City of Ryde

Lifestyle and opportunity @ your doorstep

Disability Inclusion Action Plan 2027–2031

Community Engagement Outcomes Report

October 2026

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Acknowledgement of Country

The City of Ryde acknowledges the Traditional Custodians of this land, the Wallumedegal clan of the Darug nation. The City of Ryde would also like to pay respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We recognise and celebrate the strength, diversity and contributions of Aboriginal and Torres Strait Islander peoples with disability and acknowledge that cultural safety and disability inclusion go hand in hand.

Acknowledgement of Lived Experience

The City of Ryde acknowledges the diverse experiences, knowledge and contributions of people with disability. We also recognise the important and distinct experiences of families, carers and support networks.

We recognise that every person's experience of disability is different. This includes people with physical, intellectual, sensory, psychosocial and communication disability; neurodivergent people; Deaf and hard-of-hearing people; blind and low vision people; people with long-term health conditions; and people whose disability is visible, non-visible, permanent, temporary or changes over time.

We thank everyone who shared their time, experiences and ideas to help shape the Disability Inclusion Action Plan 2027–2031 (the DIAP). These contributions have helped Council understand what is working well, the barriers people experience and where change is needed.

The DIAP reflects the disability rights principle: 'Nothing About Us Without Us'. It recognises that people with disability should be meaningfully involved in decisions about the places, services, information and opportunities that affect their lives.

We are committed to being guided by lived experience and culturally responsive practice throughout the implementation of the City of Ryde DIAP. We will continue to create accessible and inclusive opportunities for people with disability from across our diverse community to help shape, review and inform our work.

1.Introduction

About the Community Engagement Outcomes Report

This Community Engagement Outcomes Report documents the community and stakeholder engagement process undertaken to inform the development of the City of Ryde's new Disability Inclusion Action Plan 2027–2031 (the DIAP). It provides a transparent record of the communication and promotion activities, engagement approach, engagement methods, participant groups and key engagement findings.

The report is structured in four parts:

1. **Introduction (this section):** outlines the purpose and objectives of the DIAP, the engagement process undertaken and provides a summary of the key engagement findings.
2. **Engagement approach:** describes the approach and principles that guided the design and delivery of the engagement process.
3. **Engagement activities:** provides an overview of the engagement activities undertaken and the methods used to promote participation.
4. **What we heard**: presents a detailed summary of the feedback received through the community and stakeholder engagement activities.

About the Disability Inclusion Action Plan 2027–2031

The DIAP sets out practical actions to make our City more accessible, inclusive and welcoming for everyone. It focuses on the everyday places, services, information, events and opportunities that help people participate, contribute and feel they belong.

The DIAP was informed by community and stakeholder feedback, lived experience, local data, Council knowledge, relevant legislation and policies, good practice research, and lessons from previous plans. Together, this evidence provided a strong foundation for understanding what is working well, where barriers remain, and where Council can take practical action to improve access and inclusion.

The DIAP actions have been designed to focus on areas where Council can directly influence outcomes through its services, facilities, programs, events and operations, while also supporting advocacy and partnerships to help address broader accessibility and inclusion issues that fall outside Council's direct control.

Our Engagement Process

The extensive community and stakeholder engagement process that informed the DIAP was conducted between March and May 2026, with additional targeted engagement

activities involving community members, stakeholders and Council staff continuing in June to September 2026.

The experiences and perspectives of people with disability were at the centre of the process. More than 280 people participated across more than 25 engagement activities, contributing more than 440 comments and ideas that helped shape the DIAP's priorities and actions.

We engaged with people with disability, families, carers, children and young people, older people, culturally and linguistically diverse communities, service providers, advocacy organisations, Council committee members, Council staff and other community members.

Engagement was undertaken online and in accessible, familiar settings across the City of Ryde to reach people who may not typically participate in formal engagement activities. Targeted activities included four accessible focus groups facilitated by People with Disability Australia and the Council for Intellectual Disability, as well as engagement with culturally diverse communities, young people, parents, carers, service providers and other stakeholders. These activities captured a broad range of experiences, priorities and ideas that informed the development of the DIAP.

Summary of Key Findings

A summary of the community and stakeholder feedback received through the engagement process is provided below. The feedback has been organised into five local focus areas, reflecting the key themes and priorities identified by participants. While locally relevant to the City of Ryde, these focus areas align with the four NSW disability inclusion planning themes: Developing Positive Community Attitudes and Behaviours, Creating Liveable Communities, Supporting Access to Meaningful Employment, and Improving Access to Mainstream Services through Better Systems and Processes.

Focus Area 1: Inclusive Communities, Participation and Belonging

Community members want the City of Ryde to be welcoming, respectful and inclusive of people with all types of disability. While supportive staff, accessible programs and positive community attitudes were recognised as strengths, participants also identified ongoing stigma, discrimination and limited awareness of non-visible and sensory disabilities. Priorities included more affordable and inclusive social, recreational and cultural activities; sensory-friendly and predictable spaces; and stronger opportunities for people with disability to connect, contribute and have their lived experience meaningfully inform decision-making.

Focus Area 2: Getting Around Safely and Independently

Safe and independent travel emerged as a major priority. Participants identified uneven and poorly maintained footpaths, unsafe crossings, inaccessible bus stops, unreliable lifts, unclear wayfinding, inadequate lighting and limited accessible parking as barriers to everyday participation. The community called for better-connected accessible travel

routes, more seating and rest areas, improved community transport, safer drop-off arrangements and regular accessibility audits involving people with disability. Affordable and accessible housing close to transport, services and community facilities was also identified as important to independence.

Focus Area 3: Accessible and Inclusive Council Facilities, Events and Programs

Council's libraries, parks, facilities and programs are valued by many participants, with libraries and supportive staff identified as particular strengths. However, accessibility was described as inconsistent across facilities, public spaces and major events. The community wanted accessibility incorporated from the outset through universal design and co-design, including step-free access, reliable lifts, accessible toilets and parking, clear wayfinding, quiet spaces, inclusive play equipment, flexible participation options and timely accessibility information. Regular access audits and improved maintenance were also viewed as essential.

Focus Area 4: Inclusive Work, Volunteering and Opportunity

Participants identified a need for stronger pathways into meaningful employment, education, training, volunteering and career development for people with disability. Participants identified complex recruitment processes, inaccessible transport, limited awareness of opportunities, inflexible workplace practices and concerns about disclosing disability-related needs as key barriers. Priorities raised included accessible recruitment and training, identified positions, work experience and mentoring, flexible work and reasonable adjustments, inclusive leadership, and partnerships that encourage local employers to provide sustainable employment and career progression opportunities.

Focus Area 5: Accessible Information, Inclusive Community Engagement and Accountable Delivery

Community members want Council information to be easier to find, understand and use, with plain language, Easy Read, large print, translated and picture-based formats available alongside accessible digital content. Participants also want multiple ways to contact Council, clearer and earlier information about events and accessibility, and frontline staff with stronger disability awareness and referral knowledge. Responsive feedback and complaints processes and transparent public reporting of DIAP implementation progress were identified as critical to accountable delivery.

2. Engagement Approach

This section outlines the engagement approach undertaken to inform the DIAP and the principles that guided the engagement process.

Overview of Our Approach

The development of the DIAP was informed by extensive community and stakeholder engagement, with the experiences and perspectives of people with disability at the centre of the process. A mixed-methods approach was used to capture both broad community input and more detailed insights from people with lived experience, families, carers, service providers, community organisations and Council staff.

The engagement approach was designed to maximise participation by providing multiple opportunities for people to contribute in ways that suited their needs, preferences and communication styles. Engagement was undertaken both online and in-person, including in accessible and familiar community settings across the City of Ryde, to help reach people who may not typically participate in formal engagement processes.

Targeted engagement was undertaken with priority groups to ensure diverse experiences and perspectives were represented, particularly those of people with disability and groups that can face additional barriers to participation. This helped ensure the engagement process captured a broad range of lived experiences, perspectives and ideas to inform the development of the DIAP.

Engagement Principles

The City of Ryde's *Community Engagement Strategy* (2025) (the Strategy) outlines Council's approach to ensuring community members have opportunities to inform and provide feedback on Council matters that affect their daily lives. This includes plans, strategies, policies, programs, projects, events and initiatives.

The following five principles from the Strategy have underpinned the engagement process for the DIAP:

Figure 1. Community engagement principles

	**Planned, proactive and fit for purpose**
	**Genuine, respectful, inclusive and accessible**
	**Ongoing, creative approach that acknowledges existing input and information**
	**Clear, customer friendly and translated where possible and appropriate**
	**Updates provided on how views were considered and/or influenced the outcome**

3. Engagement Activities and Promotion

This section contains an overview of the community and stakeholder engagement activities undertaken during the engagement period and the promotion methods used.

Key highlights:

- **280+** people took part
- **440+** comments and ideas provided
- **25+** engagement activities undertaken utilising different methods.

Engagement Activities

The engagement activities undertaken are outlined below.

Focus Groups

The City of Ryde partnered with two specialist disability organisations, People with Disability Australia (PWDA) and the Council for Intellectual Disability (CID), to facilitate four focus groups with people with disability throughout April 2026.

The focus groups provided an opportunity to hear directly from people with disability about their experiences of living, working, accessing services and participating in community life within the City of Ryde. Discussions explored barriers to inclusion, factors that support participation and belonging, and participants' priorities and aspirations for creating a more accessible and inclusive community.

Information about the focus groups was published on Council's Have Your Say webpage and promoted through Council e-newsletters. PWDA and CID also promoted the workshops through their networks to help ensure people with disability who live, work or visit the City of Ryde were aware of and able to participate in the engagement process.

Participants received a gift card in recognition of their time, expertise and valuable contribution to the workshops, as well as any costs associated with travelling to and attending the sessions.

Table 1. Focus groups

Activity	Facilitator	Time	Date	Location	# participants
Focus group 1	CID	10:00am – 12:00pm	21 April 2026	Ryde Library	8
Focus group 2	PWDA	4:00pm – 5:30pm	23 April 2026	Online	10
Focus group 3	PWDA	10:30am – 12:00pm	29 April 2026	Online	10

Activity	Facilitator	Time	Date	Location	# participants
Focus group 4	PWDA	2:00pm – 3:30pm	29 April 2026	Online	9

Drop-in Sessions

Three drop-in sessions were held during the engagement period, providing informal opportunities for people to share their experiences and perspectives.

Participants were invited to respond to a series of question prompts, including what had improved for people with disability in the City of Ryde in recent years; the challenges they continue to experience when accessing Council facilities, places, events, programs and services; priorities for Council action; and opportunities to create a more inclusive and welcoming community.

The drop-in sessions were promoted through Council's Have Your Say webpage, printed materials such as flyers and posters, and a range of digital communication channels, including e-newsletters, digital screens at key Council facilities, and the Councillor Information Bulletin.

Table 2. Drop-in sessions

Activity	Time	Date	Location	# responses
Drop-in session 1 (Easter Celebration)	10:00am – 1:00pm	28 March 2026	Anzac Park, West Ryde	20
Drop-in session 2	10:00am – 12:00pm	6 May 2026	West Ryde Plaza	3
Drop-in session 3 (Held before Everybody Dance Now inclusive disco)	2:30pm – 4:30pm	16 May 2026	North Ryde Library	18

Targeted and Outreach Engagement Activities

A key focus of the engagement process was maximising participation by meeting people in settings where they already gathered and felt comfortable sharing their experiences and perspectives, while also undertaking targeted engagement with priority groups to ensure a diverse range of voices were represented.

Targeted stakeholder engagement and outreach activities were undertaken throughout the engagement period to reach a broad cross-section of the community. This included engagement at community events and meetings with disability advocacy organisations,

service providers, community groups, community organisations and Council's Inclusion and Wellbeing Community Committee.

Young people were engaged through the Mayor's Youth Summit, while additional outreach was undertaken with culturally and linguistically diverse communities, older people, parents, carers and people with disability.

Table 3. Targeted and outreach engagement activities

Activity	Time	Date	# participants
Italian Community Group meeting	10:00am – 11:00am	27 March 2026	28
Have Your Say Launch Morning Tea	9:30am – 1:30pm	30 March 2026	8
Iranian Women's Group meeting	12:00pm – 12:30pm	17 April 2026	22
City of Ryde Mayor's Youth Summit	9:00am – 1:00pm	23 April 2026	60
Cerebral Palsy Alliance meeting	3:30pm – 4:30pm	6 May 2026	2
Ryde Intercultural Network meeting	10:00am – 11:30am	14 May 2026	15
City of Ryde Everybody Dance Now (All Abilities Disco)	4:30pm – 6:30pm	16 May 2026	124
City of Ryde Inclusion and Wellbeing Community Committee May meeting	6:00pm – 7:30pm	19 May 2026	13
Mandarin Seniors' Group meeting	10:30am – 11:30am	20 May 2026	18
Uniting NSW Local Area Coordination Partners in the Community	12:00pm – 1:00pm	21 May 2026	2
Meadowbank TAFE outreach with Community Service Delivery team	11:30am – 12:30pm	26 May 2026	3
Livvi's Place Storytime outreach	10:00am – 11:00am	3 June 2026	19 (8 parents/ carers and 11 children)
City of Ryde Social Inclusion Forum	9:00am – 12:00pm	10 June 2026	53
City of Ryde Inclusion and Wellbeing Community Committee September meeting	6:00pm – 7:30pm	1 September 2026	8

Online Survey and Fast Feedback

An online community survey was hosted on Council's Have Your Say webpage to gather feedback. The survey included questions on community attitudes and behaviours, Council's services and facilities and opportunities for people with disability.

The Have Your Say webpage also included a fast feedback form option consisting of three open-ended questions designed to capture community experiences, ideas and priorities. Participants were asked what makes it difficult for people with disability to access Council services, places and events; what would make it easier for people with disability to participate in everyday life; and what Council could do to help people with disability feel safe, included and supported.

To support accessibility and maximise participation, hard-copy versions of the fast feedback, including an Easy Read version, were made available at Council's five library branches. Community members could also download a Microsoft Word version of the survey and submit completed responses in person at Council's Customer Service Centre or any library branch, or via email or post.

The online survey included a dedicated section for providers of disability services to share sector-specific insights and perspectives. Service providers were also encouraged to support their clients to participate in the engagement process.

Table 4. Online survey and fast feedback

Activity	Date	# responses
Online survey	Have Your Say period (16 March to 24 May 2026)	32
Fast feedback (online, as well as hardcopy and Easy Read at Council's libraries)	Have Your Say period (16 March to 24 May 2026)	70

Council Staff Engagement

Council plays an important role in promoting disability inclusion through its own employment practices.

To inform the DIAP, a short staff survey was undertaken to gather feedback on inclusive practices across the organisation and identify strengths, challenges and opportunities for improvement. The online survey was open to all Council staff and promoted through three editions of Council's weekly staff newsletter between July and August 2026.

Table 5. Council staff survey

Activity	Date	# responses
DIAP staff survey	July to August 2026	27

Promotion Pathways

A comprehensive communications and promotion program was implemented to raise awareness of the DIAP engagement activities and encourage participation from a broad cross-section of the community. Recognising that people access information in different ways, a range of communication channels were used to ensure community members could learn about the DIAP engagement process and participate in ways that suited their needs and preferences.

The promotion strategy combined digital, print and face-to-face approaches, including Council's Have Your Say webpage, e-newsletters, social media, digital screens, posters, flyers, newspaper advertisements and stakeholder networks. Accessible engagement materials were developed to support participation, including Easy Read resources and translated materials in key languages spoken across the City of Ryde. Short social media videos featuring local people with disability were also shared to raise awareness of the project and encourage involvement.

Targeted promotional activities were undertaken to reach specific audiences, including people with disability, carers, service providers, community organisations, businesses, young people and culturally diverse communities. Council communication channels and stakeholder networks played an important role in extending the reach of engagement activities and encouraging participation from groups that may not typically engage through traditional methods.

In addition to promoting engagement opportunities, communications activities provided information about the new DIAP, the purpose of the engagement program, and how community and stakeholder feedback would be used.

Table 6 provides an overview of the promotion channels used throughout the engagement period, together with their associated reach.

Table 6. Promotion pathways

Promotion method	Date	Overview	Engagement
Councillor Information Bulletin	3 March 2026	An overview of the DIAP development process and community and stakeholder engagement process, including dates for key community engagement activities, was provided.	Distributed to all 13 elected representatives, including the Mayor and 12 Councillors
Have Your Say webpage	16 March – 24 May 2026	A project webpage with background information, frequently asked questions, online survey, fast feedback, and information regarding in-person engagement sessions.	1,919 page views
City of Ryde email, postal address and phone number	16 March – 24 May 2026	City of Ryde's email, postal address and phone number were available for the community to provide feedback or ask questions.	5 email submissions
Promotional video	16 March – 24 May 2026	Two promotional videos were created featuring members of the City of Ryde disability community sharing their experiences. The videos included subtitles and audio descriptions. They were available on the Have Your Say webpage and promoted through Council's social media channels.	42 views on Council's Have Your Say webpage Over 21,000 views on Council social media
Digital screens	16 March – 24 May 2026	The DIAP Have Your Say was promoted on the digital screens at the five City of Ryde libraries, Customer Service Centre, and at the Ryde Aquatic Leisure Centre (RALC).	7 digital screen locations
Have Your Say website automated notification email	16 March 2026	An automatically generated email was sent to subscribers of the Have Your Say website.	55 email notifications delivered 34 email notifications opened

Promotion method	Date	Overview	Engagement
Poster	16 March – 24 May 2026	The DIAP Have Your Say was promoted via posters at City of Ryde library branches.	A3 posters displayed at 5 libraries
Have Your Say e-newsletter for community members	18 March 2026	An e-newsletter was sent to interested community members to promote Have Your Say for the DIAP and provide information on feedback opportunities.	119 e-newsletters delivered 63 e-newsletters opened
Have Your Say e-newsletter for service providers	18 March 2026	An e-newsletter was sent to service providers to promote the DIAP Have Your Say and provide information on feedback opportunities, inviting both service providers and their clients to participate and provide input.	198 e-newsletters delivered 126 e-newsletters opened
Have Your Say Launch Morning Tea invitation and event	30 March 2026	Members of Council's Inclusive Volunteering and Empower Ryde programs were invited via email to a morning tea to mark the launch of the Have Your Say period for the DIAP. The process was then promoted at the morning tea.	17 e-newsletters delivered 15 e-newsletters opened 8 attendees
Have Your Say listing – The Weekly Times	Each Wednesday between 16 March – 24 May 2026	The DIAP engagement process was listed in the Have Your Say section of the City News advertisement in The Weekly Times.	Approximately 38,000 print readership
Library e-newsletter	23 March 2026	The DIAP Have Your Say and feedback opportunities were listed in the e-newsletter.	17,832 e-newsletters delivered 6,896 e-newsletters opened
Social media (Facebook post 1 – organic)	24 March 2026	A video post was made to promote DIAP Have Your Say.	806 views 632 users reached 1 link click

Promotion method	Date	Overview	Engagement
Social media (Instagram post 1 – organic)	24 March 2026	A video post was made to promote DIAP Have Your Say.	671 views 615 users reached
Flyer	28 March – 22 May 2026	Flyers were available at the in-person sessions to promote DIAP Have Your Say and other engagement activities.	A4 flyer
Storyboard	28 March – 16 May 2026	An A1 corflute storyboard was displayed at drop-in sessions to promote DIAP Have Your Say and other engagement activities.	A1 storyboard
Your City News e-newsletter	31 March – 5 May 2026	The DIAP Have Your Say was listed in the e-newsletter.	4,366 e-newsletters delivered and 1,798 e-newsletters opened 4,390 e-newsletters delivered and 1,738 e-newsletters opened
Citizenship ceremony flyer	9 April 2026 21 May 2026	The DIAP was listed on the Have Your Say flyer included in new citizen packs provided at the ceremony.	240 flyers 105 flyers
Community Services e-newsletter	9 April 2026	The DIAP Have Your Say was included in the e-newsletter.	555 e-newsletters delivered 284 e-newsletters opened
Social media (LinkedIn post 1)	13 April 2026	A video post was made to promote DIAP Have Your Say.	776 impressions 474 members reached 41 clicks

Promotion method	Date	Overview	Engagement
Business News e-newsletter	22 April 2026	The DIAP Have Your Say was included in the e-newsletter.	36,084 e-newsletters delivered 10,242 e-newsletters opened
Social media (LinkedIn post 2)	13 May 2026	A video post was made to promote DIAP Have Your Say.	933 impressions 550 members reached 33 clicks
Social media (Facebook post 2 paid)	16 May 2026	A video post was made to promote DIAP Have Your Say.	6,645 views 4,109 users reached 136 link clicks
Social media (Instagram post 2)	16 May 2026	A video post was made to promote DIAP Have Your Say.	1,009 views 873 users reached
Smarter, Cleaner, Greener e-newsletter	21 May 2026	The DIAP Have Your Say was included in the e-newsletter.	3,514 e-newsletters delivered 1,318 e-newsletters opened
Staff Weekly update	20 July – 3 August 2026	The DIAP staff survey was promoted in three consecutive staff weekly update emails.	550+ staff members reached

4. Engagement Feedback

This section summarises the feedback received through the community and stakeholder engagement process. The findings are organised by engagement activity and structured around the key themes that emerged.

Focus Group Facilitated by Council for Intellectual Disability

A summary of feedback received at the focus group facilitated by CID is provided below.

Everyday places and services are not always easy to access

Participants said broken or slow lifts and escalators, especially in shopping centres, can make it difficult to access community spaces independently. They also noted a lack of seating in large indoor and outdoor areas, making it hard for people to rest when needed. Uneven footpaths, poor signage and limited transport options were also identified as barriers to getting around safely and independently.

Affordable, accessible, well-located housing is a gap

Community members said accessible housing near public transport, services and community facilities is often too expensive. More affordable housing options are usually located further away from the places and services people need to access regularly.

More social and support opportunities are needed

Participants highlighted the need for more social groups, programs and regular activities, particularly for people with intellectual disability. People who are not eligible for NDIS were reported to have limited access to services, programs and peer support, which can lead to social isolation.

Better disability awareness would improve inclusion

Some community members said there needs to be greater understanding of disability across Council, businesses, service providers and the wider community. Non-visible disability was specifically mentioned, including the importance of recognising identifiers such as the Sunflower Lanyard (or Hidden Disabilities Sunflower), which is a voluntary symbol that indicates a person has a non-visible disability, condition or access need.

Participants also said Council staff need a good level of knowledge of disability services and programs so they can provide accurate information and referrals.

Information and systems need to be easier to use

Participants said Council information should include more images and Easy Read formats. Existing forms and online systems were described as difficult to understand, with people with disability often requiring help from family members or support workers.

Fast-paced learning environments and online-only education options were also seen as difficult to access without additional support.

People with disability need more employment opportunities

Participants raised concerns that disclosing a disability during recruitment may affect a person's chances of securing a job. Some felt there are limited pathways to meaningful employment for people with disability, with Australian Disability Enterprises (ADEs) often perceived as one of the few available options. Participants also identified opportunities for Council to strengthen inclusive employment practices and create more roles and pathways for people with disability.

Focus Groups Facilitated by People with Disability Australia

A summary of feedback received at the focus groups facilitated by PWDA is provided below.

Accessible housing and transport barriers limit independence

Participants highlighted a lack of affordable and accessible housing, particularly near public transport, services and community facilities. Many felt Council should advocate for more accessible and affordable housing and support simpler processes for making accessibility modifications to rental properties.

Concerns were also raised about inaccessible public transport, which can limit independence and make it more difficult to participate in work, study and community life. Some participants said uncertainty about transport, accessibility and personal safety can make social participation feel too difficult, stressful or risky. Transport costs were also raised as a barrier.

Accessibility should be built into community spaces, events and information from the start

Participants consistently emphasised that accessibility should be considered at the beginning of projects through universal design, rather than being added later in response to complaints.

Many community members suggested that events should incorporate quiet spaces, flexible participation options, accessible layouts and clearer wayfinding. Participants with non-visible and sensory disabilities noted that barriers such as audio-only announcements and flickering lights are often overlooked.

There was strong demand for enjoyable interest-based activities, inclusive volunteering opportunities and regular social programs that support connection and belonging. Participants emphasised the importance of activities being held in familiar, accessible venues and delivered at predictable times.

Several participants noted that formal language and jargon can make information difficult to understand, particularly for people with cognitive disability or lower literacy levels. Participants also observed that important event information is often released too late, making it difficult to plan attendance and participate.

There was strong support for involving people with disability throughout planning, delivery and evaluation of community events and programs.

Participants also highlighted the importance of clear responsibility and accountability for identifying and addressing accessibility issues.

Council information and services need to be easier to access and use

Participants highlighted the need for disability awareness and inclusive communication training for frontline staff, contractors, volunteers and service providers.

Many also raised concerns that complaint processes, follow-up actions and feedback mechanisms can be slow and unclear, reducing confidence that issues will be resolved.

Services that are only available by phone, or that operate under strict time pressures, were identified as barriers for people with communication, hearing or information-processing needs. Participants suggested providing multiple contact options, including phone, email, text message, online chat and callback services.

Participants also said Council websites, forms and online systems should use plain language, be available in multiple formats including Easy Read, and be compatible with assistive technology. Participants also suggested a need to reduce clutter on websites and make accessibility information and support options easier to find.

Some participants noted that staff and service providers sometimes communicate primarily with carers rather than speaking directly to the person with disability. They said this can result in people with disability not being properly heard or included in conversations about their own needs and experiences.

Participants also advocated for the use of lived experience audits to identify barriers and accessibility issues across Council's information and services, as well as facilities and public spaces.

Safe, reliable and accessible travel is essential

Participants highlighted the need for improvements to accessible parking, safe drop-off areas and direct pedestrian routes around key destinations and events.

Many raised concerns about unreliable lifts, travelators and other accessible infrastructure. Busy transport hubs were described as particularly difficult when lifts are out of service, signage is unclear, or audio announcements are not supported by visual information.

Participants also called for better maintenance of footpaths, ramps, lifts and accessible toilets. High-contrast wayfinding, tactile indicators and braille signage were identified as important improvements. Uneven footpaths, blocked ramps, overgrown vegetation, poor lighting and unclear directions were all identified as barriers that can make travel difficult, unsafe or impossible.

People want to feel welcome, respected and included

Participants said clear behavioural expectations and consistent responses to discrimination and harassment are needed across the City.

Some participants also indicated that the lack of visible representation of people with different types of disability can make services, programs and communications feel less welcoming or relevant, particularly for people from culturally and linguistically diverse communities. Participants said Council communications should include visible representation of people with disability and reflect a wider range of lived experiences.

Participants shared that negative attitudes towards people with disability, including rushing, staring, pity and avoidance, can reduce confidence and make community participation more difficult.

Many participants felt that ongoing engagement with people with disability should be standard practice and that people with lived experience should have meaningful opportunities to help design solutions. Some also expressed concern that inclusion initiatives can sometimes feel tokenistic rather than leading to genuine influence and change.

Recruitment processes need to be more accessible

Participants highlighted the need for recruitment processes that use plain language, provide reasonable adjustments and offer alternatives to traditional interview formats.

Complex job advertisements, difficult online recruitment systems and rigid interview processes were identified as barriers that can prevent people with disability from applying for jobs.

Participants also said local employment programs should be promoted more effectively and be easier to access.

People with disability need stronger pathways to employment and career growth

Participants identified limited training opportunities, promotion pathways and career development options as barriers to long-term employment outcomes.

There was a strong view that more support is needed to help people build skills, progress their careers and access meaningful employment opportunities over time.

Financial pressures, support costs and challenges accessing housing and services were also identified as factors that can affect a person's ability to gain and maintain employment.

Inclusive workplaces require supportive cultures and leadership

Participants said managers should receive training in inclusive leadership, respectful communication and unconscious bias. They also highlighted the importance of strong onboarding processes, mentoring programs and workplace buddy systems to support confidence, inclusion and success at work.

Some participants felt that workplace cultures can rely on unwritten social expectations that unintentionally exclude people with disability. Others said they were unsure whether it was safe to disclose disability-related needs or request support.

Many participants felt that workplace adjustments, flexible work arrangements and additional support should be treated as standard practice rather than exceptions and reviewed regularly to ensure they remain effective.

There were concerns that repeated requests to provide proof of disability and intrusive reporting requirements can undermine privacy, dignity and autonomy.

Participants also reported that people with disability can sometimes be underestimated or excluded from decision-making in the workplace.

City of Ryde Inclusion and Wellbeing Community Committee Engagement

Council staff attended the City of Ryde Inclusion and Wellbeing Community Committee meetings in May 2026 and September 2026. he May 2026 meeting included an overview of the new DIAP, an update on the community and stakeholder engagement activities, and a discussion of opportunities and challenges for people with disability in the City of Ryde.

Feedback from the first meeting highlighted the need for a publicly available Disability Inclusion Action Plan (DIAP) actions dashboard to improve transparency and enable the community to track Council progress against commitments and actions. Committee members also recommended undertaking footpath and kerb ramp audits across the City to identify and address accessibility barriers. In addition, there was support for increasing the number of accessible bus shelters, particularly in high-use locations such as areas surrounding Macquarie University and other key transport and activity hubs.

At the second meeting in September 2026, Council staff presented a summary of the key findings from community and stakeholder engagement activities, along with potential action areas for the DIAP. The Committee members emphasised the need for stronger

accountability, stronger promotion of the DIAP through Council's partner networks, and actions that are specific, achievable and deliver meaningful outcomes.

Some Committee members provided more detailed feedback as presented below:

Improve accessibility of community facilities

Committee members highlighted accessibility barriers associated with some community facilities, including concerns about the misuse of accessible parking spaces and challenges experienced at the Ryde Aquatic Leisure Centre.

Increase the availability of quality housing for people with disability

A Committee member emphasised the importance of increasing access to quality supported housing for people with disability and referenced examples across the City of Ryde to illustrate both needs and opportunities.

Strengthen awareness and understanding of non-visible disabilities

A Committee member suggested providing targeted training for Council staff to build awareness and understanding of non-visible disabilities, including hearing impairment, neurodivergence, mental health conditions, chronic illness and sensory processing disorders. They suggested the training also include guidance on responding to requests for workplace adjustments in a respectful and confidential manner.

Enhance workplace adjustments and inclusive employment practices

A Committee member recommended consistent guidance and processes to support employees with disability, particularly those with non-visible disabilities, neurodivergence, or conditions and support needs that may change over time. Suggested measures included flexible work arrangements, low-stimulation workspaces, written instructions where appropriate, and clear pathways for requesting workplace adjustments.

Improve community awareness of disability diversity

A Committee member suggested implementing targeted communications to address misconceptions about disability, raise awareness of visible and non-visible disabilities, and share lived experience stories that promote understanding and inclusion.

Promote sensory and neuro-inclusive events

Embedding sensory and neuro-inclusive practices into Council event planning was discussed. Suggested measures included providing quiet spaces, offering low-sensory periods, and making sensory information available prior to events to support informed participation.

Drop-in Sessions

A summary of feedback received at the three drop-in sessions is provided below.

Community facilities and public spaces need to be more accessible

Participants highlighted the need for more accessible, inclusive and well-maintained community facilities, public spaces and programs. Participants identified specific accessibility barriers at local facilities, including the lack of stair or ramp access to the pool at Next Gen. Uneven paving, steep ramps and overgrown vegetation were also raised as maintenance and safety concerns.

Community spaces, programs and activities should be more inclusive

Participants wanted more inclusive library and community activities, including games, craft activities and social outings for young adults. While disability discos and other inclusive activities were valued, participants wanted more opportunities to meet peers and participate in community life.

Some participants also said that expectations around quiet behaviour can make libraries difficult for children with sensory disability. They suggested greater staff awareness and designated times when children can participate without fear of judgement. Overall, participants wanted more welcoming spaces, activities and services that help people feel connected, understood and able to participate fully in community life.

Information needs to be easier to find and understand

Participants reported difficulty finding and reading community information on Council's website. Participants said Council information should be easier to find, easier to read and available in a wider range of accessible formats.

They requested an Easy Read version of Have Your Say materials and noted that some people also need assistance to navigate external services such as My Aged Care, particularly when phone-based services are difficult to use.

People want to be heard and better understood

Participants wanted people with disability to be able to speak for themselves and have their lived experience heard in planning and decision-making. They also identified stigma and judgement as barriers that can make people feel less welcome in community settings. Feedback also highlighted the need for greater understanding of disability and stronger community support for people with disability.

Accessible transport and travel support independence

Participants highlighted the need for safer, clearer and more accessible ways to move around independently. Key concerns included inaccessible or unsafe footpaths, ramps and crossings across a number of locations. Dangerous intersections and road crossings

were identified as areas requiring review. Overgrown vegetation and poor maintenance were also raised as safety concerns. Participants called for wider, smoother and better-connected pathways that are easier to follow and support safe travel for people using wheelchairs, mobility aids and prams.

Accessible parking and transport were also identified as major concerns. Participants also raised shortages of accessible parking, time limits that do not meet mobility parking needs, and drop-off arrangements that are unsuitable for carers who cannot leave the person they support unattended.

Participants highlighted the need for local and affordable transport options to libraries, metro stations and community activities. Many noted that the loss of the free bus service has reduced access to important destinations for older people.

More opportunities for social connection and inclusion are needed

Social isolation was a recurring concern. Participants suggested buddy programs, companionship support and more social outings for young adults, including dinners, movies and bowling, to help people with disability meet peers and build relationships and participate in community life.

Participants also wanted safe and supportive opportunities for LGBTIQA+ people with disability to meet others and feel included.

Families suggested that dedicated playgroups for neurodiverse young children would help children and their families feel more included, supported and connected to their community.

Multicultural Group Meetings

Council undertook engagement with three local culturally and linguistically diverse community groups during their regular meetings. These groups are supported by Sydney Community Services, a not-for-profit organisation, and included an Italian Community Group, an Iranian Women's Group and a Mandarin Seniors Group.

A summary of the feedback received across the three groups is provided below.

Accessible meeting spaces are needed to support community connection

Participants highlighted the need for accessible community meeting spaces that are safe, welcoming and suitable for regular social connection. Important features included step-free access, accessible toilets, hearing loops and local venues that enable people to participate with dignity and confidence.

Transport barriers make it harder to participate in community life

Transport and mobility challenges were identified as significant barriers to participation. Participants highlighted the need for better transport connections between areas such as North Ryde, metro stations and community activities.

Concerns were also raised about the gap in community transport following the closure of Shop Ryder, which has reduced transport options for older people and people with disability. Long travel distances were also identified as a barrier to accessing services, programs and community activities.

Safer and more accessible streets are needed

Participants identified a range of barriers that make it difficult to travel safely and independently, including poor footpaths, steep ramps, unsafe crossings and uneven paving. Limited accessible parking near shops, medical services and community facilities was also identified as an issue.

Information needs to be easier to access

Participants highlighted the need for information that is easier to read and understand. Suggestions included larger font sizes and clearer, more visible information at bus stops to improve accessibility for people with vision impairment and older community members.

Families need better support to navigate services

Participants noted that families raising a child with disability need culturally safe, strengths-based support to help them navigate services and systems. They highlighted the importance of information, guidance and support that recognises family strengths and meets diverse cultural needs.

Engagement at Meetings and Outreach Activities

This section summarises feedback received through engagement with peak bodies, sector networks and forums, together with feedback gathered through a range of targeted outreach activities.

Accessible places and infrastructure need to support everyday participation

Participants highlighted the need for accessible infrastructure that supports people to move around and participate safely and independently. Key priorities included accessible buses and bus stops, improved footpaths and pathways, accessible parking, and better access to toilets and community facilities. Feedback emphasised the importance of addressing practical barriers in everyday places through co-design with people with disability and their families.

Participants also called for more accessible parking at the Ryde Aquatic Leisure Centre and improvements to pathways affected by redevelopment and construction. Families highlighted the need for parks and play spaces that are easy to access and well maintained, with wider pathways, more shade, accessible toilets close to play areas, inclusive play equipment, seating with armrests, covered gathering spaces and safer fenced play areas.

More inclusive and connected communities are needed

Participants highlighted the need for more opportunities for social connection and community participation. Feedback included support for additional disability and aged care events, sensory-friendly spaces for young people, and more local programs to address social isolation and loneliness.

Young people expressed interest in welcoming and predictable spaces for activities such as gaming, coding and animation. Families also suggested regular community markets and exchange activities to support connection and participation.

Information and services need to be easier to access

Many participants identified a lack of awareness of available services and community opportunities. Feedback highlighted the need for stronger promotion of social inclusion initiatives, a central source of information about available services, and clearer information about venue accessibility features such as accessible bathrooms, quiet spaces and hearing or vision supports. Participants also indicated a preference for speaking directly with Council staff rather than navigating complex phone systems.

Greater disability awareness and inclusion is required

Participants identified discrimination, stigma and a lack of understanding about disability as ongoing barriers to inclusion. Feedback highlighted the importance of increasing disability awareness, improving understanding of non-visible disabilities, and encouraging more inclusive attitudes across the community and local businesses. Participants also noted the need for meaningful employment opportunities that support both economic participation and social inclusion.

People with disability should help shape decisions and outcomes

Participants emphasised the importance of involving people with disability in decision-making through genuine co-design and ongoing engagement. Feedback highlighted the need for Council to focus on achieving meaningful outcomes for people rather than simply delivering actions. Participants also indicated that DIAP implementation would benefit from stronger internal ownership, clearer communication, realistic priorities and transparent reporting of progress.

Have Your Say: Fast Feedback Findings

A summary of feedback received through the fast feedback questions is provided below.

Removing physical, transport and service barriers

Community members who responded to the fast feedback identified a range of barriers to accessing services, facilities and community life. Public transport was frequently described as confusing and difficult to navigate, with uncertainty about where to seek assistance, stressful train platforms and poor connections to key destinations. People also highlighted physical accessibility challenges, including stairs, inadequate parking, inaccessible toilets, narrow pathways, poor lighting and limited accessible pedestrian infrastructure.

People suggested practical improvements such as additional footpaths, safer pedestrian crossings, wider pathways, improved accessible parking, reduced traffic speeds and better links between transport networks and community destinations. There were also calls for clearer information about community transport options and assistance available to help people attend events and access services.

Information should be easy to find, understand and use

Accessing information was a significant challenge for many people, particularly when navigating government systems, disability support and community services. Feedback highlighted difficulties locating information and understanding processes.

People called for information to be provided in accessible formats including Easy Read, large print and picture-based resources. Suggestions included delivering information directly to homes, providing clearer promotion of events and services, and including transport assistance details in event advertising. Improved communication was seen as essential to helping people participate more confidently and independently in community life.

Libraries and community facilities should work for everyone

Libraries were identified as highly valued and welcoming community spaces, particularly due to supportive staff, large-print books and inclusive programs. However, people also identified opportunities to improve accessibility. Common concerns included books that were too heavy or difficult to reach, bright lighting, limited quiet spaces, overcrowding, poor signage, and activities concentrated in a single area.

Suggestions included providing events across multiple library branches, creating quiet sensory-friendly spaces, introducing ergonomic shelving, offering staff assistance with accessing materials, and increasing the availability of inclusive programs. People also supported features such as Auslan interpreting, flexible activity spaces and low-pressure social opportunities that cater to a variety of needs and preferences.

Inclusion means being treated with respect and belonging

People emphasised that genuine inclusion is about being treated as a person first rather than being defined by a disability. Feeling welcomed, respected and recognised within the community was seen as fundamental to wellbeing and participation.

Feedback highlighted the importance of supportive staff, familiar community relationships and environments where people feel safe and comfortable. People encouraged Council to actively involve people with disability in decision-making and create opportunities for meaningful engagement. They stressed that communities are stronger when everyone feels valued, respected and able to participate in everyday activities.

Social connection supports health and wellbeing

Many people highlighted the importance of opportunities to connect with others and reduce social isolation. Suggestions included social mornings, special interest groups, community outings, disability-specific activities and informal spaces where people can meet and interact.

People valued opportunities that allow people to engage at their own pace, including quiet areas for reading, craft and other activities. Creating welcoming spaces that support both structured and informal social interaction was seen as important for building confidence, belonging and community connection.

Affordability should not prevent participation

The cost of participating in community life was identified as a significant barrier for many people with disability. People noted that limited incomes can make recreational activities, fitness facilities and community programs unaffordable, even where concession rates are available.

Many people called for free or low-cost access to community facilities, recreation programs and fitness opportunities. Affordability was viewed as a key enabler of inclusion, with people emphasising that reducing financial barriers would support greater participation in community life and help ensure opportunities are accessible to all.

Creating opportunities to contribute

People expressed a desire not only to access services, but also to contribute to their communities. Feedback highlighted the need for more volunteering opportunities, particularly opportunities to support people living with dementia and other vulnerable community members.

People suggested improving awareness and accessibility of volunteering pathways, alongside making community spaces easier to navigate and access. Expanding opportunities for contribution was seen as a way to strengthen social connection, build confidence and support a more inclusive community.

Have Your Say: Online survey findings

A summary of feedback received through the online survey is provided below, organised by the different survey sections and question topics.

An Inclusive and Accessible City

Experiences of inclusion

More than half of people who responded 52% (16 out of 31 responses) agreed that the City of Ryde community 'is welcoming, supportive, and respectful towards people with disability', while 13% (4 responses) disagreed with this statement. Around a quarter (26% or 8 responses) neither agreed nor disagreed and the remaining 10% (3 responses) stated they were not sure.

People who agreed with this statement indicated that places and activities are generally easy to access, events are supportive, and community members are kind and helpful.

People also noted that Council programs provide good support for people with disability, parks are accommodating, and there is access to a range of quality services, including hospitals, schools, rehabilitation services and other professional supports. Some people also felt that Council demonstrates an awareness of the diverse needs and experiences of people with disability.

However, some people reported that some parts of the City of Ryde are not perceived as welcoming or accessible for people with disability. Key concerns included noise and sensory barriers, a lack of visible representation of people with disability, limited consideration of different support needs, fluctuating capacity levels, and a shortage of disability-specific social and recreational opportunities.

People also raised concerns about discriminatory language and behaviours in some school and sporting environments, low levels of disability awareness within the community, and a lack of willingness to offer assistance when needed. While some people acknowledged the presence of accessibility features such as ramps, some felt that infrastructure does not consistently meet accessibility needs.

Suggestions and areas for improvement

People highlighted the need for Council to demonstrate leadership in promoting inclusion and accessibility across the community. They identified the need for disability awareness and inclusion training, supporting opportunities for the community to learn Auslan, encouraging the employment of people with disability, and ensuring that their voices and experiences are represented in decision-making.

Suggestions for improving physical accessibility included clearer signage and wayfinding, braille signage, accessible replacement buses, regular lift maintenance, clearer visual differentiation between uneven surfaces and slopes, and improvements to crossings,

accessible routes of travel and parking. People also suggested undertaking regular accessibility audits involving people with disability to help identify and address barriers in public spaces, facilities and services.

People also suggested offering communication options, such as contact by email or phone, to accommodate different needs and preferences.

Other suggestions focused on creating more inclusive opportunities for participation. These included providing quiet or sensory-friendly shopping hours, increasing programs and activities for people with disability, improving the promotion of accessible events, ensuring community events are held in accessible venues, and providing work experience and employment pathways for people with disability.

Access to Council Information, Facilities, Places and Services

Access to Council's website and information

More than half of the people who responded 52% (16 of 31 responses) indicated that Council's website was easy to use and that they could find the information they needed. A further 16% (5 responses) indicated that it was somewhat easy to use, while 29% (9 responses) were unsure. One person (3%) indicated that Council's website and information were not easy to access.

When asked how Council's website and information could be improved, people suggested using simpler language and improving the search function for events and programs. Some noted that directing people with vision impairment to a website may not be suitable and that alternative ways of accessing information should be available.

People also highlighted the need for clearer and more timely communication about roadworks, particularly where accessible paths and routes are affected.

Use and experience of Council facilities, events, programs and services

When asked which Council facilities or services they or someone they care for use, people were relatively evenly distributed across most categories. Libraries were the most frequently used facility (20 of the 31 responses), followed by public toilets and parks (18 responses). Use of the remaining facilities and services was broadly similar, while only one person indicated that they did not use any of Council's facilities or services.

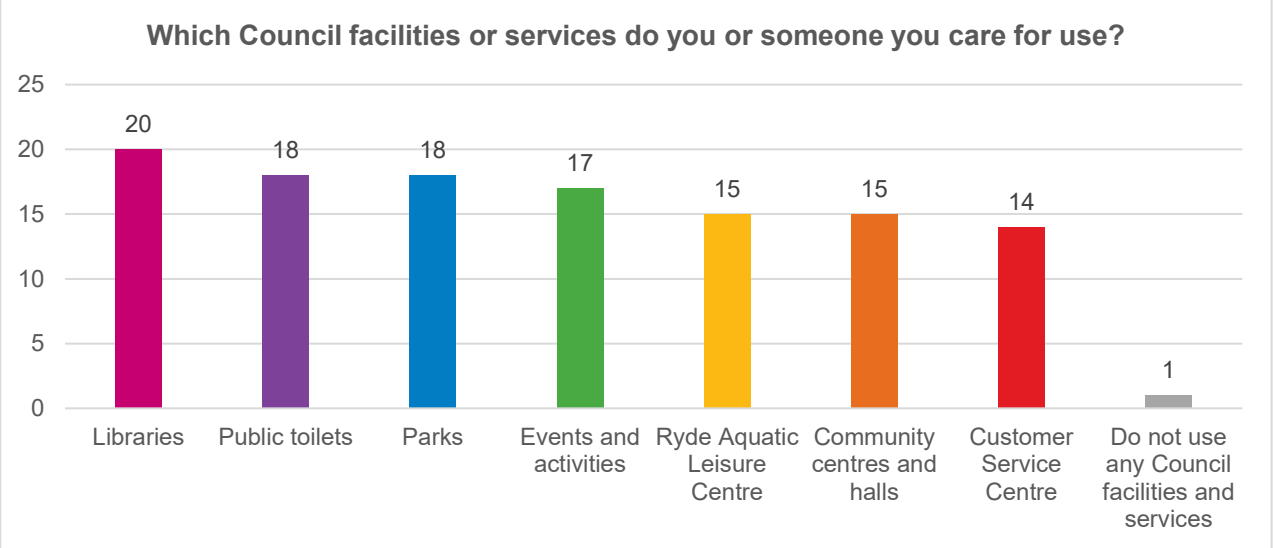
More than half of people who responded (57%, or 17 of 30 responses) indicated that Council facilities and services were easy to use and welcoming for people with disability. A further 20% (6 responses) indicated that they were somewhat easy to use, while 13% (4 responses) indicated that they were not easy to use and the remainder were not sure.

People identified several strengths of Council facilities and services. Positive feedback highlighted quiet, accessible and well-maintained libraries, accessible public toilets and venues, supportive Council staff, and well-organised events and activities.

However, people also described accessibility barriers when using Council facilities, services and events. Some noted that major events, including the Granny Smith Festival and Cork & Fork, were not always accessible and that information was sometimes unclear or provided too late to allow adequate planning. Barriers included poor signage and wayfinding, limited access for people with vision impairment, unreliable lifts and inaccessible footpaths. Some people also felt that events and activities did not always accommodate people with fluctuating capacity or provide sufficient opportunities for participation.

Some people reported experiences of discrimination, particularly in sporting, recreational and community settings. They emphasised the need for greater disability awareness and understanding across the community.

Figure 2. Survey responses on use of Council facilities and services



Note: People could select more than one facility or service type for this question.

Suggestions and areas for improvement

People suggested providing more community activities and regular social and recreational opportunities for people with disability, particularly children and young people. Suggestions included arts and crafts programs, movie events, social gatherings and other inclusive initiatives that support social connection, participation and community involvement. It was also suggested that Council continue to strengthen partnerships with local organisations and community groups to support the delivery of inclusive programs, services and events.

People suggested improving transport and parking information for events, providing accessible parking arrangements for carers, and strengthening the promotion of available

programs and services. Other suggestions included providing Auslan interpreters, developing accessibility plans for events, and ensuring activities accommodate people with different and fluctuating support needs.

People also highlighted the importance of disability awareness and inclusion training, particularly in sporting, recreational and community settings. They suggested undertaking regular disability access audits to identify and address barriers in public spaces and facilities, including gates and bollards that restrict access for people using wheelchairs and other mobility devices.

Suggestions relating to infrastructure included improving footpaths, lighting, crossings and accessible pathways; providing more accessible toilets, parking, seating and rest areas; ensuring lifts are reliable and operational; introducing clearer signage and braille wayfinding; and improving the visibility of uneven surfaces and stairs.

Communication-related suggestions included better promotion of available services; information sessions and community education to increase awareness of available disability services and supports; clearer information about transport, parking and accessible facilities at events; information in community languages; Auslan interpretation at public meetings; and greater use of translation and communication technologies to improve accessibility.

Opportunities for People with Disability

Education, training and employment opportunities

When asked whether people with disability have good access to education, training and employment opportunities in the City of Ryde, people who responded to the related survey question were generally uncertain. More than one-third of people (35%, or 11 of 31 responses) were unsure, while 26% (8 responses) indicated that there was not good access. A further 23% (7 responses) indicated that there was somewhat good access, while 16% (5 responses) believed there was good access.

People identified a range of barriers to education, training and employment, including inaccessible public transport, traffic congestion and limited information about accessible transport options. They also highlighted a lack of accessible employment pathways, training programs and services tailored to people with disability.

Several people raised concerns about the availability and accessibility of education and training opportunities, particularly for school leavers and young people with disability. Feedback highlighted the need for more accessible TAFE courses, better support for students transitioning from school, and greater awareness of available education and training pathways.

People also identified gaps in support for students with autism, ADHD and specific learning difficulties, including dyslexia, dyscalculia, dysgraphia and dyspraxia. Some felt that local schools did not always provide adequate support or foster a sense of belonging

for students with disability. Others identified accessibility challenges at some education facilities, particularly in relation to lift access and campus navigation.

Employment-related barriers included limited accessible employment pathways and a lack of awareness of available opportunities. Some people noted that job advertisements and position descriptions can be lengthy and difficult to navigate, while others emphasised the importance of flexible working arrangements that accommodate different support needs and capacities.

People suggested that Council could play a greater role in promoting education, training and employment pathways for people with disability. Other suggestions included improving access to information, supporting skills development programs, creating networking opportunities and encouraging local employers to provide more inclusive employment opportunities. Some people specifically identified the need for greater opportunities for people with vision impairment, intellectual disability and other disabilities that may present additional barriers to employment.

People also identified positive examples within the City of Ryde, including accessible work hubs and Macquarie University, which were considered to support accessibility and inclusion.

Employment opportunities with Council

Of the people who responded to the survey who identified as a person with disability, 92% (12 of 13 responses) indicated that they had never applied for a position with Council. Reasons included being at school, working in another field, uncertainty about how to apply, being unable to work because of disability, receiving a disability support pension, or perceiving there to be limited roles suitable for people with intellectual disability or speech impairments.

Some people suggested that Council continue exploring opportunities to increase employment pathways for people with disability.

Access to suitable housing

When asked whether there is good access to suitable housing for people with disability in the City of Ryde, more than half of the people who responded 58% (18 of 31 responses) were unsure. 16% (5 responses) indicated there was good access, 13% (4 responses) said there was somewhat good access and the remaining 13% (4 responses) said that there was not good access to suitable housing for people with disability.

People frequently cited a lack of awareness of available housing services and supports. People highlighted limited communication, inaccessible information, a lack of networking opportunities and difficulties understanding what assistance is available. Some people also raised concerns about funding constraints, increasing privatisation and limited support options, which they felt had reduced access to suitable housing.

Feedback also identified physical accessibility issues related to housing, including inadequate signage, a lack of tactile ground surface indicators and insufficient marking of steps. Some people noted that support services appeared to be more readily available for younger people than older adults, creating additional barriers to accessing suitable housing and support later in life.

Other Feedback and Ideas

Other suggestions provided by people who responded to the survey included:

- Better access to information through a central directory of disability services, information sessions and greater promotion of available supports.
- Improved access to healthcare and in-home support services
- Council working directly with people with disability, carers and others with lived experience to inform decisions
- Strengthening support for local organisations through grant funding and collaborative partnerships.

Council Staff Engagement

The following provides a summary of the findings from the online survey distributed to all Council staff in July 2026.

What is working well

Staff who responded identified flexible work arrangements, working-from-home options and reasonable workplace adjustments as key strengths supporting disability inclusion in the workplace. Staff also recognised Council's commitment to inclusion through initiatives such as the DIAP, identified positions, internships and volunteer opportunities, and noted that disability inclusion is increasingly being considered in organisational planning, programs and decision-making.

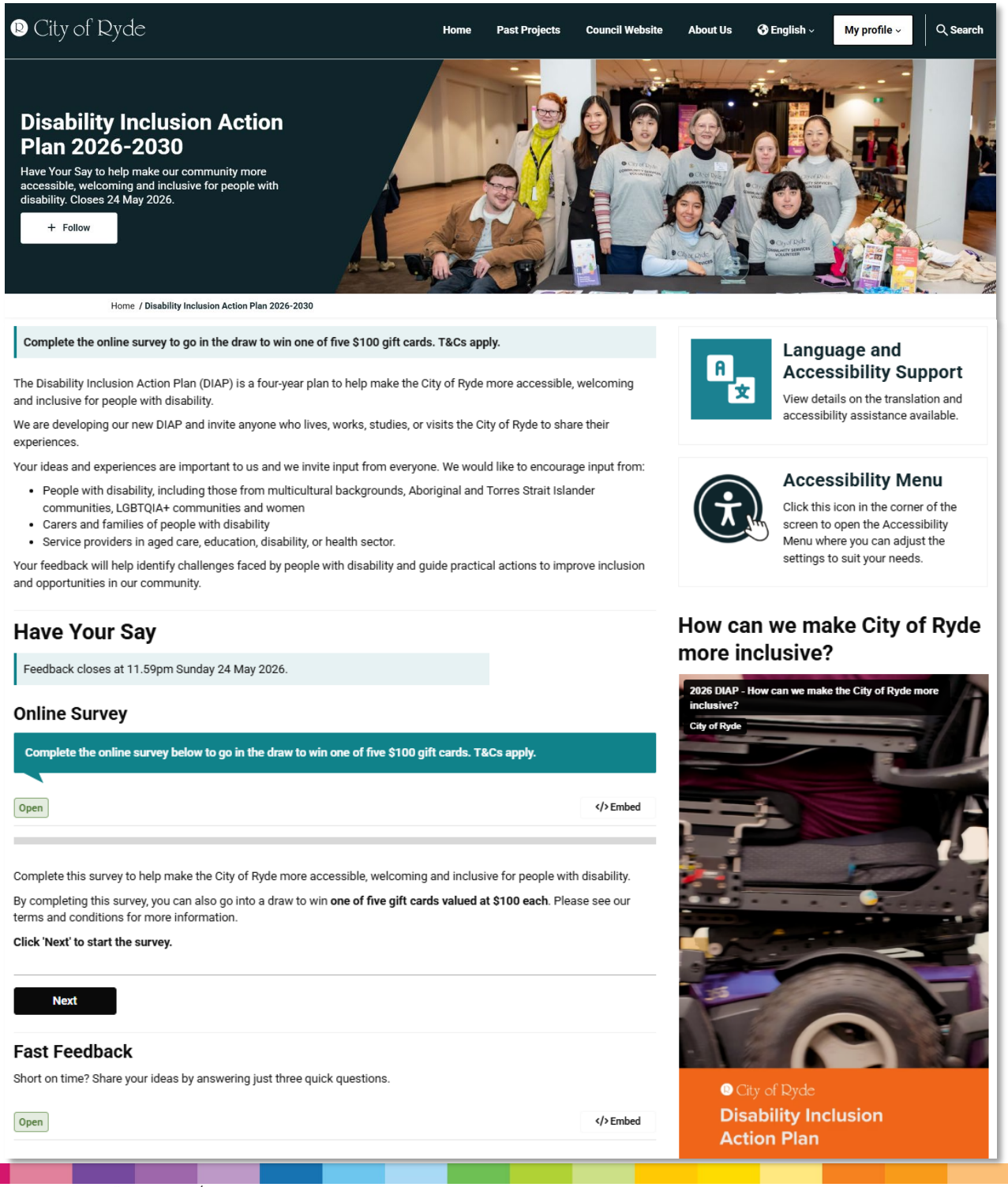
Opportunities and areas for improvement

People identified opportunities to improve the accessibility of Council workplaces and facilities, strengthen disability awareness and inclusion capability across the organisation, and better embed accessibility and inclusion into everyday policies, projects and service delivery. Staff also highlighted the need to expand employment and career opportunities for people with disability and increase participation in decision-making by ensuring people with lived experience help inform the design of Council's policies, programs, services and facilities.

Appendix A: Engagement Materials

A snapshot of engagement materials used for the project is provided below. Please refer to Section 3 for a full list of engagement materials and promotion methods developed and used during the engagement process.

Have Your Say webpage



Thinking about the City of Ryde:

What makes it hard for people with disability to use Council's services, places, or events?

What would make it easier for people with disability to take part in everyday life?

What is the most important thing Council could do to help people with disability feel safe and happy?

Submit

Drop-in Sessions



Drop-in Session 1 | Disability Inclusion Action Plan 2026-2030

28 Mar 2026 10:00 AM - 28 Mar 2026 1:00 PM

West Ryde Easter Celebrations, Anzac Park, Wattle Street, West Ryde NSW, Australia

Meet with Council's Social and Cultural Development team to discuss the DIAP 2026-2030.



Drop-in Session 2 | Disability Inclusion Action Plan 2026-2030

6 May 2026 10:00 AM - 6 May 2026 12:00 PM

West Ryde Plaza, Anthony Road, West Ryde NSW, Australia

Meet with Council's Social and Cultural Development team to discuss the DIAP 2026-2030.



Drop-in Session 3 | Disability Inclusion Action Plan 2026-2030

16 May 2026 2:30 PM - 16 May 2026 4:30 PM

Outside North Ryde Library, 201 Coxs Rd, North Ryde NSW 2113, Australia



Timeline

Have Your Say Opens
16 March 2026

Drop-in Sessions
28 March 2026, 6 May 2026 and 16 May 2026

Have Your Say Closes
24 May 2026

Review of feedback and develop draft DIAP
Mid 2026

Council Meeting
Late 2026
Public exhibition of the draft DIAP is considered for endorsement.

Public Exhibition
Late 2026
Draft DIAP is placed on public exhibition and open for community feedback.

Council Adoption
Late 2026
Following the review of community feedback, the final DIAP is presented to council for adoption.

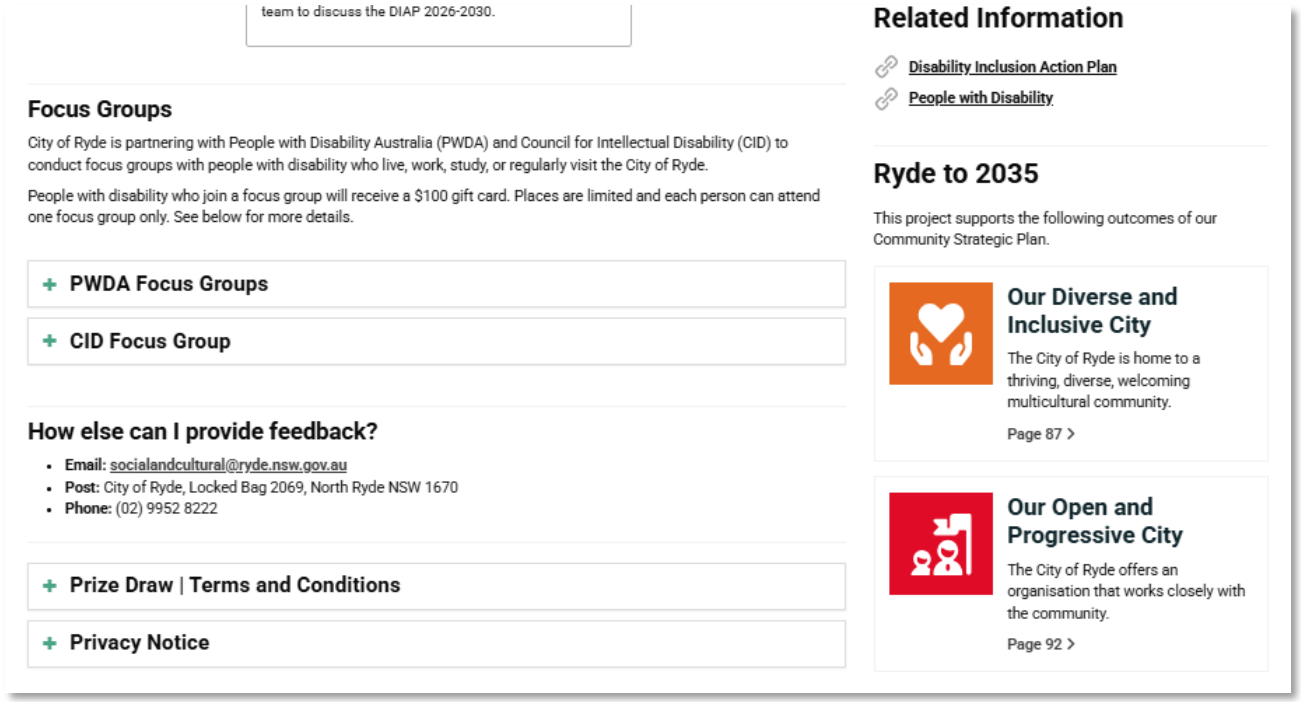
See less

Common Questions

+ I do not understand some questions and need help to complete the survey.
+ I would prefer to complete the survey using a printed version or a Microsoft Word document. Is this possible?
+ I cannot attend a drop-in session. What other ways can I give feedback in-person?
+ How can I find out what is happening at City of Ryde for people with disability?
+ Where can I find the current Disability Inclusion Action Plan (DIAP)?

Contact Us

Name Social and Cultural Development Team
Phone (02) 9952 8222
Email socialandcultural@ryde.nsw.gov.au


team to discuss the DIAP 2026-2030.

Focus Groups

City of Ryde is partnering with People with Disability Australia (PWDA) and Council for Intellectual Disability (CID) to conduct focus groups with people with disability who live, work, study, or regularly visit the City of Ryde.

People with disability who join a focus group will receive a $100 gift card. Places are limited and each person can attend one focus group only. See below for more details.

+ PWDA Focus Groups
+ CID Focus Group

How else can I provide feedback?

- **Email:** socialandcultural@ryde.nsw.gov.au
- **Post:** City of Ryde, Locked Bag 2069, North Ryde NSW 1670
- **Phone:** (02) 9952 8222

+ Prize Draw | Terms and Conditions
+ Privacy Notice

Related Information

Disability Inclusion Action Plan
People with Disability

Ryde to 2035

This project supports the following outcomes of our Community Strategic Plan.

Our Diverse and Inclusive City

The City of Ryde is home to a thriving, diverse, welcoming multicultural community.

Page 87 >

Our Open and Progressive City

The City of Ryde offers an organisation that works closely with the community.

Page 92 >

Poster and flyer

Disability Inclusion Action Plan 2026-2030



Scan to Have Your Say

Translating and Accessibility Assistance

HAVE YOUR SAY

Help make the City of Ryde more accessible, welcoming and inclusive for people with disability.

We are developing our new Disability Inclusion Action Plan (DIAP) and invite anyone who lives, works, studies, or visits the City of Ryde to share their experiences.

Your ideas and experiences are important to us and we invite input from everyone. We would like to encourage input from:

- People with disability, including those from multicultural backgrounds, Aboriginal and Torres Strait Islander communities, LGBTQIA+ communities and women
- Carers and families of people with disability
- Service providers in aged care, education, disability, or health sector.

Your feedback will help identify challenges faced by people with disability and guide practical actions to improve inclusion and opportunities in our community.

Share your feedback

Online **haveyoursay.ryde.nsw.gov.au/DIAP2026** or scan the QR Code above

Email socialandcultural@ryde.nsw.gov.au

Post City of Ryde, Locked Bag 2069, North Ryde NSW 1670

Feedback closes 11:59pm **Sunday 24 May 2026**.

Drop-in Sessions

SAT 28 MAR — **Anzac Park, West Ryde at West Ryde Easter Celebrations** 10am - 1pm

WED 6 MAY — **West Ryde Plaza** 10am - 12pm

SAT 16 MAY — **Outside North Ryde Library 201 Coxs Road, North Ryde** 2:30pm - 4:30pm

City of Ryde

For more information

Visit haveyoursay.ryde.nsw.gov.au/DIAP2026
Call Customer Service on 9952 8222
Email socialandcultural@ryde.nsw.gov.au

Social media posts

City of Ryde
8,285 followers
1mo •

We're developing our new Disability Inclusion Action Plan (DIAP) and want to hear from you.

👉 Have your say > https://lnkd.in/gJGYeQ-7

If you live, work, study or spend time in the City of Ryde, your experiences matter.

We especially welcome insights from:
- People with disability
- Carers and families of people with disability
- Service providers in aged care, education, disability or health

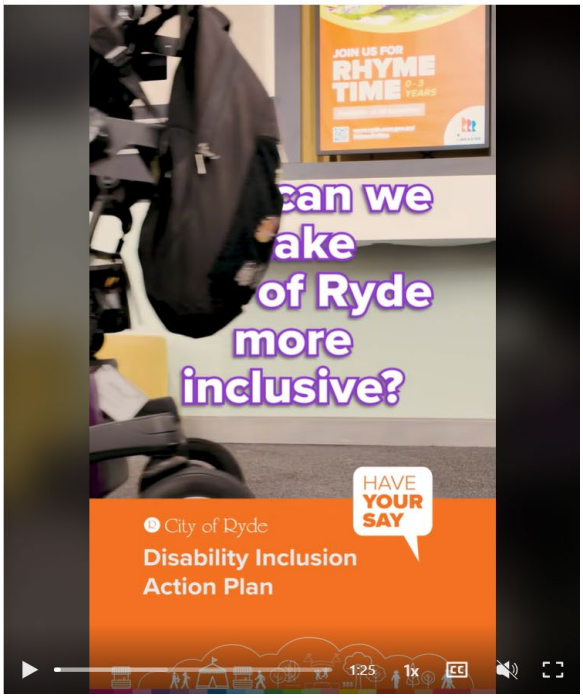
Your feedback will help us understand the challenges people with disability face and shape practical actions that build a more inclusive, accessible community for everyone.

Complete the online survey to go into a draw to win a $100 gift card! Short on time? Provide fast feedback by answering three quick questions.

You can also attend a drop-in session on 6 May or 16 May.

If you are a person with a disability, you can attend one of our focus groups in April. Registration details are provided on the Have Your Say page.

Feedback closes Sunday 24 May 2026.



LinkedIn post 1: April 2026

City of Ryde
8,285 followers
1w •

Don't miss your chance to provide your feedback to help us develop the new Disability Inclusion Action Plan (DIAP)! Feedback closes Sunday 24 May 2026.

👉 Have your say > https://lnkd.in/gJGYeQ-7
Your feedback will help us understand the challenges people with disability face and shape practical actions that build a more inclusive community for everyone.

Complete the online survey to go into a draw to win a $100 gift card! ✨

You can also attend a drop-in session on 16 May.

[Visual description]

Speaker 1 is a young woman with dark long hair in a ponytail is in a library and walks in the direction of the camera.

The woman is seated in front of bookshelves and talks to the camera.

The woman is looking at items on the bookshelf and then picks up a audio book. The woman is talking to the camera.

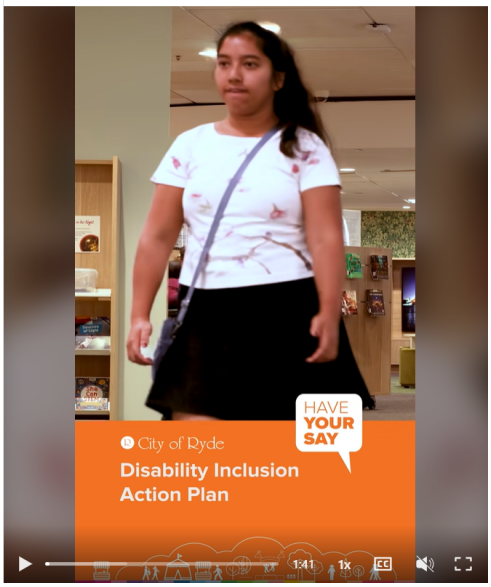
She is sitting at a desk while talking on her mobile phone. Close up of her holding her mobile phone to her ear.

Speaker 2 is middle-aged woman is seated in front of bookshelves and speaks to the camera.

Speaker 1 is seated at a desk and laughing while in conversation with a woman and man. A mid-shot of speaker 1 while she is in conversation.
Speaker 2 speaks to the camera.

Speaker 1 is standing in front of the 'Library of Things' which is displayed in locked cabinets. She is talking to a man, who is in a wheelchair, beside her and in the background is another woman. They are in a corridor. Speaker 1 is talking animatedly.

Speaker 1 is talking to the camera. A graphic appears with the message to complete the online survey to provide input for the Disability Inclusion Action Plan.]



LinkedIn post 2: May 2026

Appendix B: Online Survey Demographic Overview

Demographic Overview of Survey Respondents

Relationship to disability

When asked about their relationship to disability, the largest group of people who responded to the survey identified as a person with disability, representing 41% (13 of 32 responses). A further 25% (8 responses) identified as a carer of a person with disability, while another 25% (8 responses) identified as a community member with an interest in disability inclusion. One person (3%) identified as a service provider in the aged, disability, education or health sector. Two others (6%) chose other.

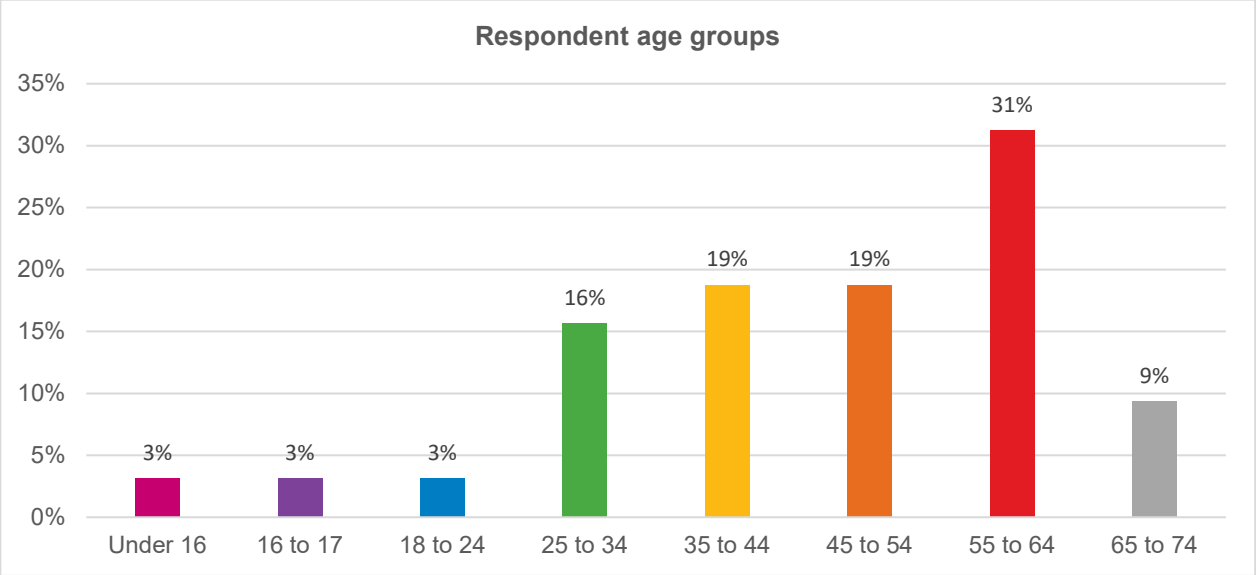
Disability types

Of the 21 respondents who identified as a person with disability or a carer of a person with disability, 38% (8 of 21) reported a neurological disability. Physical disabilities were also reported by 38% of respondents (8 respondents). Intellectual disabilities were reported by 24% (5 responses). Psychosocial disabilities and hearing impairments were each reported by 19% (4 responses), while vision impairments were selected by 14% (3 responses). People were able to select more than one option.

Age

People who responded to the survey were predominantly older adults. People aged 55 to 64 years represented the largest age group, accounting for 31% of respondents (10 of 32 responses). People aged 35 to 44 years and 45 to 54 years each represented 19% of respondents (6 responses each), while people aged 25 to 34 years accounted for 16% (5 responses). Respondents aged 65 to 74 years made up a further 9% of responses (3 responses). Younger age groups were less represented, with those aged under 16 years, 16 to 17 years, and 18 to 24 years each accounting for 3% of respondents (1 response each). Overall, 78% of respondents were aged 35 years or older, indicating that the survey findings were primarily informed by the perspectives of middle-aged and older adults.

Figure 3. Age groups of survey respondents



Gender

Of the 29 people who responded to the relevant question, most identified as female, accounting for 83% (24 of 29 responses). Men represented 17% (5 of 29 responses).

Aboriginal and Torres Strait Islander Peoples

One person who responded to the survey identified as Aboriginal and/or Torres Strait Islander.

LGBTIQA+ community

Four people who responded to the survey identified as part of the LGBTIQA+ community.

Language spoken at home

Of the 30 people who responded to the question about language spoken or used at home, almost all (97%) indicated that they speak English. Other languages spoken included Cantonese (10%), Mandarin (7%), Auslan or another sign language (7%), Armenian (3%) and Korean (3%). People were able to select more than one language.

Connection to the City of Ryde

People were also asked about their connection to the City of Ryde. Most people who responded, 81%(25 of 31 responses), indicated that they live in the City of Ryde. A further 26% (8 responses) reported that they work in the City of Ryde, while 23% (7 responses) indicated that they attend social activities in the area. Two people reported that they study in the City of Ryde, and two people selected ‘Other’. People were able to select more than one option.

Of the 31 people who responded to the question about where they live, the largest number lived in Ryde (8 responses). Denistone was the next most common suburb (4 responses), followed by Eastwood and Gladesville (3 responses each). All responses to this question are shown in the graph below.

Figure 4. Suburb of residence of survey respondents

