



Attachment 1 to Item 3

Hawkesbury Access and Inclusion Plan - Progress Against Actions

Date of meeting: 26 April 2022
Location: Council Chambers
Time: 6:30 p.m.

Focus Area: Attitudes and Behaviour

| Action | Progress |
|---|--|
| Amend Community Engagement Policy to specify inclusive engagement strategies | <ul style="list-style-type: none"> • Policy reviewed by Committee May 2017 • Accessible community consultations held including Special Rate Variation meetings and town centre meetings throughout 2018 (transport provision, Auslan services and access-compliant venues) |
| Disability inclusion and awareness training to be delivered to Council | <ul style="list-style-type: none"> • Trained Executive and Management staff in disability awareness in 2018 and 2020 |
| Review Customer Services processes and where required train Customer Service staff in use of technology used to assist in communication with people with disability | <ul style="list-style-type: none"> • Internal staff survey undertaken to assess training needs. • Customer services staff trained in use of hearing loop 2018 • Library staff trained in use of assistive reading equipment 2018 and 2020 |
| Support a range of community events that contribute to developing positive attitudes and behaviours towards people who live with disabilities | <ul style="list-style-type: none"> • Accessible recreation programs being delivered in partnership with YMCA • Mental Health awareness events held annually |
| Work in partnership to deliver and/or support a range of initiatives to educate community on the needs of people with disabilities | <ul style="list-style-type: none"> • 'Nepean Jobs for All' project delivered in partnership with Penrith and Blue Mountains City Councils • Dementia Awareness and inclusion information sessions held |

Focus Area: Liveable Communities

| Action | Progress |
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| Identify pedestrian / public transport sites where assistive technology is required and work with State Government to deliver access improvements | <ul style="list-style-type: none"> No sites identified through audit process to date |
| Continue to develop outdoor spaces with consideration to the needs of people with disabilities | <ul style="list-style-type: none"> Pound Paddock design endorsed by Committee August 2017 Access improvements informed by Committee and undertaken at North Richmond car park 2018 Design for Wilberforce Shopping Precinct footpath access improvements reported to Committee August 2017- works to be included in Masterplan for precinct. Resurface of Bligh Park Community Services car park with provision of two designated accessible car parking spaces Accessible play spaces developed including at South Windsor and Governor Phillip Park |
| Investigate appropriate location for outdoor recreation space that can be fenced for safety | <ul style="list-style-type: none"> Governor Phillip Park opened in 2018 – design endorsed by Committee and park is fenced |
| Continue to promote access awareness initiatives to recreation providers in the Hawkesbury | <ul style="list-style-type: none"> Accessible recreation program commencing 3 December 2017 in partnership with Ability Links and YMCA |
| Continue to undertake access audits in conjunction with recreation providers in the Hawkesbury | <ul style="list-style-type: none"> Access audit of Tamplin Field and installation of accessible toilets at this location |
| Increase night lighting in town centres to improve perception of safety | <ul style="list-style-type: none"> Considered in conjunction with Town Centres revitalisation projects in Richmond, South Windsor and Windsor town centres. |
| Continue to deliver access awareness training through Hawkesbury business groups | <ul style="list-style-type: none"> 'Nepean Jobs for All' business development project was delivered in partnership with Penrith and Blue Mountains City Councils – included access awareness education Dementia Friendly Communities project being presented at Business Week events Dementia Friend training being delivered to local services and businesses 25 June 2019 |
| Continue to undertake access audits in conjunction with the business community | <ul style="list-style-type: none"> No requests for audits received – to be further promoted at Business Week events |

| Action | Progress |
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| Promote the Access Improvement Grant to local business community | <ul style="list-style-type: none"> • Promotion of grant currently on hold as Community Sponsorship fully expended for 17/18 financial year • No stand alone category in renewed Community Sponsorship Strategy |
| Advocate for increased affordable and accessible transport options for people with disability | <ul style="list-style-type: none"> • Council staff work with Peppercorn Services Inc (PSI) to consider affordable and accessible transport options through membership on the Board |
| Advocate for and support operation of mental health mobile outreach services | <ul style="list-style-type: none"> • Council staff working with Federal Member to discuss models for community-based mental health support services • Application for the Wellbeing Grant for Farming Communities in progress. Aims to: <ul style="list-style-type: none"> ○ encourage community participation, promote individual and/or community resilience and reduce stigma associated with mental illness ○ support the development of networks and partnerships between communities, local community groups, not-for-profit organisations and primary mental health services operating in the Hawkesbury ○ maximise access to and use of community resources, services and facilities including equity of access for people experiencing social exclusion, marginalisation or isolation |
| Provide support for operation of social and volunteer groups | <ul style="list-style-type: none"> • Council funds provided for Hawkesbury e News, online bulletin, to enable local social and volunteer groups to promote services |
| Advocate for increased respite accommodation in the Hawkesbury area | <ul style="list-style-type: none"> • No advocacy undertaken to date |
| Continue to work with housing providers to increase safe, accessible housing stock in the Hawkesbury | <ul style="list-style-type: none"> • Council's Affordable Housing Working Group has reviewed planning instruments, Council policies and associated practice. Council is now working to develop partnerships with housing providers with the purpose of making land available for development for accessible affordable and social housing. |

Focus Area: Systems and Processes

| Action | Progress |
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| Continue to utilise Council marketing tools to promote local services and initiatives | <ul style="list-style-type: none"> • EventBrite used to promote interagency/forums, Dementia Awareness Training • Hawkesbury E-News used for promoting local community events, initiatives to engage community and community development opportunities • Council's social media platforms have been used to promote range of disability specific services and consultations |
| Review the systems and processes used by Council to interact with the community to ensure accessibility | <ul style="list-style-type: none"> • Staff training currently include includes Mental Health 1st Aid and disability awareness training |
| Develop local service information and directories – online and resource card | <ul style="list-style-type: none"> • Council maintains and provide local service information in range of online directories including the Hawkesbury Community Services Directory and the Primary Health Network Health Connector directory. |
| Complete review of information to determine what is essential for the community to readily access. Where required, investigate options of this information into accessible formats | <ul style="list-style-type: none"> • Disability Inclusion Action Plan is converted to easy-read. |
| Advocate to Department of Education to increase support for people with disabilities as well as special education units within schools | <ul style="list-style-type: none"> • Access audits undertaken with Windsor South and Richmond Public School |
| Work with service system to ensure mental health is part of the assessment process under NDIS and MAC | <ul style="list-style-type: none"> • Presentation from Untiing NDIS Access team on access support and facilitation • NDIS Access support available through Partners In Recovery • MAC Aged Care Navigator pilot supported |
| Update and promote Council's online Community Directory | <ul style="list-style-type: none"> • Council maintains and provide local service information in range of online directories including the Hawkesbury Community Services Directory and the Primary Health Network Health Connector directory. |

| Action | Progress |
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| Work with the local service system to record and raise service access issues with relevant funding agency | <ul style="list-style-type: none"> Service access issues is a standing agenda item at Hawkesbury Connect and issues identified are raised through advisory committees |
| Explore opportunities for IT education and support to be delivered to Hawkesbury residents to improve their capacity to navigate the service system online | <ul style="list-style-type: none"> Techsavvy Seniors courses delivered through library |
| Convene forums for service providers to build referral pathways and improved integration between service systems | <ul style="list-style-type: none"> Council convenes Hawkesbury Connect – a bi-monthly Forum with cross-sector representation including aged, disability, housing, family support, domestic violence and mental health services |
| Work with mental health support agencies to investigate opportunities for increased provision of mental health support services in the Hawkesbury | <ul style="list-style-type: none"> Convening Mental Health interagency through Hawkesbury Connect Worked with Rotary to secure seed funding for mental health initiative 'Be & Co' and supported successful funding application to Primary Health Network to extend service reach |
| Work with Aboriginal organisations and community to improve access to culturally competent support services for Aboriginal members of the community | <ul style="list-style-type: none"> Council staff are working with Primary Health Network to establish model for local Aboriginal Medical Service to enable Aboriginal community to access culturally safe support services, including mental health and disability support services in the Hawkesbury |
| Work with organisations who support Culturally and Linguistically Diverse (CALD) communities to improve access to culturally competent support services for CALD members of the community | <ul style="list-style-type: none"> Initiatives delivered in partnership with SSI Ability Links program (CALD specific linker positions) include Carers Week event, social inclusion event and mental health month event. All of these initiatives enabled SSI to deliver information direct to community on accessing disability supports in community settings |

Focus Area: Employment

| Action | Progress |
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| Continue to work with support agencies to investigate employment opportunities for people with disability | <ul style="list-style-type: none"> 'Nepean Jobs for All' business development project delivered in partnership with Penrith and Blue Mountains City Councils. Project resources that promote disability employment opportunities promoted through business networks |
| Investigate work placement or workplace training opportunities in Council | <ul style="list-style-type: none"> Council has people with disabilities in volunteering roles at the Community Nursery Mulgrave |