lived experience with access support and services
  - More face-to-face opportunities and opportunities for people with lived experience, carers and sector workers to come together and network e.g. expos
- Boost opportunities for participation through a centralised online information directory
- Ensure all Smart City innovations and new developments are integrated and accessible, with disability stakeholders involved

- Employ access consultants to do audits and capture the data around accessible facilities. This would also include more transparency and more visibility around key access and inclusion outcomes.

#### **Section 4: Improvements to implement in order of priority**

From the priority areas listed across the three workshops, the following items were listed as foundational in implementing meaningful access and inclusion changes in the short to medium-term future.

#### **Design and Early Access Thinking**

- More budget allocated to improving access and inclusion in design
- Improve access at aquatic facilities and beaches
- More playground design improvements, including Sensory Playgrounds, fenced areas and softfall surfaces
- Improved event planning for accessible facilities that include sensory disabilities without them needing to RSVP to use the space
- Provision of tactile and AUSLAN non written event information for blind, hearing impaired or CALD members of the community
- Grants for services and facilities e.g. Accessibility in the City website

#### **Employment**

- Set clear targets for boosting employment of people with a disability.
- CN to be an ambassador for employment
- DIAC membership can lead to employment

#### **Improving Attitudes**

- Normalise diversity in Newcastle
- Disclosure/non-disclosure
- Foster more grassroots collaboration between community and businesses
- Promotion of services in schools
- Always come from an 'all abilities' standpoint when organising activities and initiatives
- Support dignified access to business operations

#### **Education and Awareness**

- More dignified access to business and business operations for those with a disability
- Increase community education
- Advocate for and showcase excellence around access and inclusion

- Improve transparency and visibility of specific CN outcomes from DIAP. This includes channels for communicating outcomes with the community
- More specifics around budget and reporting breakdowns to communicate with community about what is being spent and on priority items
- A showcase of advocacy and excellence

### **Section 5: December 2020 – Theme Consolidation Session**

A theme consolidation session was held on 9 December 2020 to check in with a targeted group of stakeholders to build on the previous consultation undertaken and the key themes from the demographic analysis. This session was considered important due to COVID19 restrictions and impacts delaying the time between the initial consultations and the development of the draft DIAP.

The theme validation session was held at the Newcastle Museum over a two-hour period and included people with disabilities, carers, disability service providers and members of the CN's Access Inclusion Advisory Committee and Community Disability Alliance Hunter (CDAH).

This session confirmed and reinforced the identified themes including:

#### Improve

- access to facilities, playgrounds, and inland pools
- Parks and playgrounds – design of projects, output of projects
- Physical access public domain – accessible parking, toilets, pathways etc
- Communications – diversity in communications, inclusive content etc, images, AUSLAN, captions
- Programming
- Events-making them more inclusive
- Employment-internal and external facing employment promotion
- Advocacy re: transport, shared public domain, health, housing, attitudes, and behaviours

#### Promote/Educate/Inform

- Accessible tourism
- Inclusive business and business premises
- Understanding needs of Carers/Families of people with disabilities
- Progress/improvements made to build confidence/knowledge

#### Other factors discussed on the day included

- Potential significant level of under reported experience of disability
- Impact on carers, and support needed with one third having a disability themselves
- Underemployment/economic disadvantage
- Ageing population and potential increased prevalence of disabilities

Promotion for this session was via direct email with former participants, targeted members of the disability community and disability sector.

## 6 Appendix

### Appendix 1: Raw survey data – qualitative responses

What is your barrier to accessing Newcastle Art Gallery? - Other (please specify)
This is not a place visited by my invalid mother
Kids programs tend to target older children without disability
Close parking, sensitivities to crowds, noise & dark lighting
As a parent/individual I have an acquired brain injury/blindness- I can access but find uncomfortable and difficult. For my child who has psychological issues. Autism and ADHD I wouldn't even bother to attend due to non-community acceptance of disability
Getting to and from parking safely. No designated sensory or quiet areas fenced
Not interested
Not an interest
Inadequate parking
Parking difficulties

What is your barrier to accessing Newcastle Museum? - Other (please specify)
Disability Parking close by, sensitivities to crowds, noise, lighting
Not interested
Parking, lack of toileting facilities aka adult change table
No reason to visit at the moment

What is your barrier to accessing Civic Theatre - Other (please specify)
There was nothing on that suited me
My son's behaviour can be a bit unpredictable
Disability parking close by, two children with rare disease who are sensitive to lighting, noise & crowds - an ability to book a seat in a viewing room or book ticket with a live feed to allow watching access remotely would be brilliant
Unable to get funding for supports - very expensive for me and for me to bring a worker.

What is your barrier to accessing our Libraries? - Other (please specify)
My son struggles without door places
No sensory friendly times to feel welcome
No need to use

What is your barrier to accessing Public Spaces? - Other (please specify)
Most toilets are closed, Nelson St Wallsend; no toilets Islington Park; no toilets bike path from McDonald Jones stadium to Lambton. I like to take the grandkids walking or for a scooter ride. No toilets from Islington Park to Honeysuckle.
Unsafe for the child I care for, too easy for them to abscond to where they will be in traffic and the times, we would be able to access are times when there are too many people which leads to meltdown and greater likelihood of running away from safety

What is your barrier to accessing CN Sporting Facilities? - Other (please specify)
To further detail, my son is not able to understand the 'norms' of how to use facilities and this leads to either lack of free opportunity to enjoy or negative responses from others in the space
Due to my son's behaviour and concentration difficulties, he can't participate in sport usually
Not required
Not enough fences
No need at the moment
There are no sports teams in which my son can participate due to disability

What is your barrier to accessing CN Inland Swimming Pools? - Other (please specify)
Do not swim at pool
Lake Macquarie pools are better for families with disability
My son runs and I can't catch him and doesn't know how to swim
I live right down the road from Lambton pool and like most public pools except for Merewether and Nobby ocean pools they have no ramps. I need ramp access and I think all public pools should be built with ramp access. I don't like the hoist it is embarrassing to me.
Cost
Parking is a problem

What is your barrier to accessing Patrolled Beaches and Ocean baths - Other (please specify)
Close disability parking spaces
Insufficient parking subpar changing and toilet facilities lack of sun protected areas
Getting to the beach and beach facilities can be a problem with mobility issues, toilets are not clean, parking is difficult to get close to beach.
Parking has been an issue.

What is your barrier to accessing playgrounds and outdoor activities? - Other (please specify)
------------------------------------------------------------------------------------------------

Usually no toilets or toilets closed.
No enclosed play spaces in Newcastle CN area, not safe enough for a child who absconds quickly and with little or no reason for doing so. I e need a fenced in play space with equipment.
No fences
No need at the moment
Not interested as ageing

What is your barrier to accessing public toilets? - Other (please specify)
No change table that can hold my sons' weight also unclean never any sandsoap.
Where I go, the toilets are closed.
We really need clean facilities with changing areas that are suitable for people older than babies!!!! This is the most important way to support inclusion in our city.
All public parks and areas should have disabled bathrooms and more disabled parking.
They are disgusting, smell, no toilet paper. Unacceptable for young children, or children in general to attend. Syringes are notable at almost every public space. My child has been exposed to this issue at a number of Newcastle, Hamilton, and Islington areas. We do not attend these places anymore.
Dirty.
Require hoisting and adult size change table to change continence pads.

What is your barrier to accessing Footpaths and Cycleways? - Other (please specify)
No toilets or toilets closed.
In some places the gutters are too high, and I cannot get up and down ramp access to sidewalks should be better.
Not enough ramps from one path to the next when crossing the street.
My child was abused and screamed at by cyclist at Fernleigh track- we have not attended ever again.
Road safety.

What is your barrier to accessing designated Access Carparking? - Other (please specify)
Cost.
Yes, I do have a disabled sticker, but I find especially around Merewether baths where they have disabled ramp and the only pool, I can go to has not enough designated disability parking close to the pool.
I don't have a disability, but my job sometimes supports people with disabilities, and it involves prompting and arguing for increasing accessibility throughout Newcastle, especially in the changing landscape of the CBD. Especially the need for more accessible parking and a need for unattended bus parking.
Not enough parking & disability parking.
Never near where I want to go.
Don't have a car

Not enough spaces
Not required

What is your barrier to accessing waste services? - Other (please specify)
Not in the area
Teenager doesn't need access.
The bins are too heavy for me to move and VERY difficult for me to get to the street and back in again
No need
In fulltime care
I work in the industry however I don't have a disability

What is your barrier to accessing CN customer service and digital platforms - Other (please specify)
Ageing and in care

What is your barrier to accessing CN Grants and sponsorship programs? - Other (please specify)
Not relevant to me
Haven't got around to it yet.
Nothing in the grant space for me (not suitable)

What is your barrier to accessing CN run events and festivals? - Other (please specify)
My son is autistic we don't get disabled parking and he can be triggered by sensory overload. Unfortunately, we can't risk parking so far away if he has a meltdown. So, parking spaces would help and also a space we can go if he is over stimulated.
Too many people, lack of parking close to event, not enough toilets, or no toilets in close vicinity.
Often too busy for those with autism.
Too hard to get to when you have mobility issues and not enough seating for people with disabilities.
Often too busy with people and sensory inputs which creates environment where meltdown and aggression are excessive.
Children with rare disease who don't manage crowds, noise, or lighting - ability to watch/access via a live stream even if by paid access would be ideal
Dealing with crowds of people when you have a disability is overwhelming. It's too difficult to get parking close to an event where I don't have to walk too far. There's no space where I can sit down and take a few quiet moments to get my strength back.
Ageing using walking frame and health issues.

Are you aware of any improvements made to support access to any of our facilities and services in the last 12 - 24 months? Do you have any positive experiences or observations you can tell us about? Please comment.
Not aware.

<p>The New Year's VIP area that was setup for people on the spectrum and other disabilities was fantastic. It was fully fenced which meant we could relax as a family in a safe and inclusive environment. However, parking was a massive issue. It would be good if CN at events took into consideration people with disabilities that is not covered by a disabled parking sticker and allowed allocated spaces like parents with pram parks for people on the spectrum</p>
<p>I think more sensory aware events would be great. My daughter struggles with noise and crowds but loves to go to places. Makes it hard.</p>
<p>No.</p>
<p>More pathways down to beaches like Merewether are so important. Would love to see this extended at beach level to Dixon park. Safer than up at road level. These promenades allow us to get close to the water and my son loves them!</p>
<p>I am unaware of any improvements made in the last 12 -24 months in my area.</p>
<p>Needs more shade clothes at parks and gates to keep my son safe from running onto the road. With his disability he doesn't understand danger.</p>
<p>Only the ramp access at Merewether. Baths is good and the new disabled bathroom at Nobby's.</p>
<p>Blackbutt is awesome for my disabled child. It's accessible, fun, and interesting.</p>
<p>It's great that there has been a sensory area available during New Year's Eve celebrations, but the enclosure area is poorly created rather than properly secured and the space itself is very small. Also, where there are great ideas for small group seating spots once there are different groups all using the space there is no option for the children who are sensory seeking to enjoy the sensory options within the space. In future it would be much better if there was a space within the sensory area where children can access throughout the evening without having to enter another groups seating area. For example my son loved the tulle tents and furry chairs but once other groups had taken these as areas where they could sit for the night they were unavailable to anyone but the people sitting in them which caused a great deal of stress to my son who isn't capable of understanding that those groups needed their space and to not be climbed on by a child wanting to enjoy those things.</p>
<p>Yep the sensory area at the fireworks is a great initiative.</p>
<p>I can't access public transportation. I can't get up on footpaths unless there is a ramp. I need spacious car parks to transfer to the chair. I struggle to get to doctors' appointments as there is not enough disability parking at these locations.</p>
<p>Nil thought for disabled or even abled children in Newcastle. Once again, I'm disgusted in your ability to cater or integrate general and wider community. Newcastle is not meeting many people's needs. Upgrade your sports services- for free. Upgrade child &amp; adolescent playing areas. And roads/ children's crossings near schools are very unsafe.</p>
<p>My son (6) has down syndrome. We have been very impressed with the library's kids' programs which we have attended since he was very small. We always felt very welcome and included there. Also, at art cart at the art gallery.</p>
<p>Unfortunately, the positive experiences I have seen are unrelated to the CN. I have seen individual businesses ensure that they are friendly to all people living with a disability.</p> <p>CN should be taking active steps to ensure businesses in the LGA, and events are friendly to all types of disabilities, not just those that are visible. This should be done not because a survey told you to, but because it is inclusive of all people. People living with a disability don't just access the community for an event, they need to be able to access it all year around.</p>
<p>These survey questions are worded poorly. A lot of the places I've had access to in Newcastle have been because either a friend drove me, or I caught an Uber. So, your statistics on patron attendance doesn't really reflect how accessible an event/place is. I have a physical disability and I don't drive. Your public transport is abysmal. Even getting to medical appointments is a real challenge. People with disabilities and limited income are extremely isolated because of our public transport system. This needs to change.</p>
<p>Accessible Parking increased - the tram is not the answer.</p> <p>CBD Parking for unattended buses that have people with various disabilities (seniors, special needs etc) and the driver is part of staff and is therefore required to be with them.</p>
<p>Not sure it's CN run, but the improvement to the Waratah train station to make it accessible is great.</p>
<p>No.</p>
<p>Newcastle Museum has been very inclusive with the volunteers and staff helping greatly.</p>
<p>No Positive Feed Back. Town is no longer a place for me to go.</p>
<p>Limited wheelchair spaces available at Civic Theatre. Good access to Newcastle light rail.</p>
<p>No. All of your accessible actions focus on physical disabilities.</p>

You have asked about public areas, public toilets, sporting fields and the beach. I need to use your community facilities more with an ageing person to care for. You have not asked about these facilities - are they accessible? Can carers afford them? Is CN planning to get rid of them? That would be a terrible loss.
No, not aware of any. I stopped going places because it was too hard. The disability access for the super cars was horrendous last year.
The new disabled car parks on Memorial Drive at Bar Beach are very welcomed. Access down to Bar Beach needs to be improved. The timber ramp is too narrow and does not cope with excess sand.
I have seen events in Wheeler Place but haven't attended.
No, most things are inaccessible for my client base due to lack of understanding about disabilities. You might make something 'physically' accessible by using ramps, lifts, captioning, braille etc but lack of understanding of the community and staff facilities is appalling and downright embarrassing for carers, parents, the person with disability and for Newcastle as a community
CN provided an interpreter to welcome people at the Mental Health Wellness Walk in 2019. This was a welcome addition to the program.
New facilities at 12 Stewart Avenue are a vast improvement.
Playgrounds still require more inclusive access and less barriers for wheelchair users i.e. less than bark and more compressed cork fibre-like materials.
Footpaths could be wider and have greater easy access curbing.
Personally, I'd appreciate more designated parking in Honeysuckle precinct
More awareness for people to go out. Events on at better times for people to be able to go out with a worker. More awareness and acceptance by people - there is still a lot of prejudice by patrons using services getting annoyed by people with disabilities being around and sometimes being asked to leave.
Not aware of any improvements.
Start providing facilities and service for all Novocastrians, by consulting widely with rate payers on all projects.
Footpaths not accessible
Improved and more off-road (or on-road vehicle limited access) cycleways both surface and connectivity Allow children's bikes on trams and trains Improve footpaths - lip to allow bikes/prams/wheelchairs onto/off the roadway to cross Improve areas eg. Wickham where there are no footpaths Improve access across busy roads e.g. Wickham section of industrial drive around Carrington bridge roundabout.
Greater emphasis could be placed on improving access for people with low vision (for example colour contrast, large print, even glare free lighting).
No.
Count Us In was cool.
It might be good to consider parking or drop off zones. Any activity that requires walking usually has a no stopping zone close to it, and due to the quality of the pavements, sometimes walking for long periods is not possible.
No not sure of any.
No.
I've been to a meeting in your new building and was very impressed.

To help us inform our disability action plan, how can we improve our facilities to better meet your needs?
More disability parking particularly around beaches, Merewether baths and bus urban areas such as Darby St. I have MS and suffer from mobility issues. If I can't park close by, I cannot go to many places/events independently. Access and support at beaches getting to and from surf would be awesome. Something I love but cannot do independently.
More inclusive spaces that can provide a quiet space, fencing, allocated parking at major events. Looking at autism specific events that can be run Providing more activities with quiet hours making events more affordability for families with disabilities We have to buy tickets and then find ourselves having to leave because our son can't cope. So not only is it devastating not being able to participate it's also a financial burden. But our son deserves every opportunity neuro typical kid get
Disability toilets need to be cleaner. More disabled parking spots. Pathways need to be more wheelchair friendly. They are often rocky, broken and can cause damage to tyres which is costly to repair.
There are many people with IBD which is a hidden disease. If we need a toilet, we need to go now.

<p>Changing areas that are not just for babies!          Otherwise it's get changed in public, on the dirty floors or you can only be in the community for a short time and you have to go home to change.          Miss out or go without dignity! Not a fair choice.          Put on some community events that are exclusively for families with disabilities.          Make pathways with gutter access. When our son has bad seizure weeks he needs to be in a pram. Walks are limited by driveways as he's too heavy to lift up and down curbs</p>
<p>Shade clothes, fencing, better parking and more inclusion swings and things disability kids can access to play on</p>
<p>more disabled bathrooms more disabled parking at Merewether ocean baths. and putting ramps into all public pools. and more shade enclosures. Also, I would like to see day cruises in the area be equipped with disabled ramps and disabled bathrooms. I would also like to see disabled bathrooms be just that not combined with baby change rooms. would also like to see more seating for disabled people at the showground as well when there are events on like the caravan show. I found this impossible to get around because there was no seating only inside, so I have not been back for two years. I have been to hospitals in other areas where they provide golf carts or small train vehicles to take people who are mobility challenged from one end of the hospital to the other since John Hunter is so big this is greatly needed for disabled and elderly people.</p>
<p>Please don't use wood chip in playgrounds. Soft fall flooring is best. My child can't participate if there is wood chip/bark as the floor covering. Shade is also a very important consideration.          Please ensure there are more changing facilities for disabled kids in nappies. My 3-year-old is now too big for most baby change tables so it makes it difficult.</p>
<p>Have an enclosed playground available within Newcastle city area.          Have special needs catered to in the entertainment opportunities that are brought to the city e.g. when there are inflatables and temporary entertainment opportunities brought to city areas like civic park and the foreshore allow for a special needs cue which reduces wait time in cues for special needs children.          When catering to special needs families provide fencing and boundaries that are not easily moved and squeezed between by children.</p>
<p>Have specific shows which kids with autism could attend where attendees could be aware and expect challenging behaviour from the audience.</p>
<p>More fenced playgrounds.</p>
<p>More disability parking urgently needed especially seeing you removed the one outside the Civic. Which makes it extremely difficult during wet weather. Ensure disabled toilets are clean and sufficient equipment installed.</p>
<p>Make sure all disability needs are covered. Most places seem to only address visible disabilities and forget about those that are invisible (e.g. autism).</p>
<p>Better public transport. More routes, higher frequency of buses. Actually having bus stops that are shaded so you don't have to stand and wait for a bus, (which is usually late) in 40-degree heat.          More wheelchair access at our beaches.</p>
<p>Making specific sensory friend and special needs fenced parks.</p>
<p>More and better signage on public buildings for people with disabilities to get around would be great (ramps into town hall are not well signed nor are toilets).          Calming tents at festival/celebrations so that people on spectrum can participate would be great.          Access to disabilities toilets for all people who need it, (If you have an operation and can't use other toilets for a period of time or are visiting e.g. tourist especially when like at beaches there are no alternatives).          Playgrounds need notices of hot rubber surfaces.          Quiet/relaxed time access to festival/celebrations, the Newcastle Museum is great at this other places would be great.</p>
<p>Put more disability parking throughout the city everywhere</p>
<p>Keep Newcastle Ocean Baths disabled friendly as it is, Merewether is not disabled-friendly &amp; I can't go to the beach due to disability.          Newcastle Ocean Baths have railings &amp; slow incline ramps down to the pool &amp; into the water</p>
<p>More Parking for the Disabled.</p>
<p>Train staff that interact with the public in how to deal with all types of disabilities. An angry person may actually have a disability.</p>
<p>Involve people with disabilities in the planning and take them seriously. Parking is the biggest limitation in Newcastle.</p>

<p>My son has autism and has issues with electric hand dryers. He won't enter those rooms in case somebody else uses them.</p> <p>We attended the open day for the trams, but the situation was very noisy and crowded. Many with autism obsess over trains and transport so the idea was very exciting. Maybe a quite open opportunity for those with disabilities would be a good option. Better communication of these types of items is necessary for awareness.</p> <p>More hiding or "cubby" type areas for kids in playground to escape to. Shade is also a factor as my son struggles in bright light. Trees scattered through playgrounds would be fantastic. He is also a flight risk so fencing in key parks would also increase his safety.</p>
Education of staff, education of our community.
Some participants at the Mental Health Wellness Walk noted that the public toilets in Civic Park need a disability accessibility upgrade.
Engage in subject-matter experts and PWD prior to final designs to ensure that meet the communities needs and best practice.
More marketing towards people with disabilities, make information very easy for people with disabilities to attend - send to services they are connected with to pass on opportunities. Have incentives to make things cheaper for people with disabilities to access and affordable transport.
<p>Parking needs to be monitored and FINED. Costs for permits need to be consistent for all. Disability parks need to be wide enough not just have the logo so therefore are "accessible"</p> <p>Toilet change facilities are disgraceful to change a large child or adult quadriplegic child in nappies. we are forced to use toilet floors, grassed public areas. there is no dignity or safety in this. MLAK keys are great but they don't access any changing places toilet facilities. 3 options- wait an hour for a disability park at Kotara or Greenhills and risk respiratory health by taking son into packed shopping centre with sick people to use the bathroom, 3. park in the only disability space outside Hunter St location, over corroded pathway to access toilet in office hrs only. more parking, adult change tables need to be in parks and hospitals accessible all hrs via MLAK. to change my son on the floor of a hospital is just disrespectful and shows total lack of understanding of his rights and needs.</p>
Footpaths inner city 'west end are terrible, uneven & dangerous
<p>More parking spaces and drop off places in city.</p> <p>More places where COGY pedal wheelchair can be used undercover.</p> <p>Disabled access toilets without needing keys.</p> <p>Meeting rooms for disabled people to meet in Mayfield for art sessions or reading group or support group.</p> <p>Cognition brain training program - reading, arithmetic, maxes, pencil, and paper games - for oldies too - supported group in Mayfield Library.</p>
Certainly in the East end there are no facilities suitable for my son even the few local restaurants don't have stable appropriate and stable seating for people with mobility issues and the many uneven pavements are a great risk of people falling even for those without a disability
Provide audio description at cultural facilities
<p>More disability friendly; swimming pools, footpaths, toilets, shop, and restaurant entrances,</p> <p>Regular meetings to discuss disability access issues.</p>
Policing of Disability Parking spots needs to be better. There are few enough without them being used by people with no permit. Perhaps the provision of a direct call number, displayed at the spot, so that illegal parking can be reported. Take a photo and message it through.

What can we do to help build positive attitudes both within CN and the broader community?
More training understanding. More inclusive environments and events.
I think attitudes in Newy (so far) have been great.
Make disability friendly events more widely known about.
Just keep notifications coming through all forms of media and let the residents have their say. Not only listen but take on board what the people want.

<p>Make places more inclusive so people get used to seeing those with disabilities out &amp; about. The more the next generation sees diversity the more "normal" It becomes and the more they accept and embrace everyone.</p>
<p>Inclusion is the biggest battle. They just want to do what everyone else is doing without being left out or judge. It's hard for them to go out and feel safe.</p>
<p>Address our concerns and make an effort to supply what we need.</p>
<p>Please make disabled people more visible in the community. Use them in adds and in pictures not just about disability related stories but everyday events. We need to make it more visible so it's not so confronting to people. Ask us more often what is important and what is working or not working.</p>
<p>It is more the public response to a child who appears normal but has intellectual disabilities which affects my family. This is an area which requires more public education and I'm honestly not sure how that is best achieved beyond making it a regular topic of conversation and development of new norms of acceptance without needing to be told that judgement is not helpful to anyone who has an 'invisible' condition.</p>
<p>Give grants to help support groups and disability groups.</p>
<p>My child has been suspended from public school on 3 occasions due to behaviours resulting from ASD and ADHD. This is not inclusive. This has caused high amounts of distress for our extended family. These children need support and problem solving, not punishment.</p>
<p>Hire people with disability.</p>
<p>You can show you care about people with disabilities by giving them better access more amenities and more inclusive activities</p>
<p>Make active steps towards inclusion in all facets of life.</p>
<p>Approach businesses and develop programs to ensure businesses in the Newcastle area are inclusive to all people.</p>
<p>Listen to people with disabilities. Live a day in our shoes and you'll realise how difficult every day activities can be.</p>
<p>By giving us spaces to be safe and welcomed.</p>
<p>Inviting leading experts on child illness and the effects on families.</p> <p>TedX on positives of all the different ways our brains work. From children to elderly and everything in between.</p> <p>Positive artworks/interventions focusing on being a community, bring back the village that helps the raise the children and has always looked after the elderly.</p>
<p>Ask disabled people when making decisions, like the ocean baths leasing &amp; renovations, CN artist impressions are not disabled-friendly, go to the ocean baths &amp; watch the severely disabled (not me) be wheeled into the water in wheelchairs. Vans of disabled use Newcastle ocean baths regularly. Also, the walls on both sides of the baths are utilised, as well, I use the wall to get myself up off my sun chair &amp; I've seen others that can't lay on the ground lie on the wall.</p>
<p>Don't just listen. Do what the people ask.</p>
<p>Don't ostracize people with disabilities but rather include them in everything you do. This includes employing staff who have a disability and encouraging other people to do the same. The Australian Network on disability has great information on how to do this.</p>
<p>Understand more about disabilities and how it affects people. Consider invisible disabilities. I would love to see disability "safe space" set up, a bit like a parent's room. A place people can use the bathroom, but also sit and rest if having panic attacks etc and regain composure.</p>
<p>I'm thinking communication. More awareness of your initiatives to assist with disability challenges would help raise more awareness generally. Example. We understand and want to help people with disabilities challenges (specific) so we have taken this action.... I love sharing on Facebook so that people I know are aware of these sorts of things.</p>
<p>Education and awareness.</p>
<p>Having Auslan interpreters at community events is one demonstration of CN's commitment to being disability inclusive and builds community awareness of deaf and hearing-impaired people in our community</p>

normalise disability. This can be achieved through disability inclusion training, targeted recruitment and providing supported opportunities for people with disabilities to gain skills and knowledge in a work environment.
Better communication & understanding. I've spoken to CN previously about the parking at Nobby's Beach not being up to standard due to the lack of bollards between spaces. This was over two years ago, still nothing has been done. Cars squeeze between cars parked in designated mobility spaces making it impossible for most people with a disability to access their car
Marketing and promotion that people with disabilities are able to do things, equal in society and welcome.
Rules around parking in disability spaces needs to be made publicly aware to change attitudes. I have been physically assaulted and punched in the face whilst assembling my son's wheelchair because the person didn't appreciate me asking them to move out of the only disability park (they were illegally parked). Police chose not to fine. Seniors and pram parking are taking over disability parking, yet they are not charged usage. Why?  By providing services that are inclusive shows respect for people with disability. This will then flow on to community attitudes. If CN can't even put a toilet facility in a hospital to change a child who spends a lot of time there, then why should any of the public feel they should make any effort to be inclusive either. Set the standard you expect people to set themselves.
More inclusive & accessible
Keep supporting World Stroke Day. Teach people how to say hello and talk with disabled people. Advocate for Federal and State resources in Newcastle for disabled people including children and oldies.
Ensure appropriate risk assessments for people with disability are carried out and findings are actioned, and hazards removed by CN.
Employ more people with disabilities
CN should conduct an annual competition to promote employment of people with disabilities in Newcastle companies big and small, public service and shelf employed disabled people have achieved remarkable things. Perhaps CN could hold an event to present the winners in each category with their prizes.

How can we make it easier for you to access information and communicate with us? For example, audio description, easy read, Auslan interpreters etc
Auslan trained interpreters. Larger fonts on signs. Trained staff to help those with disabilities.
Facebook posts are fine. I have IBD which is also a disability. We are not deaf, blind or use a wheelchair. There are other forms of disabilities which are 'hidden' disabilities.
Auslan, interpreters, visuals stories for autistic kids, audio would also help.
Make information available in multiple formats. Make sure it is available without needing to specifically request it. Having to request specific material can be a significant barrier.
Not applicable to me but you need to consider this for all people not just people with a disability but other people as well.
Information about disability access put in place for events etc. Updates on changes to accessibility on social media.
Accessibility isn't a problem for us, but we would like to be made aware of disability events/changes/initiatives through your Facebook page.
Visual schedule, education of PEC systems.
Simple brochures, sent to my house, apps that speak to me, and add things to my personal calendar .
Not sure.
Accessible documents.
Hold more open forums.

We know that people with disability often have limited opportunities to getting a job or within the workplace. What do you think we can do to help overcome these challenges within CN and the broader community?
More training incentives. Education for the broader community. CN could aim to hire a percentage of people with disabilities.
Not sure.
Make employers aware that a physical disability doesn't mean an intellectual disability.
I really don't know what you are doing now. But in my case or anyone else with IBD 'flexible' working hours which I mean is flexible hours day to day, week by week.
Perhaps provide scholarships and supported employment opportunities.
Being inclusive and not judge and discriminate and use them. Try to be more understanding, it does take a little bit longer for them to understand and complete tasks.
Creating more understanding of the way that a child's or family member's disabilities can impact on the ability to perform a job. It can reduce the number of hours one is available to work and quickly create situations where the employed person is required to be excused from their duties.
Not sure
Provide more education so the community can understand better the day to day impact ASD/ ADHD can have on children and their carers. The judgement can be sole destroying at times.
Lead by example. Promote true inclusion.
Instead of conducting a survey, create a paid opportunity for people living with a disability to work with the CN on a disability inclusion scheme.
I don't have an answer for this one, but I can tell you it's incredibly difficult to get a job with a disability. I was even a client of Job Centre Australia and Castle Personnel and both were terrible. They didn't listen to my needs or help in any way. One office even repeatedly told me that they couldn't find me a job but kept booking appointments. People want to work. We're just not getting the help we need.
More training programs.
At the moment as a single parent and full-time carer for my child who is unable to attend school there are no options to work or train for work. This is my unpaid job, it is also unseen, unaccepted, un-acknowledged, isolating, and unimaginable harder than a paid job I have ever known or ever will.
Make all buildings to have ample parking underneath, like in Sydney city, I go there often & there is always parking within a block of where I am going, yes I pay but paying is better than none at all. The direction CN is going with buildings & no parking is not disabled friendly at all.
Not sure on this one.
It is quite simple you hire us.
Provide opportunities for people with disabilities to share about their disability and abilities to employers. Information for employers and staff to learn that people with disabilities can be great employees.
Advertise and have policies in place for modifications for people with special needs. For example, sensory challenges for a person with autism in the workplace can be helped with adapting communications or managing styles yet still allowing the same outcome to be achieved. For example, sitting on an exercise ball instead of a chair could allow a person with autism to bounce and move on the spot to meet their sensory input and regulate their emotions.
Run programs for those with disability to have a 'job' even if volunteering such as keeping public spaces clean, education, involvement.
CN should have a disability workforce target that is above the rate of disability in the community to demonstrate leadership in employing people with disability. Include at least one person with disability in the local Councillors.
Celebrate diversity. Undertake recruitment that ensures all can access. Partner with organisations that can support individuals with disabilities gain employment and training.
Access to job share, work from home or part time hours. Also, some positions should be identified as being for PwD
Incentives for workplaces to hire people with disabilities. Marketing and promoting people with disabilities working. Encouraging flexible workplaces and having alternative options for everyone in workplaces that suit others.
Unsure
At CN set target for the % procurement/contracts that are delivered by disability organisations

Identify and open opportunities for anyone with a disability. In my experience CN does not appear to be interested. Or I'm not aware of any programmes run by CN.

I have tried to access library for work experience as his biggest interest is reading and books and has had experience working in Macquarie university library, We would welcome this opportunity as he has NDIS funding and a carer for any kind of suitable work activity.

Employ people with disabilities, create targeted positions, take a flexible attitude in creating or changing positions to suit people with disabilities.  
Create better employment structures to include people with disabilities.

Please see my suggestion about hold a competition to encourage others to give people with disabilities jobs above.

Work with organisations like us to look at pathway options.

## Appendix 2: DIAP flyer design



**City of Newcastle is revising its Disability Inclusion Action Plan**

If you have lived experience, or are a carer or sector worker, you are invited to Have Your Say.

Your feedback will assist us to revise the plan, which was adopted in 2016 to help guide and co-ordinate our efforts towards creating a more inclusive and equitable society.

You can submit your feedback via online survey or come along to our workshops/drop in sessions.

For more information and to register visit [newcastle.nsw.gov.au/YourSay](http://newcastle.nsw.gov.au/YourSay)

<p><b>Workshops</b></p> <p><b>Wednesday 27 November</b></p> <p><i>Disability Sector workshop</i> 9.30am – 11.30am</p> <p><i>Community workshop</i> 1pm – 3pm</p> <p>Wallsend Library Multifunction Space</p> <p><b>Tuesday 3 December</b></p> <p><i>Community workshop</i> 9.30am – 11.30am</p> <p>Wests Mayfield</p>	<p><b>Drop in sessions</b></p> <p><b>Tuesday 26 November</b> 9.30am – noon Wallsend Library</p> <p><b>Friday 29 November</b> 9.30am – noon City Library</p> <p><b>Monday 2 December</b> 4pm – 7pm City Library</p> <p><b>Tuesday 3 December</b> 4pm – 7pm Wallsend Library</p>
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## Two Consultation Sessions with City of Newcastle

### Session 1 Planning for Newcastle's Inclusive Festival

### Session 2 Developing our new Disability Inclusion Action Plan

On Wednesday 9 December 2020, City of Newcastle Community Planning and Development Team will be hosting two consultation sessions that we seek CDAH members participation in, either attend one session or both.

These two sessions will be held at the Newcastle Museum Theatre room, Workshop Way Honeysuckle.

#### Outline of Session 1 from 10am -12 noon

This session will be focussed on your ideas about how we can develop and improve on our 2019 effort to deliver our Count Us In program. This program of events and activities was aimed at building upon the positive image of people with disabilities, highlighting their skills and contributions to our community. Some events and activities were also aimed at building Councils' ability to develop and deliver programs and content that is inclusive. We want to do better.

Your ideas and suggestions about what the program should look like in 2021 would be appreciated, even what it is called is open for discussion. The program will be delivered in March 2021 and with partnerships from the business community, community organisations and Council. We have the following questions to discuss on the day

What should the festival look like in 2021?

What events/activities can create and promote a more inclusive and disability confident Newcastle?

Who needs to be better engaged? How can/should they be engaged?

What should be the theme for this year? Is a theme needed?

Do you have any guest speaker suggestions or program ambassador suggestions?

RSVP to [swarham@ncc.nsw.gov.au](mailto:swarham@ncc.nsw.gov.au) or call or text your details to 0419 616818 by 2 December 2020 and please advise of any individual requirements to participate in the event.

In your RSVP please indicate if you would like to also join us for lunch on the day between 12 noon and 1pm and advise of any dietary requirements.

Auslan interpreters will be available on the day, however it may be best to inform us of your desire to use this service to best plan for the day.

#### Outline of Session 2 from 1pm-3pm

City of Newcastle is in the process of developing our new Disability Inclusion Action Plan, consultations have been undertaken, demographic research has been conducted and now we need to talk about where we are up to, and test some ideas for inclusion in the plan. Please come along and meet with our Access Advisory Committee and further discuss the development of our new DIAP.

The focus areas of the current plan include Attitudes and Behaviours, Systems and Processes, Employment and Liveable Communities. Please come along and provide your input to better inform this plan for Newcastle.

RSVP to [swarham@ncc.nsw.gov.au](mailto:swarham@ncc.nsw.gov.au) or call or text your details to 0419 616818 by 2 December 2020 and please advise of any individual requirements for the event.

Auslan interpreters will be available on the day, however it may be best to inform us of your desire to use this service to best plan for the day.

Afternoon tea shall be provided on the day.

Please indicate if you would like to join us for lunch on the day between 12 noon and 1pm and advise of any dietary requirements.

Looking forward to meeting you on the day.

Steve Warham, Community Development Facilitator.

## Appendix 3: Workshop notes

### Workshop 1: 9.30am – 11.30am, 27 November 2019

#### Section 1: what has improved?

Over the last 4 –6 years, what has changed for the better?

#### **Outdoor spaces**

- Nobby's beach disability change area who need a hoist/lift;
- Accessible sanitary facilities (except still needed outdoors);
- More inclusive playgrounds and accessible surfaces;
- Playground at Stockton is very accessible; and
- Light rail has opened accessibility right into the city. Help buttons on station and light rail.

#### **Cultural / sporting**

- Super cars accessibility has improved – amazing accessibility;
- Toilets / platforms;
- Local NFP and sports increased;
- Access panning for events; and
- Low sensory events at New Years and other events allows to enjoy and engage.

#### **CN services**

- Public transport and premises e.g. lifts;
- Accessible information about transport in general;
- Website;
- Services able to advocate;
- Advisory board have direct access to CN staff and elected Council;
- Partnership with chamber of commerce bring together diverse roles;
- Celebrating Day of people with a disability;
- NewSpace at the University;
- Library and museums are more inclusive; and
- Count Me In initiative. Hoping that partnerships can be built for that in the future. It's helping to change people's attitudes and being inclusive. Fostering a positive culture in Newcastle.

#### **Other**

- Lift/Change facilities at Charlestown square and Kotara – CN set the standard and saw other; facilities follow. Privacy at shopping centres is very impressive;
- Access to careers and supports;
- Parking improvements; and
- Public buildings.
- Thoughts – on Canberra:
  - Buttons being the right height,
  - Fencing design - considers height for people in a wheelchair.
  - Wheelchair – photography - Viewing ocean.

## **Section 2: Areas of improvement for the community**

### **Outdoor spaces**

#### ***Priority areas include:***

- Ground cover at parks is not wheelchair friendly or walking aid friendly – kids can't access the equipment – wheelchairs/ walking frames;
- Water access for people with a disability – more water stations and shade for those who can't regulate their temperature;
- Making sure you have a space for families with kids with sensory problems – it's a bit offensive that you need to rsvp if you want to use the quiet zone at an event. E.g. public transport with quiet carriages; and
- Improved footpaths. More footpaths needed. Also, current footpaths could be wider better maintained with smoother surfaces. More focus on the suburbs and not just the CBD.

#### ***Other areas for consideration include:***

- Ramp gradients and requirements need to comply with building standards AS1428;
- Better curb ramps;
- Disability toilets in caravan parks;
- Safer environment and design to create independence;
- Improved access to beaches for all Newcastle beaches; and
- Shade – accessible design / flexibility of space for elderly communities.

### **Cultural / sporting**

#### ***Priority areas include:***

- Priority around day / night accessibility to create independence i.e. – disability toilets;

- Disability toilets require a key to use, but not all disabilities are physical. Those with psychosocial disability for example, to get yourself together, they be unlocked during the day; and
- Provision of tactile and AUSLAN non written event information to help people who are blind or hearing impaired or CALD.

***Other areas for consideration include:***

- Accessible spaces and toilets are deal breakers sometimes, it's so important to inclusion;
- More use of inclusion tents / zones;
- Normalising and making accessibility a normal part of everyday business – culture and sporting make advertising and NFP activities more readily available;
- Include no written wayfinding and information e.g. pictures and symbols to help CLS and non-reading people; and
- Purchasing tickets for Super Cars.

**CN services**

***Priority areas include:***

- More transparency and visibility of specific CN outcomes from DIAP and what DIAC. This includes channels for telling the community what has been done. Needs to go into the general public and educate them. Let them know it's done and why it's there;
- More specifics around budget and reporting breakdowns;
- Better local approvals, more compliance with access code in renovations and new builds;
- More accessible design for elderly disabled and young communities;
- Upkeep of facilities – toilets are a major issue (position and location) as well as maintenance;
- Safe night-time spaces; and
- Lack of services based around cost restraints – how do we create happiness against cost?
  - Need the ability to look at resourcing to achieve happiness than worrying about damage + vandalism e.g. public toilets – instead of locking up these a space, maintain them so everyone can use them. This is a big priority.

***Other areas for consideration include:***

- Provide a social hub for people with disability (provided by CN). Could be a website as well as a physical space linking up info, services and agencies;

- More advocacy;
- Education in schools regarding access and disability;
- Making access part of normal business;
- CN directory, linking up services and social events etc.;
- Needs to be places where people can relax in the public commons without having to proclaim their status. Free to hire;
- Website which maps accessible facilities around the whole city; and
- New interchange - can't access shop due to step and width of door.

## **Other**

### ***Priority areas include:***

- Website showing accessible facilities;
- Grants for services and facilities e.g. Accessibility in the City website;
- Event planning for accessible facilities including sensory disabilities – not needing to RSVP;
- More info re: accessible parking and why it's important – especially side vehicle access;
- Lack of emergency evacuation facilities and provisions in buildings. Needing to have building management plan for evacuation;
- Normalising engagement across the community;
- Normalisation around Employment – valuing people with a disability and the contribution they make – giving them proper jobs that are paid fairly. Real target area for the future. Push towards creating more employment for those with NDIS plans – they can fund the individual to assist the individual to find meaningful employment. Roles often have:
  - Little meaning or thought behind it
  - limited training,
  - Are undervalued and underpaid.

This also includes voluntary roles. Could try using more reverse marketing and more innovation around employment.

- Engage employers to find out what they need to hire someone with a disability and try to match them up. Work needs to be done with local employers to change attitudes – can we link business rates with a disability offset on CN rates? We could innovate here.

### **Section 3: Sector workers (white board notes)**

What is it from CN that you would like to see us be doing or provide?

- A forum for individuals for those with NDIS funding to connect with other providers and knowing what things CN already provides as part of that ( procedure of knowing where you need to go for support has disappeared with NDIS) CN could help pick up some of that slack – act as a broker of information.
- Employ access consultants to do audits and capture the data around accessible facilities – more of this and more transparent and more visibility and what's the outcome from that (evidence)
- Services where you can access support and services – opportunities for participation – centralised information in a directory via the internet.
- Foster Interagency connections
- Smart City innovations need to make sure all the developments are integrated and accessible – disability stakeholders must be involved.
- 'Are you kidding me' expo – services for children under 8 – More face to face opportunities and opportunities to network.

#### **Section 4 - House exercise**

(Participants on table 1)

##### **Foundation**

- More transparency and visibility of specific CN outcomes from DIAP and what DIAC. This includes channels for telling the community what has been done. Needs to go into the general public and educate them. Let them know it's done and why it's there;
- More specifics around budget and reporting breakdowns (need to ensure you have the money to start with and communicate with community about what is being spent and on what items);
- Grants for services and facilities e.g. Accessibility in the City website;
- Event planning for accessible facilities including sensory disabilities – not needing to RSVP; and
- Provision of tactile and AUSLAN non written event information to help people who are blind or hearing impaired or CALD etc.

##### **Middle**

- Website showing accessible facilities;
- Lack of emergency evacuation facilities and provisions in buildings. Needing to have building management plan for evacuation; and
- Better local approvals, more compliance with access code in renovations and new builds.

## Roof

- Improved footpaths. More footpaths needed. Also, current footpaths could be wider better maintained with smoother surfaces. More focus on the suburbs and not just the CBD.

(Participants on table 2)

## Foundation (CN as support worker for community)

- Lack of services based around cost restraints – how do we create happiness against cost?
- Need the ability to look at resourcing to achieve happiness than worrying about damage + vandalism e.g. public toilets – instead of locking up these a space, maintain them so everyone can use them.
- Normalising engagement across the community, including accessibility through marketing channels; and
- Equity – CN being equitable.

## Middle

- Priority around day / night accessibility to create independence;
- Disability toilets require a key to use, but not all disabilities are physical. Those with psychosocial disability for example, to get yourself together, could they be unlocked during the day?
- Upkeep of facilities – toilets are a major issue (position and location) as well as maintenance;
- Access events on a whim and access to shops; and
- Water access for people with a disability – more water stations and shade for those who can't regulate their temperature.

## Roof

- Normalisation around Employment – valuing people with a disability and the contribution they make. Provide proper jobs that are paid fairly. Real target area for the future. (Exposure of PWD at political level. Multisector collaboration.)

## Workshop 2: 1pm – 3pm 27 November 2019

### Section 1: what has improved?

Over the last 4 –6 years, what has changed for the better?

## Outdoor spaces

- New playgrounds – some inclusion outcomes for all kids;
- Access through light rail – help buttons;
- Beach access to beach has improved e.g. Nobby's;
  - Beach versus all beach
    - Beacon – funding (?)
- Wheelchair to water, safe navigation – shallow area without carer; and
- Diverse opportunities.

## Cultural / sporting

- Inclusive events starting – more than previous years;
- Social events like Count Us In - there is room to build and grow here; and
- Inclusive library services – Lego/crafternoon is safe and inclusive.

## CN services

- CN staff – training. Experience for people visiting is much better;
- Now have care workshop accompanying;
- Some work done on outdoor trading compliance. There is room to grow this also;
- Awareness of disability access is an improvement – room to improve with shade and water (universal);
- More interpreters for deaf people to participate; and
- Opportunities for training – AUSLAN or other support. CN can work in this space.

## Other

- Formation of DIAC an advising to CN and elected Council
  - Structure of committee could allow more staff to rotate.
  - Renewal of Newcastle, i.e. public domain on Bathers Way. Positive – not just compliance.

## **Section 2: areas of improvement for the community**

### Outdoor spaces

#### ***Priority areas include:***

- Parks – more child participation in early stages. Capture view of child. Increase access for adults also (adult playground). Inclusion and empowerment.

#### ***Other areas for consideration include:***

- Parramatta Park example Northcott. Child testing or child and family testing at stages i.e. 90% complete. More co-design is needed and design for the end user;
- Ground cover at parks – wood chip;
- Shade;

- Not just 10 and up, 3,4 and 5 will comment;
- Save money, different ways kids using;
- Multi-function spaces e.g. beach. Opportunities for multiple ways to participate;
- Normalise every ability to participate;
- Ways to communicate with deaf people e.g. at the beach. They can't hear the loudspeaker – Nobby's Merewether; and
- Visual information to be available;
  - Outside current hours.

### **Cultural / sporting**

#### ***Priority areas include:***

- Always come from 'all abilities' – not separate. All people want to be involved; and
- Spaces for teens. Outdoor recreation and indoor loss of loft. Need to reconnect when lost. Gone / not replaced.

#### ***Other areas for consideration include:***

- Targeted approach with CALD and ATSI. Go to elders. There is no word for disability in the indigenous language;
- Links via the community e.g. Aboriginal Disability network;
- Inclusion – not a separate space. Mix together to feel equal.

### **CN services**

#### ***Priority areas include:***

- A central directory data – look for options;
- Innovation – CN should be in this space and leverage this;
- Lifeguards i.e. awareness understanding about disability; and
- All services, events and activities have enabling component – inclusive.

#### ***Other areas for consideration include:***

- Library – evolution. Move into community hub;
- Wallsend library – so well resourced;
- Mayfield other needs some more programs;
- CN services promoted in schools;
- Mentoring – new retiree with young people;
- NDIS competitive – where is CN's role?

- Policy – CN services, regarding participation, integration etc. leads to empowerment and engagement;
- We want to grow this i.e. parenting. All in the Nexus for broad community
  - Problem to solve
  - All stakeholders.
- PWD only ask what is offered. People should be forthcoming with information regarding services.

## **Other**

### ***Priority areas include:***

- Partnerships and collaborations with community and agencies – getting them to support inclusion.
- Employment (work experience). All kids 14 – 18 years old should have a pathway that enables them to be work ready/link to activities. CN help; and
- Expos. Needs to be creative i.e. not lead to the integration e.g. Disability expo vs Creative Minds expo. E.g. I AM 3 – look at me.

### ***Other areas for consideration include:***

- CN could support groups i.e. yoga or tai chi – they are inclusive. Opportunities to support financially and groups be inclusive. Foster new networks;
- Schools and teachers etc. network or community;
- Community Development Act;
- Staff employment, people with a disability;
- Shopping centres and streets. CBD sensory safe spaces. Awareness of behaviour; and
- More consultation with teens about creation areas and how people with disability use them.

## **Section 3: (white board notes)**

What is it from CN that you would like to see us be doing or provide?

No responses were provided to this section.

## **Section 4 - House exercise**

### **Foundation**

- Collaborations – community and business grassroots;
- Promotion of services in school; and
- Always come from an ‘all abilities’ standpoint.

## **Middle**

- All activities, services and events are enabling;
- Mentoring young people;
- Employment - mentor youth ages 14 -18;
- Space for teens that are inclusive and engaging;
- Language – disability feel empowering;
- Creative Minds – all abilities expo;
- Staff awareness e.g. lifeguards;
- Innovation; and
- PWD – broad community need to extend customer service and engage

## **Roof**

- Parks (co-design).

### **Additional notes:**

- People with disability now have knowledge and integration expectation and opening up for trust; Small access networks;
- Build trusting relationship with CN;
- Staff turnover / nothing done; and
- Community realise now about things available and are demanding it.

## **Workshop 3: 1pm – 3pm 3 December**

### **Section 1: What has improved?**

No improvements were put forward by this group

### **Section 2: Areas of improvement for the community**

#### **Outdoor spaces**

##### ***Priority areas include:***

- Business access. Remains access. Dignified access.
- Electric wheelchair- can't get wheelchair in
- Hunter St e.g. Levels lower. Now steps in all buildings. Result of trams public domain
- Playground improvement – fenced still necessary
- No sensory playground or obstacle course/tactile
- Stockton Playground – not accessible for children with disability

***Other areas for consideration include:***

- Drop-off/Set-down
- Space at back for lifters
- Mobility scooter access
- Mandatory. At design stage. Access thinking. Public Domain.
- Automatic doors to business mandatory
- Ramp access- rubber mats
- CN champion. Leave on permanent basis.
- Deaf/Blind access to light rail. Issues with access. Travel Training. Inform Newcastle Transport
- Check crossing. Sounds for visually impaired.
- Mobility charging
- Footpaths – Bad.
- Still not as many access features e.g. boundless playground Canberra
- City transformation – old city areas → new city areas make good/better.

**Cultural / sporting*****Priority areas include:***

- No swimming/aquatic facilities with hoist. Accessibility.
- Time set aside for challenging behaviour e.g. pools.

***Other areas for consideration include:***

- Programming should also make people welcome i.e. hydrotherapy
- Soccer for all (Arnott's). No fenced area appropriate. Sufficient services for people with mental health – on spectrum etc. very important e.g. street soccer. Wrap around programs. How can CN support? Access to facilities.

**CN services*****Priority areas include:***

- Diversity. Cover all cohorts. People should not face discrimination
- Grants scheme – make Newcastle accessible campaign
- Time set aside for challenging behaviour

***Other areas for consideration include:***

- Awareness about surveys/engagement. Promote in disability council.

- 'Lived Experience Day' for staff
- Budget-embargoed money for access.

## Other

### ***Priority areas include:***

- Need to break cycle.
- Targets – need to have a plan
- Employment on agenda with DIAC Membership

### ***Other areas for consideration include:***

- 1/5 Australia. 4 million Aust. 20% of LGA population
- Opportunity for employment. 50% unemployment vs 83% of broader population.
- If workforce should reflect community = should be 14%
- Internships/training/supported works etc
- Need to modify recruitment
- Diversity and inclusiveness -must include people with disability
- E.g. NIB Program – target opportunities for people with disabilities
- “AND” self-assessment tool – disability confidence
- Mentally healthy workplace – are there programs
- CN should be a leader – set example in community
- Example – Central Coast local area health district employment plan
- Hire people with disabilities – government will pay for modification
- Auslan interpreter – not enough locally. Training. Deaf blind interpreter. Funding for training in Newcastle.
- Employment. Link to school leavers/not just young people

## **Section 3: (white board notes)**

What is it from CN that you would like to see us be doing or provide?

The group elected not to complete this section.

## **Section 4 - House exercise**

### **Foundation**

#### *Design – Early Access Thinking*

- Budget – embargo money for access.
- Access aquatic facilities and beach

- Sensory Playground
- Playground improvements – fenced still necessary
- DIAC Membership- Employment

*Ability -Right to work- CN Ambassador*

- Targets – employment

*Attitude*

- Diversity – fight discrimination
- Disclosure/non-disclosure
- Community education

*Education and Awareness*

- Dignified access to business and business operations
- Community education
- Advocacy/showcase excellence
- Collaborations – community and business grassroots;
- Promotion of services in school; and

Always come from an ‘all abilities’ standpoint

**Middle**

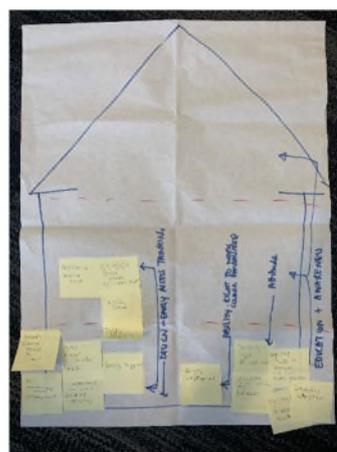
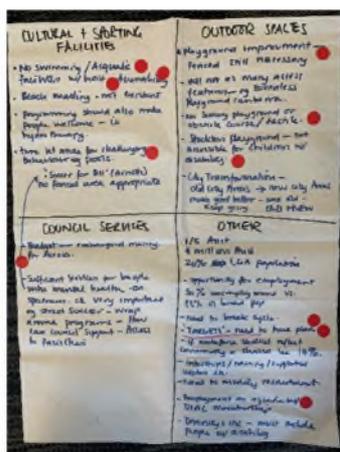
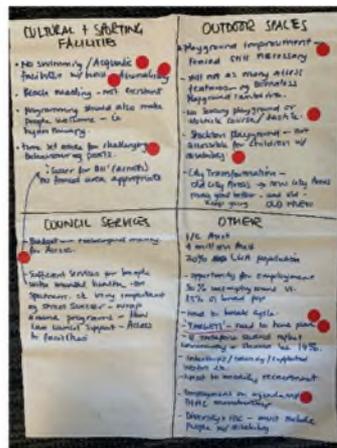
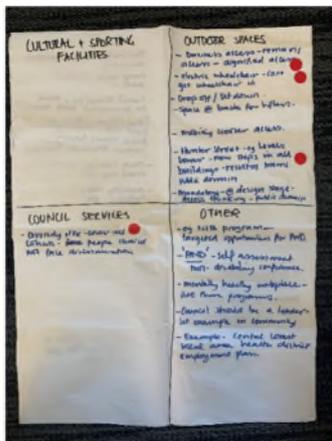
*Design – Early Access Thinking*

- Programming – inclusive times
- Post design – street levels e.g. Hunter Street
- Grants Scheme- Accessible Scheme.

**Roof**

- NIL

Below – example data capture (not complete list)



## Theme Consolidation Session, 09 December 2020 Newcastle Museum

### SUMMARY

A Theme Consolidation Session was held at Newcastle Museum with CN staff, members of Community Disability Alliance Hunter and members of the CN Access Inclusion Advisory Committee.

Twelve participants took part in the session including people with disabilities, carers of people with disabilities and those who work in the disability services sector.

The session included gathering of comments on 4 questions, the opportunity to write specific actions and highlight desired roles of CN, and the gathering of sticky note comments.

The session reinforced that the collected information from community consultation to date and the demographic information themes shared on the day were positive directions for CN to follow. Below are responses from the session.

### Question 1

#### THE MOST POWERFUL WAY TO CHANGE A&B HERE IN NEWCASTLE WOULD BE?

- Success stories by PWD to inform employers, business, and community

- No one place can do 100% of what is asked for.
- PWD set up Podcast – What is important to them, feel comfortable coming to them for support, awareness, disclosure
- Disability Film Festival - International, National, Local Films, Grant for local production
- Peer Mentoring and Peer Support – Inclusion, employment etc + peer mentor help people feel more included.
- Allow community to learn by doing - Intake of info not so effective – Employers can understand through doing
- PWD to collaborate with businesses and orgs
- Mentor Business Owners - Break down disconnect between, want inclusion dollar, customers not welcome

## Question 2

### **MOST PRESSING ACTION**

- People need to be aware
- People need to have accountability e.g. KPI's
- Actively show tangible outcomes
- Biggest Impact?
- Tell good, bad, ugly
- Get into the digital space – Get in people's minds
- Short, sharp messages – stay in mind
- Good, targeted communications plan
- How to make a difference e.g. Social marketing
- First Person Experience – Deliver Campaign
- Long term collaboration – business chamber e.g. develop a plan

## Question 3

### **VERTICAL INTEGRATION - What does it mean**

- State and Federal plans e.g. if problem is too big for CN use an integrated model
- Limited knowledge – State legislation

## Question 4

### **LEVERAGE LOCALLY**

- Give information in many styles (Tabs, pictures, ramps, interpreters, Audio, brail, paper)
- Beliefs – Schools and businesses need to be more educated and engaged
- Digital divide – No Internet
- University  
Health
- Engaging with large institutions
- Be transparent – compatible with design world view
- Building confidence within community
- Street Traffic
- Information on where to go
- Popular podcasts

- Internet, Social Media pamphlets
- More face to face with people
- Religious and charitable organisation
- Do we ask people on the ground if this is working?
- What is the feedback loop?
- Neurodivergent people with ASD, ADHD, ADD\
- Tourism Industry
- Business community – Comprehensive Infrastructure
- Schools – Develop school programs in order to give student leadership the opportunity to organise grass roots events that will become legacy events.

### 1. Sticky Notes Comments

- More focus on the positive side of disability inclusiveness. People come with no expectations. Freedom for anyone to attend.
- Environment of Darby Street – Getting businesses more involved.
- Disability awareness for all companies
- Covering all aspects of life with a disability
- More positivity
- Sponsorship for business donations
- Teaching people – Educating on communication with people with a disability
- Longer event – Ongoing
- Integrate into local sporting team – Local sporting teams being involved in festival
- Family of awareness to participate in local sporting teams
- Increased Advocacy
- Service Institutions
- Interagency Networks
- State and Federal Organisations
- Major media consultation
- Promoting a broader narrative
- Inclusive Arts Programs
- Companies and Groups
- Creative Corners
- Workshops run by people with a disability
- Networking with others with a disability
- Session – Disability Advocacy: legal help, Breaking cycles, policy base organisations
- Informational sessions – Pamphlets – Professional Services
- Catalogue of Events with room for feedback, summaries and receipt of content and organisational contact and leasing details able to be maintained post event as a public catalogue of involved services. This may provide public accountability and clout for services that pay to get involved thus providing a service in exchange for self-funding their own programs.
- Could have a longer promotion timeline with multiple advertising rounds, increasing intensity closer to the events
- Market Stall – Organisational Networking
- Community Artwork space
- Working with schools
- A hybrid of online and face to face
- Outreach to services

## **2. Suggested Events/Activities for Count Us In Newcastle to improve Attitudes and Behaviours**

- Workshops and Conferences with business and community orgs which allow for access improvements and supports with a focus on PWD.
- Present on 4 well reputed organisations for Disability Access and workers' rights
- Awards Event – Recognising Community and Industry as local best practice examples in the area and organisations displaying great accessibility practice in the area
- National Event/Festival showcasing local talent of PWD
- Legal Aid Clinics for advocacy services to assist PWD with a forum for assistance with exploitation, service compliance, discrimination, undue restrictions on their life, access to services on Local, State and Federal Levels
- Sensory Zones for events and ensure use of air-conditioned venues
- Increased access for people with disabilities in CBD (Parking, wheelchair access etc)
- Disability maps of the city suggested – Access Map and wheelchair Access
- Pamphlet distributed in rates bill
- Surveys
- Subscribe to a newsletter and get freebies
- Balls and Bubbles - Quotes from people with a disability
- Q&A session with people with a disability
- Outreach to services willing to diversify in greater state and regional areas such as in Sydney, Maitland, and Lake Macquarie. Permitting the leveraging of the train line and transport services such as the Sunday Funday Pass.

## Appendix 4: Online form data

What I enjoy doing in Newcastle is...	My challenges to getting out and about in Newcastle is...	One thing that would improve my life in Newcastle is...
Going out, taking photos of Newcastle, beaches, foreshore, shopping, eating out.	Access to restaurants, cafes, lack of disabled accessible toilets (especially if without a carer as physically opening a swinging door can be challenging) lack of decent footpaths and access points on and off.	Decent footpaths with access points on and off and disabled public toilets that are actually able to be used by physical disabled people without carers. Buses to not only were accessible for wheelchair but also mobility scooters. Access to restaurants, cafes that you can actually enter and that you can fit a mobility aid in.
Swimming and walking.	Getting into pools. Uneven footpaths.	Lifting equipment/ramps. Footpaths fixed up.
Walking & Beach. Taking grandkids for a scooter ride around Honeysuckle, Nobby, Newcastle & King Edward Park.	Not enough toilets or toilets not open.	
Taking a train away from Newcastle to Sydney.	Some public transport services only run once every two hours, and anything you need is always in a different suburb, anything of interest next to a railway line guarantees the lack of a station.	Public Transport that is actually useful.
Getting out for walks in my powerchair. I live in town, so most places are in walking distance...theoretically at least.	The condition of footpaths and kerb cuts ... or lack of them. Footpath and kerb maintenance in Newy is appalling.	Fixing current and installing more footpaths and kerb cuts.
Going to the park.	No safe pram/wheelchair access over the stormwater drain bridge at Mackie Ave New Lambton.	Ramp access over the bridge at Mackie Ave/ Sketchley Pde New Lambton.
Living, working, walking, sight-seeing. Absolutely LOVE Newcastle.	Even though I have a significant disability which I sustained over four decades ago, thankfully I partake in exercises to improve myself.	I currently cannot think of a thing. Love the direction Newy is heading.
Going to Newcastle Baths & listening to live music & eating out.	Need parking nearby, I can't use public transport.	More parking easy access.

Nothing now.	No parking. Not enough disabled parking. And less drop of places due to the silly light rail.	I think it is too late to do anything now because it has been stuffed up too much.
Walks along the foreshore/coastal park spaces and dining at the variety of cafes and restaurants.	To get into the city I have to drive. When taking my grandparents anywhere walking distance from parking is a huge limiting factor on how much of the city we can access. As well as shaded/sheltered seating for rest breaks if we want to go for a walk along the foreshore.	Closing the gap on "last leg" walking/wheelchair/walker access from car to venue. Potentially using strategic "set down" areas where a more able person can park further in areas where more parking isn't an option.
Concerts and Arts events.	Parking.	More disability parking.
Tafe, visiting services, going to parks and foreshore, eating out.	Parking is difficult to get and often far from the location I want to access.	Parking. More park benches, picnic tables, places to sit.
Huge pushes in chairs like abled people run.	No pavement in King Edward park / no gutters with curbs around King Edward park / no suitable foot paths in entire park can't do the Merewether to Nobbys walk.	Accessible pavements where everyone walks so I can walk with my friends.
Enjoying the freedom of suburban living in Ward 4. Newcastle is not just 'east of Dairy Farmers, it is a vast area of suburban, rural and inner-city pleasures.	Inner City is lifeless. Adequate business influence, but then nothing. Limited relevance. if one travels from the outer wards, then the presence of the 'tram', is inconsequential. it may be there, but from the suburbs, it offers limited usage. buses travel along king street, but not along Wharf Road.	An appreciation of the importance of living away from an inner-city irrelevance. Newcastle is not just the isthmus, which does not connect to the beach areas. What is interesting is that the suburbs have access to Merewether and the ocean, then access to the city beach areas.
Visiting the beach, shops, cafes and events.	Parking close enough to enjoy my visit or getting public transport.	Better public transport. Introduction of trial a two-tier disability parking permit scheme.