

Disability Inclusion Action Plan 2022-2026



Workshop in a Box



northern
beaches
council

Welcome

Thank you for partnering with Northern Beaches Council by hosting a Workshop in a Box, as part of developing our next Disability Inclusion Action Plan 2022-2026 (DIAP).

As we develop our DIAP, Council wants to understand how people living with disability who live, work and visit the Northern Beaches experience accessibility and inclusion.

To ensure the DIAP reflects the aspiration and needs of everyone, Council is seeking your support to capture and elevate the voices of all those who live in our community, particularly those who can be harder to reach, into the consultation process.

These workshops are just one part of our engagement with the community to develop an action plan that will provide direction for Council over the next four years to continue to improve accessibility and inclusion on the Northern Beaches.

Collaborating with the community is essential to develop a plan that identifies the strengths, challenges, and opportunities for everyone on the Northern Beaches.

This Workshop in a Box is just one way you can be involved in the DIAP. To find out more, please scan the QR code or visit our Your Say website at yoursay.northernbeaches.nsw.gov.au

The draft DIAP will be publicly available for feedback in early 2022.



If you have any questions about the Workshop in a Box process or the Disability Inclusion Action Plan, please contact:



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For the host

About this guide

This guide has been designed to make it easy for you to run a DIAP Workshop in a Box. This discussion is designed as a workshop for a small group of people to get together and talk.

Given the current COVID-19 restrictions and climate, we have set this up to best suit an online format. Depending on your circumstances you may choose to do this in an in-person setting and we are happy to help facilitate this if possible within the NSW Public Health Order restrictions.

Anyone is welcome to host a DIAP workshop. All you need to do is bring together a small group of people who are willing to share their experiences and discuss ideas.

Tips for hosting DIAP workshop:

- Choose a time and develop an invitation list.
 - » Online: make sure you have people's emails and set up an online meeting using Zoom or any other web conferencing system and send out a link to the meeting. Encourage people to find a quiet space to participate in the online workshop and limit the streaming of other services (e.g. Netflix, Spotify) to improve internet connections.
 - » In person: we will provide guidance on in-person meetings if current restrictions change and allow us to do so.
- Have another person available to help you take notes in the reporting template to capture participants' answers for the discussion questions.
- When you invite people, direct them to the Disability Inclusion Action Plan webpage so they can read the background information prior to the workshop: yoursay.northernbeaches.nsw.gov.au/diap-2022-2026
- Expect the discussion to take around 30-45 minutes.

For the host

Preparing for the workshop

As the host, you have a very important role. Please read and understand this guide so that you can answer questions and help the other participants as you go. Your primary role is to foster and participate in a constructive discussion without dominating it or allowing it to get out of control.

Materials

The workshop doesn't require many materials:

1. This guide
2. The provided presentation
3. A device (we suggest tablet or laptop) for you as the host to complete the host survey reporting template

Effective participation guidelines

In the next section ('Allowing everyone to contribute'), you'll find the workshop guidelines and outline. Read the guidelines aloud and confirm that everyone understands them. Then ask the participants to indicate that they agree to abide by them for the course of the discussion (30 - 45 minutes). This formality is necessary to protect and nurture the conversation that will follow.

Including everyone

During your online workshop, you can call on people individually to take their turn speaking or use the hands up feature in the web conferencing system. On Zoom you can show participants how to use the hands up feature to indicate a desire to speak.

If you like, you can get everyone to decide how to make sure people can speak without interruption.

Questions

As the host, it's also important to guide people through the agenda. You'll lead the group on to each discussion topic and question, determine speaking order, and make sure everyone follows the effective participation guidelines, particularly avoiding people interrupting or speaking for too long.

Recording and submitting your feedback

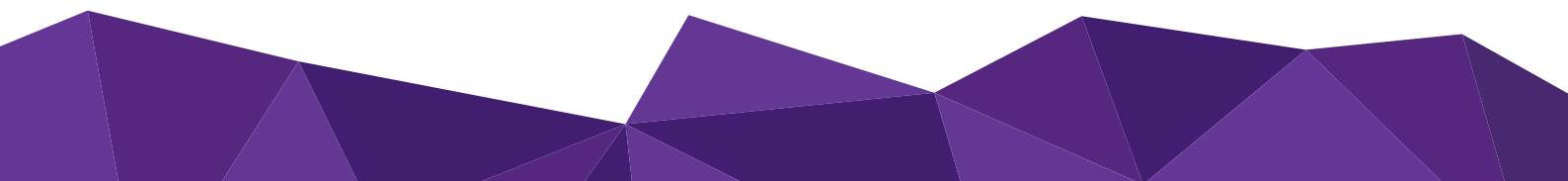
Please fill out the host response template as you work through the questions. Preferably a member of your team/group will be available to take notes in the reporting template, to capture answers and reflections for the discussion questions (the stories/'tell us about a time' questions). Please provide this reporting back to Council after the workshop.

The Workshop in a Box works best when people feel free to respectfully say what's on their minds without being judged. They need to know that there are no right or wrong things to say and that everyone's ideas are valuable. These guidelines are designed to create a framework for positive communication and understanding between a group of people while still talking about the big issues.

This means a very different and perhaps unfamiliar set of guidelines for when and how to speak on challenging or 'political' issues.

Effective participation guidelines

1. **Open mindedness:** listen to and respect all points of view. Conversation isn't just talking. It's talking and listening. In a small group you'll be listening more than you'll be talking. By focusing on listening, you also benefit from the variety of ideas around the table.
2. **Acceptance:** others will have a different point of view from you and by encouraging an atmosphere of acceptance people will be more likely to share their views.
3. **Curiosity:** seek to understand rather than persuade.
4. **Discovery:** question assumptions, look for new insights. These workshops are designed to expose us to new ideas or possibly even see old ideas in a new way.
6. **Sincerity:** speak from your heart and personal experience. We want to hear what's important to you, not just your opinions or data you've collected. Relate your ideas or reports to your personal experience.
7. **Brevity:** go for honesty and depth but make sure everyone has a chance to speak. We recommend 2-3 minutes per response if possible.
8. **Take turns:** everyone will have a chance to contribute, people will only speak when it is their turn and will listen to the person who is speaking.



Workshop guide

Step by step

Step 1 - Begin by reading out the effective participation guidelines on page 4 and ensure everyone agrees and understands. Get agreement on how the group will operate.

Step 2 - Introductions. The host should begin by introducing themselves. The host then invites participants to introduce themselves and explains briefly “what I enjoy about living/ working/visiting the Northern Beaches”. Ensure everyone has a turn at speaking and limit this to two minutes each.

Step 3 - Answering the questions.

For each focus area follow this process:

- a) The host reads question 1 aloud and gives participants an opportunity to share their answer with the group. Host records answers in host response template. If some answers are given multiple times please be sure to note this.
- b) The host reads question on the host survey aloud and asks people to share their experiences. The host can record any shared stories in the host response template. If anyone does not feel comfortable sharing their experience with the group but would like to tell us their experience please encourage them to get in touch with us.
- c) Repeat process for remaining questions.

Step 4 - Wrap up

The group members make final contributions or comments on each other's stories. The host records responses in the host response template and thanks people for their participation.

1. Imagine a community where you feel included. What three words or phrases would you use to describe this place?
2. Tell us a time when you felt like you were a part of the Northern Beaches community.
 - a. Things we want to know about:
 - i. A great customer service experience
 - ii. What messaging stops you feeling included
 - iii. When you could access something you didn't feel you would be able to
3. Tell us a time when you didn't feel a part of the Northern Beaches community.
 - a. Things we want to know about:
 - i. A bad customer service experience
 - ii. What messaging makes you feel included
 - iii. When you couldn't access something you needed or wanted
4. Imagine a community where you had access to everything you needed and wanted. What three words or phrases would you use to describe this place?
5. Tell us about a time you were able to access a place that you wanted or needed.
 - a. Things we want to know about:
 - i. what enabled you?
 - ii. what was the experience like?
 - iii. how did it make you feel?
6. Tell us about a time you were not able to access a place that you wanted or needed.
 - a. Things we want to know about:
 - i. what got in the way?
 - ii. what was the experience like?
 - iii. how did it make you feel?
7. What do the best employment opportunities look like to you?
8. How could Council provide and support employment opportunities for people living with disability?
9. Tell us if you have ever applied for a role with Council or considered applying for a role with Council.
 - a. What encouraged you or deterred you from applying from a job with Council?
 - b. Were there barriers to applying?
10. Imagine a community where you can access all of the information, services and things that you need. What three words or phrases would you use to describe this place?
11. Tell us about a time you had good access to a Council service or information.
 - a. What made it good?
12. Tell us about a time you had bad access to a Council service or information.
 - a. What made it bad?
13. Wrap up - do you have any comments on other people's stories or anything to add about access and inclusion on the Northern Beaches?

Thank participants for their time.

Thank you

Thank you for contributing as we develop our next Disability Inclusion Action Plan.

Your experiences, feedback and ideas are critical to ensuring we continue to improve access and inclusion on the Northern Beaches.

For more information about how to participate in the DIAP and share your ideas, please visit yoursay.northernbeaches.nsw.gov.au/diap-2022-2026

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