

SOCIAL PLANNING

Post-Exhibition Engagement Report

Draft Disability Inclusion Action Plan (2026-2030)

30 June 2026

Contents

1. Executive Summary	3
2. Background	4
3. Methodology	5
3.1. Overview of Engagement	5
3.1.1. Early engagement (late-2025 to mid-2026)	5
3.1.2. Public exhibition period (8 May to 4 June 2026)	5
4. Consultation Overview	7
5. Consultation Outcomes	8
5.1. Creating liveable communities	8
5.2. Accessible places and spaces	8
5.3. Supporting access to meaningful employment	8
5.4. Accessible systems, information and services	9
5.5. Cross-cutting themes	9
6. Conclusion	10
Amendments to the draft DIAP	11
A. Appendix: Social media posts	19
B. Appendix: Survey Results	21
B.1. Respondent background	21
B.2. Community connection and belonging	21
B.3. Use of public assets	22
B.4. Information accessibility	23
B.5. Opportunities for people with a disability to participate more in the community	24
B.6. Overall priorities and concluding observations	24
C. Pop-Up and Drop-in Results	25
D. Appendix: Workshops	28
D.1. Key workshop insights	28

1. Executive Summary

Randwick City Council is developing a new Disability Inclusion Action Plan (DIAP) 2026–2030 to guide Council’s commitment to improving access, inclusion and participation for people with disability across Randwick City. In accordance with the NSW Disability Inclusion Act 2014, Councils are required to prepare a DIAP every four years in consultation with people with disability and their carers.

The draft DIAP was publicly exhibited to provide the community with an opportunity to review the proposed actions and identify areas for improvement prior to final adoption. During the exhibition period, Council undertook a broad engagement program involving people with disability, carers, advocates, advisory committees, community organisations, service providers, Council staff and the broader community.

Feedback received during the exhibition period highlighted several consistent priorities across all four DIAP focus areas:

- improving accessible communication and digital accessibility
- embedding accessibility and universal design into infrastructure, programs and services
- increasing recognition of hidden disability, psychosocial disability and neurodiversity
- creating more inclusive and sensory-aware public spaces, events and environments
- strengthening co-design and lived-experience leadership
- improving systems navigation and access to information and services
- supporting inclusive employment pathways and workplace practices.

Participants also highlighted local accessibility issues relating to footpaths, crossings, shared-path safety, accessible facilities, transport connections and clearer accessibility information across Council services, programs and events. Feedback reinforced the importance of ensuring inclusion and accessibility are embedded across all areas of Council planning and service delivery.

This report summarises the exhibition engagement process, key consultation findings and amendments made to the draft Disability Inclusion Action Plan 2026–2030 in response to community feedback. The findings directly informed refinements to the Plan’s actions, indicators and implementation approaches and will support Council’s ongoing commitment to building a more inclusive, accessible and welcoming Randwick City for people with disability, carers and the broader community.

2. Background

Randwick City Council is developing a new Disability Inclusion Action Plan (DIAP) 2026–2030 to guide Council’s commitment to improving access, inclusion and participation for people with disability across the Randwick Local Government Area (LGA). In accordance with the *NSW Disability Inclusion Act 2014*, all local Councils are required to prepare a DIAP every four years in consultation with people with disability and their carers.

The draft DIAP builds on the work of previous plans and responds to changing community expectations, lived experience insights and broader reforms occurring across the disability, aged care and employment sectors. Since the development of Council’s previous DIAP, significant reforms including changes to the National Disability Insurance Scheme (NDIS), the introduction of the new Aged Care Act framework, national autism and carer strategies, and recommendations arising from the Disability Royal Commission have reshaped how people access supports and services.

These broader changes are being experienced locally across Randwick City. Community members, carers, service providers and Council staff consistently described increasing challenges navigating complex systems, accessing reliable and accessible information, and finding meaningful opportunities for inclusion and participation. At the same time, expectations around co-design, accessible communication, sensory inclusion and neuro-affirming practice have grown significantly.

Randwick City’s local context also shapes how residents experience disability and inclusion. Randwick is home to a highly diverse community, including older residents, culturally and linguistically diverse communities, people with disability, carers, students and families. The City’s beaches, parks, coastal walkways, town centres, transport connections and community facilities play an important role in supporting participation, wellbeing and social connection. However, community feedback identified ongoing barriers relating to accessibility, shared-path safety, inclusive communication, transport connections and navigation of services and support systems.

Public exhibition of the draft Disability Inclusion Action Plan 2026–2030 was undertaken from 8 May to 4 June 2026. During this period, Council undertook a broad program of engagement activities to gather feedback on the draft Plan, test proposed actions and identify opportunities for improvement. Engagement included workshops, targeted stakeholder consultation, pop-up engagement activities, advisory committee discussions, survey responses and written submissions. Participants included people with disability, carers, advocates, community organisations, service providers, Council staff and broader community members.

This report summarises the feedback received during the exhibition period, identifies key themes and priorities raised by the community, and outlines how this feedback informed refinements to the draft Disability Inclusion Action Plan 2026–2030.

3. Methodology

3.1. Overview of Engagement

Meaningful engagement with the community has been central to developing the draft Plan. Engagement was delivered in two stages.

1. **Early engagement (late-2025 to mid-2026):** to inform foundations of the Plan
2. **Public exhibition period (8 May to 4 June 2026):** to test and refine the draft Plan.

3.1.1. Early engagement (late-2025 to mid-2026)

Early engagement activities explored experience, priorities and ideas of people with disability and those who support them. Insights gathered supported initial shaping of the draft Plan.

Approximately 500 people participated through focus groups, drop-in consultations, targeted in-person surveys at events, 1:1 interviews with service providers, an online survey of Council staff, workshops with the internal DIAP Working Group and Access and Older Person's Community Advisory Committee and meetings with Council staff who may be implementing the DIAP actions. Insights from this stage shaped the priorities of the draft Plan.

For more details on this engagement please see the Interim Community Engagement Report – Disability Inclusion Action Plan 2026-2030.

3.1.2. Public exhibition period (8 May to 4 June 2026)

The draft DIAP and an Easy Read version was placed on public exhibition 28 days from 8 May to 4 June 2026.

Objectives for the consultation period included:

- Inform the community about the draft DIAP, including its purpose, priorities and proposed actions
- Gather clear, useful feedback on whether the actions are meaningful and achievable
- Capture insights on any gaps, barriers, or improvements needed in the DIAP

Community engagement activities undertaken included:

- A dedicated 'Have Your Say Randwick' webpage with a link to an online community survey (with an Easy Read version of the survey available)
- Email to Your Say subscribers and Randwick City Council Precincts
- Notification (via email) to all Councillors
- Randwick e-news (weekly email): Listed every week during consultation period
- Social media: One post on Facebook and Instagram
- Digital display screens at Randwick City libraries and Customer Service Centre
- Listing on Randwick City Council's Current Consultations webpage
- Community pop-up and drop-in sessions as outlined below:
 - Heffron Park Markets (from 9am-1pm on Sunday 17 May)
 - Margaret Martin Library, Randwick (from 1:30-3:30pm on Tuesday 19 May)
 - Ritz Cinemas, Randwick (from 5:30pm-8:00pm on Wednesday 20 May to coincide with the screening of 'Girls Can't Surf')
 - Coogee Beach from (from 10am-2pm to coincide with 'Koojay Corroboree')
 - Randwick Volunteer Expo (from 1.00-3.00pm on Saturday 30 May 2026)
- An online engagement session was scheduled for the evening of Wednesday 27 May; however, this was cancelled due to low registration numbers and registered participants were contacted individually to share feedback

- Two workshops with stakeholders (Access and Older Persons Community Advisory Committee and Council's internal DIAP Working Group)
- Individual stakeholder interviews with service providers and community members
- 1:1 meetings with Council staff
- Emails to stakeholders

4. Consultation Overview

During the exhibition period (8 May to 4 June 2026), Council received feedback through multiple channels. In total, 244 direct feedback interactions were recorded.

Engagement reach included:

- 25 responses through the Your Say Randwick website online survey
- 0 email, written and phone call submissions
- 191 conversations at pop-ups and drop-ins
- 23 participants at workshops
- 5 stakeholder interviews

Summary of exhibition engagement activities

Consultation Method	Participant Profile	Participant Number
Online community survey	• Broader community members	25
Pop-up and drop-in consultations	• Broader community members • People with disability and carers, LGBTQIA+ people and Aboriginal community	191
Workshops	• Access and Older Persons Community Advisory Committee • Council's DIAP Working Group	23
Stakeholder interviews	• Community members and service providers	5
Stakeholder emails (sent)	• Community groups, organisations and service providers including members of the City and Eastern Sydney Ageing and Disability Interagency • State Government: Department of Communities and Justice • Local Government: Waverley, Woollahra and Bayside Councils	350+ (emails sent)
TOTAL FEEDBACK RECEIVED		244

5. Consultation Outcomes

Feedback received during the public exhibition period was analysed against the four focus areas of the draft DIAP. The themes below summarise the key issues, priorities and opportunities identified by community members and stakeholders across all engagement activities.

5.1. Creating liveable communities

Inclusion awareness and belonging

Feedback highlighted the importance of building a more inclusive and understanding community, where people with disability feel visible, respected and able to participate in everyday life.

Participants emphasised the need for greater awareness of invisible disabilities, including psychosocial disability, neurodivergence and chronic illness. There was a strong desire to normalise disability and reduce stigma, supported by education, awareness campaigns and opportunities for community learning.

Some feedback highlighted that inclusion is not consistently experienced, particularly for people with higher support needs or those who cannot easily advocate for themselves. Carers also noted that their perspectives are not always reflected in planning or engagement processes.

What this means

Council needs to strengthen awareness, representation and inclusion, ensuring that people with disability, including those with complex or less visible needs feel recognised and supported as part of the community.

5.2. Accessible places and spaces

Safer, more accessible public environments

Feedback identified accessibility of the built environment as one of the most important priorities. Feedback consistently highlighted challenges with footpaths, crossings and shared spaces, with footpaths identified as the most challenging to navigate.

Barriers included uneven surfaces, steep ramps, blocked pathways, lack of seating and limited accessible parking. Concerns were also raised about safety in shared environments, particularly relating to e-bikes, scooters and vehicles obstructing footpaths.

Participants raised the need for improved access to public facilities such as toilets, playgrounds, beaches and community buildings, with an emphasis on practical, everyday usability rather than new infrastructure.

What this means

Building on from the previous DIAP Council needs to continue to prioritise practical improvements to existing infrastructure, strengthen maintenance and enforcement working with key partners where appropriate to do so, and ensure public spaces are safe, accessible and easy to navigate for all users.

5.3. Supporting access to meaningful employment

Opportunities, pathways and participation

Employment and participation emerged as a consistent theme, with feedback identifying the importance of meaningful opportunities for people with disability to work, volunteer and contribute to the community.

Feedback highlighted the need for more structured pathways such as work experience, traineeships and targeted employment programs, particularly for young people. Participants also emphasised the importance of inclusive workplaces and the removal of systemic barriers to employment.

What this means

Council needs to strengthen its internal systems to focus on employment pathways by creating clearer, more accessible opportunities for people with disability to gain experience, build skills and transition into employment and work with partners to support others to do the same in the broader community.

5.4. Accessible systems, information and services

Clearer communication and easier navigation

Access to information and services was identified as a key issue across all engagement activities. While many respondents found Council information accessible, a significant proportion reported that it was only 'sometimes' accessible or unclear.

Participants requested simpler, shorter and more relevant communication, including Easy Read formats, plain English, translated materials and alternative formats.

They also highlighted challenges navigating systems and services, with requests for more user-friendly processes, improved website functionality and clearer pathways to access support.

What this means

Council needs to improve the accessibility, clarity and usability of information and systems to ensure residents can easily find, understand and act on information.

5.5. Cross-cutting themes

Across all focus areas several consistent themes emerged:

- **Accessibility in practice:** Need for practical, everyday improvements rather than high-level commitments
- **Communication:** Strong demand for clear, concise and accessible information
- **Safety:** Concerns about shared spaces, infrastructure and enforcement
- **Social connection:** Importance of inclusive programs and opportunities to reduce isolation
- **Equity:** Need to ensure diverse disability experiences, including high-support needs, are represented

These themes reinforce the importance of embedding accessibility, inclusion and practical implementation across all areas of the DIAP.

6. Conclusion

The engagement undertaken during the public exhibition period provided valuable insights into the experiences, priorities and expectations of people with disability, carers, advocates, service providers, Council staff and the broader community across Randwick City. Participants consistently highlighted the importance of accessible communication, inclusive public spaces, stronger recognition of hidden disability and neurodiversity, meaningful co-design, and simpler systems and processes that improve participation and access to services.

Feedback reinforced the importance of embedding accessibility and inclusion across all areas of Council planning, infrastructure, programs and service delivery, rather than treating disability inclusion as a standalone initiative. Community members highlighted the need for practical, visible and ongoing actions that improve everyday experiences for people with disability across Randwick City.

The consultation findings reflect both local lived experience and broader sector trends, including increased expectations for accessible communication, sensory-aware environments, inclusive employment pathways, accessible digital platforms and lived-experience leadership. Feedback also reinforced the importance of strong partnerships with people with disability, carers, organisations and community groups in delivering meaningful and sustainable inclusion outcomes.

Amendments to the draft DIAP

Feedback received during the exhibition period resulted in several amendments to the draft DIAP. These changes strengthen the clarity, relevance and community alignment of the Plan and ensure it better reflects local priorities and lived experience.

Summary of amendments to the draft Plan and rationale

Section of the draft Plan	Draft (April 2026)	Revision / Amendment (additions and amendments in red)	Rationale
Focus Area 1: Attitudes and Behaviours Outcome 1.1 Community understanding of disability People across Randwick City have a stronger understanding of disability, recognise diverse experiences and contribute to welcoming, accessible and inclusive everyday interactions.	Action Partner with community organisations to deliver information sessions and initiatives that build understanding of disability including hidden disability. Indicators Increased participation in community information sessions Positive feedback showing improved understanding and confidence Examples of collaboration with disability and mental health organisations	Action Partner with community organisations, government and other stakeholders to deliver information sessions and initiatives that build understanding of disability including hidden disability, including invisible disabilities, neurodivergence and chronic illness. Indicators Increased participation in community information sessions Positive feedback showing improved understanding and confidence Examples of collaboration with disability and mental health organisations	Reflects feedback to include a diversity of stakeholders to be partnered with and highlighting limited awareness of non-visible disability and the need for broader recognition of diverse disability experiences.
Focus Area 1: Attitudes and Behaviours Outcome 1.2 Lived experience leadership Lived-experience voices shape community attitudes, reduce stigma and strengthen inclusion	Action Embed lived-experience speakers and storytellers in Council events, programs and community facing initiatives to strengthen representation and leadership. Indicators Lived-experience speakers and contributors engaged across a diverse range of	Action Embed lived-experience speakers and storytellers in Council events, programs and community facing initiatives to strengthen representation and leadership, ensuring sessions are accessible (including online options where appropriate) and reflect a diverse range of lived-experience voices.	Responds to feedback from the Access and Older Persons Advisory Committee highlighting the importance of accessible delivery formats and representation of diverse lived-experience voices.

	Council events and programs. Contributors supported through clear briefing, accessibility adjustments and fair recognition. Community feedback showing increased connection with lived-experience stories.	Indicators Lived-experience speakers and contributors engaged across a diverse range of Council events and programs. Sessions are delivered in accessible formats, including online options where appropriate. A diverse range of lived-experience voices is represented, including different disability types and experiences. Contributors supported through clear briefing, accessibility adjustments and fair recognition. Community feedback showing increased connection with lived-experience stories.	
	Action Co design and promote initiatives and campaigns that acknowledge the contributions of carers, including younger carers. Indicators Co designed initiatives delivered with carers and carer organisations. Carers report feeling recognised and represented in Council initiatives. Increased visibility of carer contributions across Council communication channels.	Action Co design and promote initiatives and campaigns that acknowledge the contributions of carers, including younger carers, in partnership with relevant organisations and services. Indicators Co designed initiatives delivered with carers and carer organisations. Carers report feeling recognised and represented in Council initiatives. Increased visibility of carer contributions across Council communication channels. Examples of partnerships with relevant organisations to	Responds to feedback highlighting opportunities to strengthen partnerships and collaboration in supporting carers, ensuring initiatives are delivered in coordination with relevant organisations and services.

		deliver carer-focused initiatives.	
Focus Area 1: Attitudes and Behaviours Outcome 1.3: Disability confident Council Council staff are skilled, confident and equipped to provide inclusive, accessible and neuro affirming services	Action Deliver disability inclusion awareness training to the Executive Leadership Team and Councillors to strengthen leadership capability and understanding of legislative requirements.	Action Deliver disability inclusion awareness training to the Executive Leadership Team and Councillors to strengthen leadership capability and understanding of legislative requirements, and strengthen understanding of diverse disability experiences, including visible and non-visible disability, and inclusive leadership practices.	Reflects feedback that greater awareness and understanding is needed at leadership level to support inclusive decision-making.
Focus Area 2: Liveable Communities 2.1 Safe and accessible public spaces Public spaces, footpaths and facilities across Randwick City are safe, accessible and easy to navigate for people with diverse disabilities.	Action Improve the safety, accessibility and navigability of footpaths, crossings and public spaces through Council's upgrade and maintenance programs, addressing access barriers and collaborating with Transport for NSW on state-managed roads and crossings.	Action Improve the safety, accessibility and navigability of footpaths, crossings and public spaces through Council's upgrade and maintenance programs, addressing access barriers and prioritising proactive maintenance, hazard reduction and usability (e.g. even surfaces, removal of obstacles and safe, continuous pathways), and collaborating with Transport for NSW on state-managed roads and crossings.	Reflects consistent feedback identifying footpaths, hazards and uneven surfaces as key barriers to accessibility.
	Action Lead proactive initiatives with internal teams and external partners to improve safety on shared paths, addressing risks related to e-bikes, scooters and fast-moving path users.	Action Lead proactive initiatives with internal teams and external partners to improve safety on shared paths, addressing risks related to e-bikes, scooters and fast-moving path users, including promoting responsible shared-path behaviour through education initiatives, signage improvements and collaboration with relevant authorities, aligned with Council's	Responds to repeated safety concerns raised through DIAP consultation regarding shared path use, and strengthens an existing action by clarifying Council's role in promoting safe behaviour. This amendment also aligns with Council's Community Safety Action Plan addressing e-bike and scooter safety in public spaces.

		Community Safety Action Plan.	
Focus Area 2: Liveable Communities 2.2 Inclusive and sensory-aware facilities and events Council facilities, programs and events are inclusive, welcoming and designed to support sensory, communication and accessibility needs.	Action Improve the accessibility of indoor community facilities, including bathrooms, entrances and the ability to move around indoor spaces through progressive updates and renewal works.	Action Improve the accessibility of indoor community facilities, including bathrooms, entrances and the ability to move around indoor spaces and ensure accessible facilities are well-located and connected through safe and accessible pathways, through progressive updates and renewal works.	Reflects feedback about access to toilets and the importance of usable pathways to facilities.
Focus Area 2: Liveable Communities 2.3 Accessible transport, parking and movement People with disability can move safely and independently around Randwick City through accessible transport, parking and connected pathways.	Action Improve the availability, visibility and usability of accessible parking across the LGA, including clearer information, updated mobility parking maps and stronger compliance.	Action Improve the availability, visibility and usability of accessible parking across the LGA, including clearer information, updated mobility parking maps and stronger compliance, ensuring locations consider proximity to destinations, flat access and usability.	Responds to feedback about poor placement and usability of accessible parking.
Focus Area 2: Liveable Communities 2.4 Community spaces that support connection and belonging Community spaces and programs support social connection, participation and a sense of belonging for people with disability and their carers.	Action Support programs and activities that build social connection for people with disability, including sensory-friendly and low-pressure options.	Action Support programs and activities that build social connection for people with disability, including sensory-friendly and low-pressure options, and targeted initiatives for people experiencing social isolation, carers and people with psychosocial disability.	Reflects strong feedback about isolation and need for targeted support.
	Action Promote opportunities for people with disability and carers to connect through Council programs, libraries and community centres.	Action Promote opportunities for people with disability and carers to connect through Council programs, libraries and community centres, and improve visibility and promotion across multiple channels to ensure community	Responds to feedback that people are often unaware of programs and opportunities.

		awareness across all suburbs.	
Focus Area 3: Employment Outcome 3.1 Strengthening pathways into meaningful employment People with disability have clearer, supported pathways into meaningful local employment, volunteering and work experience.	Action Increase access to traineeships, internships and work experience opportunities within Council and the local community.	Action Increase access to traineeships, internships and work experience opportunities within Council and the local community, including structured pathways for young people and school-to-work transition opportunities.	Responds to strong feedback highlighting the need for clearer entry pathways into employment, particularly for young people.
Focus Area 3: Employment Outcome 3.2 Modelling inclusive employment at Council Council is a disability confident employer with inclusive recruitment, workplace adjustments and neuro-affirming practices embedded across the organisation.	Action Strengthen Council's inclusive employment practices by connecting with disability employment experts and organisations, as needed, to improve support for staff with disability.	Action Strengthen Council's inclusive employment practices by connecting with disability employment experts and organisations, as needed, to improve support for staff with disability, including targeted entry pathways and recruitment initiatives for people with disability.	Reflects feedback identifying barriers to entry and the need for more proactive recruitment pathways.
Focus Area 4: Systems and Processes Outcome 4.1: Clear and accessible information People with disability and carers can easily access, clear, accurate and accessible information about Council services, facilities and processes.	Action Prepare, adopt and implement a Council-wide accessible communication standard that sets clear expectations for plain, inclusive and accessible communication across all channels, and support business units to apply the standard consistently. Indicators Clearer, more consistent accessibility practices across Council communications. Examples of information improved through the new standard.	Action Prepare, adopt and implement a Council-wide accessible communication standard that sets clear expectations for plain, inclusive and accessible communication across all channels, and support business units to apply the standard consistently. Ensure information is accessible and easy to understand for people with disability and culturally and linguistically diverse communities, including the use of plain English, high quality translated materials in key community languages,	Required amendment following the April 2026 Council resolution, which directed Council to strengthen accessible communication under Focus Area 4 – Outcome 4.1.

		and accessible formats such as audio, visual, and easy-read content. Ensure translations are accurate, culturally appropriate and delivered in a timely way during emergencies or service changes. Indicators Clearer, more consistent accessibility practices across Council communications. Examples of information improved through the new standard: Council-wide accessible communication standard developed, adopted and implemented Increased consistency in the accessibility and clarity of Council communications across formats and channels (e.g. use of plain English, accessible formats and translations) Examples that demonstrate improved accessibility of information (e.g. Easy Read, translated materials, alternative formats) Business units demonstrate application of the community standard in practice	
	Action Continue to make key documents and consultations available in accessible formats, ensuring priority information is consistently published in plain English, accessible PDFs/Word versions, and alternative formats on request. Indicators	Action Continue to make key documents and consultations available in accessible formats, ensuring priority information is consistently published in plain English, accessible PDFs/Word versions, and alternative formats on request, and that key documents are	This amendment responds to exhibition feedback that Council documents are often lengthy and difficult to navigate, by strengthening an existing action to include short-form summaries that improve clarity, usability and access to key information.

	Increased availability of accessible formats across Council channels. Positive feedback from community members using alternative formats. Examples of consultations supported by accessible materials.	supported by short-form summaries highlighting key information and actions. Indicators Increased availability of accessible formats across Council channels. Positive feedback from community members using alternative formats. Examples of consultations supported by accessible materials. Key documents and consultation are consistently available in accessible formats (e.g. plain English, accessible PDFs/Word versions, alternative formats on request) Short-form summaries are provided for key documents Improved usability of Council information reported by people with disability	
	Action Progressively improve the accessibility of Council's website and digital content, prioritising high impact information and services identified through advice from the DIAP Working Group. Indicators Progression of web content to meet accessibility best practice standards. Improved user experience reported by people with disability. Examples of priority pages or services upgraded for accessibility.	Action Progressively improve the accessibility and usability of Council's website and digital content platforms, prioritising high impact information and services identified through advice from the DIAP Working Group, including improvements to navigation, search functionality and accessibility features. Indicators Progression of web content digital platforms and content to meet accessibility and usability best practice standards. Improved user experience reported by people with disability, including ease of navigation and information access.	This amendment refines an existing action in response to exhibition feedback highlighting challenges navigating Council's digital platforms. The wording has been strengthened to explicitly address usability, including navigation, search functionality and accessibility features, ensuring a more practical and user-focused approach to improving digital access.

		Examples of priority pages or services upgraded for to improve accessibility and accessibility.	
	Action Strengthen and promote Council's accessibility feedback and complaints pathway (the way people tell Council about accessibility issues and how Council responds) so it is easy to find, easy to use and supported by clear response timeframes, and review the pathway with the DIAP Working Group. Indicators Increased visibility and community awareness of accessibility feedback pathway. Examples of improvements made as a result of accessibility-related feedback. Review with the DIAP Working Group documented, with visible refinements made.	Action Strengthen and promote Council's accessibility feedback and complaints pathway (the way people tell Council about accessibility issues and how Council responds) so it is easy to find, easy to use and supported by clear response timeframes, and ensure feedback is acknowledged and responded to in a timely and consistent way, with updates provided to the community on how feedback informs service improvements, and review the pathway with the DIAP Working Group. Indicators Increased visibility and community awareness of accessibility feedback pathway. Examples of improvements made as a result of accessibility-related feedback. Review with the DIAP Working Group documented, with visible refinements made. Community receives timely responses to accessibility feedback and are informed of actions taken	This amendment responds to exhibition feedback highlighting concerns about responsiveness and visibility of outcomes, by strengthening an existing action to include clear expectations for timely responses and communication on how feedback informs service improvements.

A. Appendix: Social media posts

Facebook Post

**Randwick City Council**
8 May at 15:16 · 🌐

Help shape a more inclusive Randwick 💙
Randwick City Council is inviting community feedback on the Draft Disability Inclusion Action Plan (DIAP) 2026–2030. This four-year plan sets practical actions to improve access, inclusion and participation for people of all abilities.
Have your say by completing the survey or chatting with us in person. Your feedback will help shape the final plan: <https://www.yoursay.randwick.nsw.gov.au/draft-disability...>

Our Draft Disability Inclusion Action Plan is here.

Help shape how the City creates a community where people of all abilities can live, work, learn and participate fully.

Survey open now and closes Thursday 4 June 2026

Link in bio.



Instagram Post

Our Draft Disability Inclusion Action Plan is here.

Help shape how the City creates a community where people of all abilities can live, work, learn and participate fully.

Survey open now and closes Thursday 4 June 2026

Link in bio.



**randwickcouncil** · Follow

**randwickcouncil** · 3w

Help shape a more inclusive Randwick

Randwick City Council is inviting community feedback on the Draft Disability Inclusion Action Plan (DIAP) 2026–2030. This four-year plan sets practical actions to improve access, inclusion and participation for people of all abilities. Have your say by completing the survey or chatting with us in person. Your feedback will help shape the final plan. Link in bio.



**bushtreasures** · 3w

Inclusiveness means everyone should get to use our beaches for free

Like Reply

**16** **1** 

May 7

[Log in](#) to like or comment.

Post-Exhibition Engagement Report Draft Disability Inclusion Action Plan (2026–2030)

Page 20 of 30

B. Appendix: Survey Results

An online community survey was open from 8 May to 4 June 2026 as part of the public exhibition of the draft Plan. A total of 25 survey responses were received.

The following section summarises the survey findings, including respondent demographics, accessibility priorities and key themes raised by participants.

B.1. Respondent background

The majority of respondents identified as residents living within Randwick City (96%). Smaller proportions identified as people who work, study or spend time within Randwick City.

Most respondents identified as either:

- A person with disability (48%) or
- A career or family member of a person with disability (40%).

This indicates the survey successfully captured feedback from people with lived experience of disability and accessibility barriers.

Table 1: Respondent background

Response	Proportion of respondents
I am a person with a disability	48%
I am a carer or family member	40%
I am a service provider	8%
I am a community member	32%
Other*	8%

**Other responses included: “I do not have a disability” and “Special education teacher”*

When asked how included they felt in everyday community life:

- 64% reported feeling “somewhat included”
- 24% reported feeling “rarely included”
- 12% reported feeling “very included”

This indicates that while many respondents feel connected to the community, barriers to full inclusion remain significant for a proportion of participants.

B.2. Community connection and belonging

Respondents were asked what helps them feel included and connected in the community and what Council or local organisations could do to improve belonging and inclusion.

Common themes included:

- Accessible public spaces and infrastructure

- Safe and well-maintained footpaths
- Inclusive community events and activities
- Accessible toilets, seating and parking
- Improved understanding of hidden disability
- Social connection and participation opportunities
- Clearer communication and promotion of programs and services

Many respondents emphasised that inclusion is strongly shaped by everyday accessibility and usability of the built environment. Participants frequently raised concerns regarding:

- Uneven footpaths
- Blocked pathways
- Shared path safety
- E-bikes and scooters
- Inaccessible facilities and playgrounds

Respondents also highlighted:

- The importance of recognising hidden and psychosocial disability
- Improving disability awareness and education
- Inclusive recreational spaces
- Opportunities for meaningful participation and lived experience leadership

B.3. Use of public assets

Respondents were asked how easy it was for them to access and use public infrastructure and community assets, including footpaths, crossings, public buildings, libraries, community centres and public transport.

Key findings:

- Public buildings and libraries received the highest proportion of positive accessibility responses.
- Footpaths and crossings received the highest proportion of “challenging” responses (36%).

Table 2: Ease of accessing public assets

Public asset	Easy	Sometimes easy / sometimes challenging	Challenging
Use footpaths and crossings`	28%	32%	36%
Visit parks, beaches or playgrounds	20%	52%	28%
Use public buildings and libraries	36%	52%	8%
Access community centres or events	20%	36%	28%
Use public transport	20%	44%	28%

Common barriers identified included:

- Uneven or damaged footpaths
- Inaccessible ramps and gradients
- Blocked pathways and obstacles

- Limited seating and shade
- Poorly located accessible parking
- Inaccessible public toilets
- Concerns about shared-path safety

Feedback strongly reinforced the importance of practical improvements to existing infrastructure and maintenance.

B.4. Information accessibility

Respondents were asked how they liked to receive information from Council and whether Council information was accessible and easy to understand.

Email was the most preferred communication method (84%), followed by:

- Social media (28%)
- Website (24%)
- Printed material (24%)
- Community events (20%)

Table 3: Preferred communication methods

Communication method	Proportion of respondents
Email	84%
Social media	28%
Website	24%
Printed material	24%

When asked whether Council information was easy to understand and accessible:

- 48% responded “Yes, always”
- 40% responded “Sometimes”
- 12% responded “No”.

Key themes raised:

- Need for shorter and easier-to-read documents
- Clearer plain English communication
- Improved website navigation and search functionality
- Easy Read formats
- Voice-to-text functionality
- Large print and alternative formats
- More targeted and relevant communication
- Improved promotion of events and services

Many respondents requested shorter summaries of key information and more accessible digital communication practices.

B.5. Opportunities for people with a disability to participate more in the community

Respondents were asked what Council could do to create more opportunities for people with disability to work, volunteer, participate and share lived experience in the community.

Common themes included:

- Work experience and traineeship opportunities
- Inclusive recruitment and workplaces
- Employment pathways for young people
- Accessible volunteering opportunities
- Stronger disability awareness and community education
- Safer and more accessible public environments
- Improved visibility of opportunities and programs
- Greater inclusion of lived experience voices

Many respondents highlighted:

- The importance of school-to-work transition opportunities
- The value of inclusive leadership and participation
- Support for local employment pathways
- The need for practical accessibility improvements to support participation and independence.

B.6. Overall priorities and concluding observations

Respondents were asked what the two most important things were that would make Randwick a more inclusive and accessible place.

The most consistent priorities identified were:

- Improving footpaths and public infrastructure
- Increasing accessible parking and facilities
- Improving safety in shared spaces
- Increasing employment and work experience opportunities
- Improving accessible communication and information
- Recognising hidden disability
- Reducing social isolation and strengthening inclusion opportunities

Across all survey responses, several consistent themes emerged:

- Practical accessibility improvements remain a major priority
- Safe and navigable public environments are essential to inclusion
- Communication should be clearer, simpler and more accessible
- Employment pathways and participation opportunities are highly valued
- Social connection and belonging are central to wellbeing
- Hidden and psychosocial disabilities require greater recognition

The survey findings reinforced broader themes identified through workshops, pop-ups and stakeholder engagement activities, and directly informed amendments to the draft Disability Inclusion Action Plan 2026–2030.

C. Pop-Up and Drop-in Results

To capture insights from the community and priorities for the DIAP, a series of drop-in consultations were held across the LGA. These included:

- Heffron Markets – Sunday 17 May 2026, 9.00am-1.00pm
- Margaret Martin Library – Tuesday 19 May 2026, 1.30-3.30pm
- Ritz Randwick: Girls Can't Surf screening – Tuesday 19 May 2026, 6.15-8.15pm
- Koojay Corroboree – Friday 29 May 2026, 10.00am-12.00pm
- Randwick Volunteer Expo – Saturday 30 May 2026, 1.00-3.00pm

Images from the pop-up events are shown in Figure 1.



Pop-up event at Heffron Markets



Pop-up event at Koojay Corroboree

Figure 1 Photos from pop-up events

Community members were asked for their feedback on the DIAP and what their priorities for Randwick are, with 4 A1 Boards sharing the key outcomes of the previous DIAP, the key themes of the DIAP, and opportunities for community members to outline what their priorities for the City were, through sticking dots on key themes or through post it notes.

The results of the pop-up were collated and analysed by our Community Development team. The majority of the feedback received were based on the four DIAP focus areas below:

Area 1: Creating liveable communities

Community members highlighted the importance of Randwick City Council as being a more inclusive and understanding community, where people with disability feel more visible and welcomed in everyday life. Common pieces of feedback included:

- The need to increase awareness of invisible disabilities, including mental health conditions, neurodivergence and chronic illness
- The importance of normalising disability and ensuring people feel comfortable being seen and participating in public spaces
- A strong desire for community education to improve understanding and reduce stigma
- Opportunities to promote inclusion through public awareness campaigns, events and information sessions
- The value of lived experience informing conversations, programs and community engagement.

Area 2: Creating Liveable Communities

Community members raised the importance of Council creating spaces which were safer, more accessible and more inclusive. This was one of the largest themes raised across the consultation process. Key pieces of feedback included:

- The need for safer and more accessible pedestrian environments, including smoother footpaths, better maintenance, clearer pathways and longer crossing times
- Improved access to public spaces such as beaches, playgrounds, community facilities and libraries
- Greater accessibility of existing infrastructure, including venues, bathrooms and community buildings
- The importance of accessible parking and reducing misuse of designated spaces
- Demand for more inclusive recreational environments, including sensory-friendly spaces and accessible playgrounds
- Better connectivity to key locations such as beaches and community hubs
- Improving existing infrastructure rather than building new infrastructure, with a focus on practical upgrades that enable everyday participation.

Area 3: Supporting access to meaningful employment

Whilst not the dominant area raised by community members, employment and participation were raised consistently across the consultation period, particularly in relation to inclusion, opportunity and purpose. Key pieces of feedback included:

- The need for more inclusive employment opportunities for people with disability
- Interest in employment targets or stronger commitments to inclusive hiring
- Barriers to employment and the need for greater support to access and sustain work
- The role of volunteering and community participation in providing purpose, connection and pathways to employment
- The importance of inclusive workplaces and removing systemic barriers
- The importance of ensuring that opportunities provided cater to people across different life stages, including young people and older residents.

Area 4: Improving access to mainstream services through better systems and processes

Access to services, information and support systems emerged as a key theme, with participants describing challenges navigating systems and finding relevant information and suggesting ways that Council could play a stronger role connecting people to services and improving the visibility of local services. Key pieces of feedback included:

- The need for clearer, more accessible information about services, programs and supports
- Strong demand for information in suitable formats, including plain English and alternative formats
- The importance of promoting available services more effectively to increase awareness
- Interest in centralised or easier pathways to access information and support
- The need for digital inclusion, including support to build digital literacy skills
- Requests for simpler processes and more user-friendly systems.

Across all four areas, it was clear that community members had high importance on social connection, inclusion and overall wellbeing. Community members raised the following as being integral to this:

- The need for more opportunities to connect, particularly for people experiencing social isolation
- Strong demand for inclusive community activities, programs and events
- The importance of mental health support and reducing loneliness
- The value of community groups, social spaces and informal networks
- The need for targeted supports for specific groups, including older people, men, carers and people with psychosocial disability
- Social participation was seen as central to inclusion, with accessible environments and programs enabling people to feel connected and supported in their community.

Overall, feedback received during drop-in consultation events reinforced findings from consultation activities that occurred whilst the DIAP was being developed

D. Appendix: Workshops

Two workshops were held during the exhibition period to gather feedback on the draft Disability Inclusion Action Plan (DIAP) 2026–2030 from Council staff, people with disability, carers, advocates and community representatives. The workshops explored ways to strengthen accessibility, inclusion and implementation across the Plan.

One workshop involved the Internal DIAP Working Group and Council staff.

A second workshop involved the Access and Older Persons Advisory Committee, including people with disability, carers, advocates and community representatives.

D.1. Key workshop insights

Accessible communication and digital accessibility

Participants highlighted the importance of improving accessibility across Council communication channels and digital systems, particularly for residents accessing information about beaches, parks, community facilities, events and local services. Feedback focused on:

- Plain English communication
- Accessible website design
- Clearer service information
- Accessible event promotion
- Multiple communication formats
- Improved online navigation and usability

Participants also emphasised the need for offline and non-digital engagement options to support residents with varying communication preferences and digital confidence levels.

Hidden disability and neurodiversity

Recognition of hidden disability and neurodiversity emerged as a consistent theme across both workshops. Participants highlighted the importance of increasing awareness and understanding of hidden disability across Council services, community programs and public-facing environments:

- Greater awareness of hidden disability
- Sensory-aware spaces and events
- Neuro-affirming approaches
- Inclusive customer service
- Better staff understanding of psychosocial disability and autism

Participants also supported initiatives that challenge stereotypes and strengthen understanding of disability diversity across the Randwick community.

Universal design and accessible public spaces

Participants identified the importance of embedding universal design principles into Council infrastructure, streetscapes, beaches, parks, shared paths and community facilities from the beginning of planning and design processes.

Key issues raised included:

- Safer footpaths and crossings

- Accessible seating and shade
- Improved wayfinding and signage
- Shared-path safety
- Accessible transport connections
- Inclusive recreational and community spaces.

Participants noted the importance of ensuring public spaces across Randwick support inclusion, independence and participation for people with disability, older people and carers.

Co-design and lived experience

Participants strongly supported strengthening co-design and lived-experience engagement across Council planning, programs and service delivery.

Feedback highlighted the importance of:

- Meaningful participation
- Early engagement
- Avoiding tokenistic consultation
- Recognising lived expertise
- Involving diverse disability experiences in planning and implementation.

Participants also emphasised the importance of demonstrating how feedback informs Council decision-making and outcomes.

Inclusive employment and workplace culture

Participants discussed opportunities to strengthen inclusive employment pathways and workplace culture within Council and across local community.

Feedback included:

- Accessible recruitment processes
- Workplace adjustments
- Flexible and neuro-affirming work practices
- Disability confidence training
- Mentoring and pathways into employment
- Inclusive leadership practices.

Participants also highlighted the importance of building organisational capability and creating more inclusive employment opportunities for people with disability in Randwick City.

