



DRAFT

CAMPBELLTOWN CITY
**DISABILITY INCLUSION
ACTION PLAN**
2017-2021

Council respectfully acknowledges and thanks Aboriginal community members and Aboriginal workers for their valuable input and advice in the development of this strategy.

Council acknowledges the traditional custodians of the land, the Dharawal people and their unique and spiritual connections to the land. We also respectfully acknowledge Elders past and present for the role they continue to play in guiding future generations.

Developing the Plan

Commitment: Council committed to developing the Disability Inclusion Action Plan 2 December 2014 of the Council meeting.

Research: We undertook background research, demographic analysis, and review of the Disability Action Plan 2009 – 2014.

Consultation: An Engagement Plan was developed and implemented, which included:

- a survey of people with disability and their families and carers; feedback from service providers;
- a number of community based consultations and processes from early 2015 through to 2017, with more than 350 responses received both face to face and via surveys
- Open Access Forums, including a Regional Forum, to provide comment on the DIAP's four focus areas and an opportunity to share views on local barriers to access and inclusion.

Strategies and actions: Draft strategies and actions were developed by Council staff based on what the community stated was important.

Checking in: The public exhibition of the draft DIAP provided an opportunity to re connect with those who attended the forums, completed surveys and service providers to check the draft document.

Endorsement/ adoption: The draft DIAP was placed on public exhibition and community feedback has been incorporated into this document.

Lodgement: The adopted Plan will be lodged with the Disability Council of NSW by 1 July 2017.



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Campbelltown City is home to more than 158,941 residents with this figure to grow in excess of 270,000 over the next 20 years. We welcome visitors to our City who travel here for work, study or leisure.

Campbelltown has many special places and offers a range of opportunities and for us to succeed as a community we must be inclusive and accessible providing opportunities for people with disability to be involved in community life.

To support this Campbelltown City Council has prepared a DIAP, in conjunction with our local community, to build on the work undertaken in the Disability Action Plan to foster an inclusive community for all.

Council has a key role in promoting and supporting access and inclusion. This is achieved through a variety of actions including:

- advocating for people with disability to other spheres of government
- working in partnership with government and non-government agencies and charitable organisations such as Touched by Olivia Foundation
- managing growth and development to ensure that the built environment is inclusive
- supporting employment opportunities and promoting positive attitudes and behaviours toward people with a disability

- promoting an inclusive community through the range of services and programs Council directly provides
- demonstrating leadership so that others may learn from this and follow.

The purpose of this Plan is to ensure that access and inclusion is central to Council's activities and integrated into our planning cycles so that Council employees at every level consider inclusion of people with disability in their business.

Without an inclusive community and the opportunities that an inclusive community provides diversity is not promoted, control over choice is limited and our community does not achieve its full potential.

I am proud of the diversity of our community and over the next four years look forward the delivery of many initiatives to remove barriers and strengthen inclusiveness in Campbelltown City.



Cr George Brticevic

Mayor of Campbelltown City Council



1. What is the purpose of this plan?

Campbelltown is a thriving, sustainable and inclusive community. A key contribution to this is ensuring that the Disability Inclusion Action Plan (DIAP) forms part of Council's corporate planning framework. All strategic plans within this framework align with the objectives of the Community Strategic Plan, Council's highest level strategy outlining the community's main priorities and aspirations for the future.

One way the DIAP intends to support this is through a whole of Council response to inclusion provisions across the City of Campbelltown, and by building on the Campbelltown Disability Action Plan 2009-2014.

The DIAP also responds to challenges and opportunities through consultation, and by addressing issues identified in state, national, and international documents on disability.

The Disability Inclusion Act 2014 ('the Act') was passed by Parliament in August 2014. The Act requires local councils to include Disability Inclusion Action Planning in the development of their Integrated Community Planning and Reporting (specifically in their delivery program and operational plans) by 2017.

The purpose of the Campbelltown City DIAP is to promote positive attitudes to disability inclusion across the City, providing a basis for policy and action by government, business and non-government sectors as our city grows.

2. Why inclusion is important?

We are poorer without a diverse range of viewpoints and individual perspectives.

- exclusion leads to disadvantage and discrimination, which have far reaching negative impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt far beyond the individual, with families and the broader community being disadvantaged by a non-inclusive community.
- employment can provide independence, reduce reliance on benefits and improve the living standards of people with disability. This can also have positive healthy impacts and contribute to a greater sense of self-worth.
- access to business benefits not only people with disability, but older people, parents with prams, business owners by expanding their business reach. This presents a strong economic case to increase inclusion in our community.

What is inclusion?

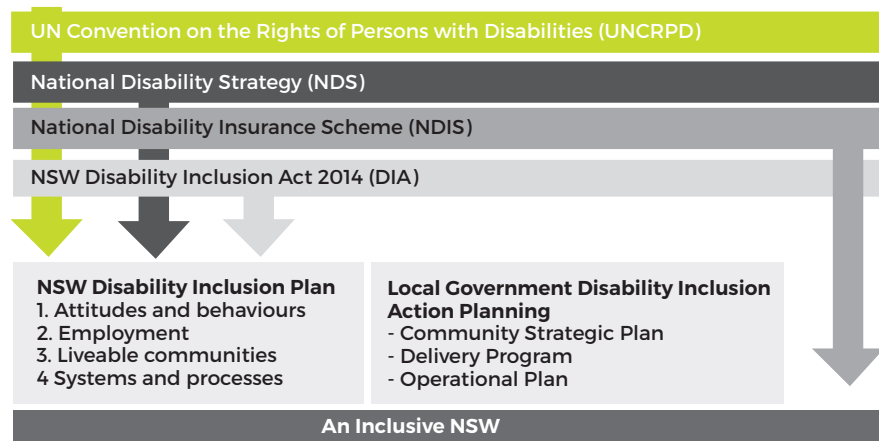
Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference or nationality) who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community. Inclusion requires time, space, effort and resources but it creates a society which is:

- fairer
- more cohesive
- richer

Ref: ACEDisability (<http://www.acedisability.org.au/>)

3. The Context

3.1 International, National and State context



United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

The UNCRPD, ratified by Australia in 2008, acknowledges that people with disability have the same human rights as those without disability. This commits participating governments to ensure these rights can be exercised and that barriers are removed.

Disability Discrimination Act 1992

The Federal Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

National Disability Strategy 2010-2020 (NDS)

The NDS 2010-2020, developed in partnership with Commonwealth, State, Territory and Local Governments, sets out a national plan for improving life for Australians with disability, their families and carers, underpinning the commitment made to the UNCRPD.

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is a major reform that will deliver a national system of disability support focused on individual needs and choices of people with disability.

The NDIS gives participants more choice and control over how, when and where supports are provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers. The NDIS will roll out across the whole of NSW by 2018.

Commonwealth Disability (Access to Premises – Buildings) Standards 2010

The purpose of the Premises Standards (and corresponding changes to the Building Code of Australia and state and territory building law) is:

- to ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, facilities and services within buildings, is provided for people with disability
- to give certainty to building certifiers, developers and managers that if the Standards are complied with they cannot be subject to a successful complaint under the DDA in relation to those matters covered by the Premises Standards.

NSW Anti-Discrimination Act (NSW) 1977

The Anti-Discrimination Act 1997 is an Act of the NSW Parliament, relating to discrimination in employment, the public education system, delivery of goods and services, and other services such as banking, health care, night clubs and property.

The Act prohibits unlawful racial, sexual and other types of discrimination in certain circumstances, and promotes equality of opportunity for all people.

State Environmental Planning Policy (Housing for Seniors or Persons with Disability) 2004.

The SEPP aims to encourage the provision of housing (including residential care facilities) that will:

- increase the supply and diversity of residences that meet the needs of seniors or people with disability

- make efficient use of existing infrastructure and services
- be of good design.

NSW Disability Inclusion Act 2014

Local Government is required by the NSW Disability Inclusion Act 2014 to undertake disability inclusion action planning by 1 July 2017.

The Act defines disability as the long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder the full and effective participation in society on an equal basis with others.

This definition reinforces the importance of the social model of disability, which focuses on the interaction between people living with a range of impairments and their physical and social environment.

Disability is not just about the individual or their impairment. The onus to break down barriers rests with the whole community.

The Act also relates to the accessibility of mainstream services and facilities, the promotion of community inclusion and the provision of funding, support and services for people with disability.



4. Disability in our community



18 in 100 people in Australia live with disability



5.3%

5.3% of the population reported needing assistance with core activities, compared with **4.4%** for Greater Sydney.

4.4%



21,427 people with disability live in Campbelltown LGA, **12,860 or 60%** have a physical disability



Profound or Severe Disability - needing assistance

5.3% (Australia 4.6%) of the population 7,720 people in Campbelltown identified as needing assistance.
3.1% of 0-14 yr olds identified as needing assistance.
22.2% of 65 yrs and over identified as needing assistance.



Socio-Economic Disadvantage

Research shows that there is a relationship between socioeconomic status and disability. In areas such as income, employment, education, internet connection, housing and transport, people with disability experience greater disadvantage than the general population.



Income

27.6% of households who identify as needing assistance are living in households which are low income (earn less than \$600/week) compared to **13.4%** of all households. Note that this calculation excludes those not living in households (institutional accommodation).



Labour Force and Unemployment

17.7% of people who identify as needing assistance and are in the labour force are unemployed compared to **7.7%** of the total labour force. However, only **9.5%** of those with a need for assistance were in the labour force (employed or looking for work), compared to **61.8%** of total population.



Internet Access

61% of people who identify as needing assistance are in households which have an internet connection compared to **78%** of the population.



Car Ownership

15% of households where people identify as needing assistance did not own a car compared to **6%** of all households.



Social Housing

23.2% of people who identify as needing assistance live in social housing compared to **10.9%** of the total population.



Education

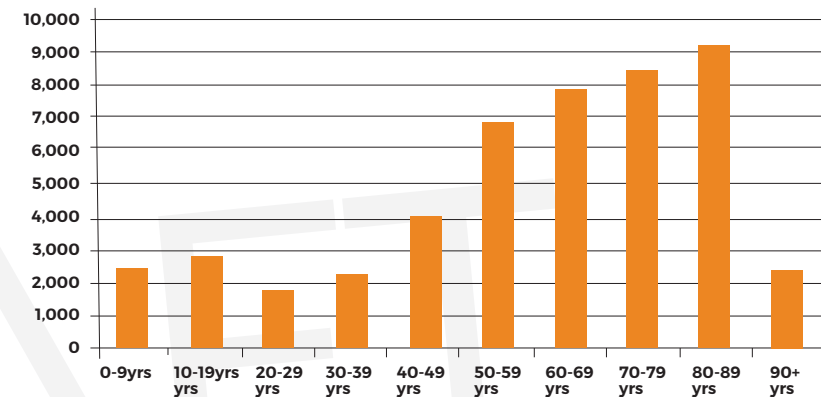
18.7% of the population who identify as needing assistance (aged 15 years +) hold educational qualifications, compared to **38.4%** of the population.

People with disability in South Western Sydney

The 2011 ABS Census of Population and Housing identified almost 48,000 people living in South Western Sydney with a profound or severe disability i.e. needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long term health condition (lasting six months or more) or old age. As such, people with disability represent 5.7% of the local population. Bankstown and Fairfield local government areas (LGAs) had the highest proportion of people with disability.

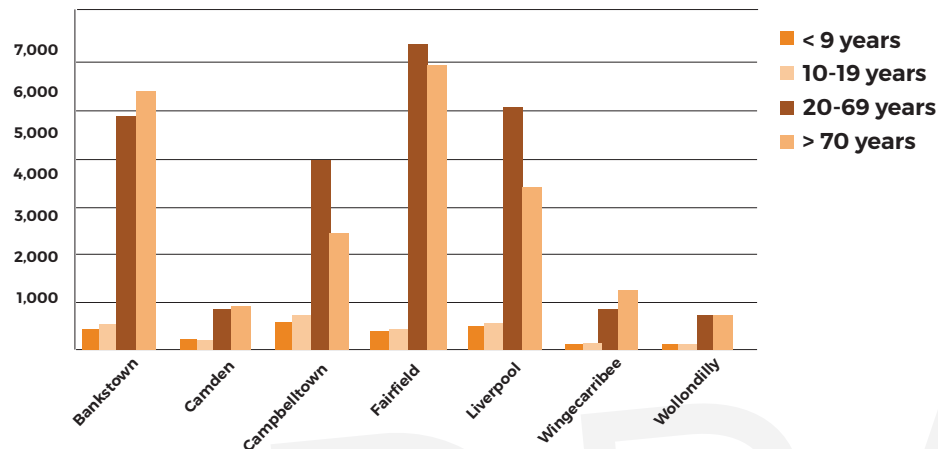
The diagram following shows that disability increases as people age. 47.5% of people with disability were aged 20-69 years and a further 41.5% were aged 70+ years. In comparison, children aged nine years and under represented only 5.1% of all people with disability and young people aged 10 – 19 years represented a further 5.9%.

Residents of South Western Sydney with disability, ABS Census 2011



There is geographic variation across South Western Sydney in the age of people with disability. The diagram following indicates that people with disability tends to be younger in the Macarthur region, with 17.8% aged 19 years and younger, compared to only 6.2% in this age group in Fairfield LGA. The number of residents with disability in Wingecarribee LGA tends to be larger and older than in Wollondilly LGA, even though the overall populations are similar in size.

Residents of SWSLHD with Disability - assistance needed with core activities by age, ABS Census 2011



In the 2011 Census, 7,720 people, or 5.3% of the population, in Campbelltown City reported needing help in their day-to-day lives due to disability.

Campbelltown City's disability statistics relate directly to need for assistance due to a severe or profound disability. The information may be used in the planning of local facilities and services, such as day care and occasional care, and for the provision of information and support to carers.

Campbelltown City's disability statistics help in understanding the prevalence of people who need support in the community, along with information on unpaid care to people with disability and how that support is provided.

Language barriers can compound the barriers experienced by people with disability. The 2011 Census identified 14,304 people with disability with poor language skills i.e. who

could not speak English or could not speak English well. English language skills varied across the District i.e. 51.2% of Fairfield residents with disability, 33.1% of Liverpool residents and 30.1% of Bankstown residents had poor language skills, compared to only 1% of Wingecarribee residents.

Disadvantage and multiple disadvantages can compound. For people with disability, lower educational attainment, fewer housing options, unemployment, transport barriers and discrimination amplify physical, mental, intellectual and health problems and may result in social isolation.

In June 2014, 28,784 South Western Sydney residents aged 15-64 years received a Disability Support Pension (5.9% of this age group compared to 5.6% for NSW). Fairfield LGA had the highest proportion of DSP recipients (7.1%) and Camden LGA (3.1%) and Wollondilly LGA (3.6%) the lowest.

https://www.swsld.nsw.gov.au/planning/content/pdf/Vulnerable%20Communities/People_with_Disability_in_South_Western_Sydney_September_2016_-_Final.pdf

Campbelltown population and household forecasts

Campbelltown City is located in Sydney's south-western suburbs, between 30 and 50 kilometers from the Sydney CBD, and as at January 2017, has an estimated resident population of 162,902.

The population of Campbelltown is predicted to grow in excess of 270,000 over the next 20 years, as a result of development to occur through the Glenfield to Macarthur rail corridor and throughout Menangle, as well as other smaller developments across the City.

As a result of growth, Council will be challenged with ensuring these needs are strategically planned for as these new communities are established.

From 2006 to 2011, Campbelltown's overall population grew by approximately 3%. During the same period, the population of people with disability grew by approximately 35%.

There are a number of factors that have contributed to the disparity between these growth rates, including an:

- aging population
- increase in the number of diagnosed disabilities such as autism
- increase in the number of people identifying with a disability
- increase in the number of services available to people with a disability in the LGA.

The challenge for Council will be to monitor these trends and adjust actions to best meet the needs of people with disability.



Macarthur and Greater Sydney comparisons

In the 2011 Census, data show comparisons between Macarthur local government areas and Greater Sydney with carers, people with profound or severe disability and all people with disability over the age of 18.

Figure 3 Comparison table

	Campbelltown	Camden	Wollondilly	Greater Sydney
Percentage of carers aged over 15	11.9%	10.9%	12%	10.8%
Number	13,555	4,672	4,001	384,702
Percentage of all people with profound or severe disability	5.3%	4%	3.8%	4.4%
Number	7,710	2,229	1,614	192,676
Percentage of all people with disability aged over 18	11.8%	10.6%	11.4%	10%
Number	11,668	3,872	3,419	358,932

Source: ABS 2011

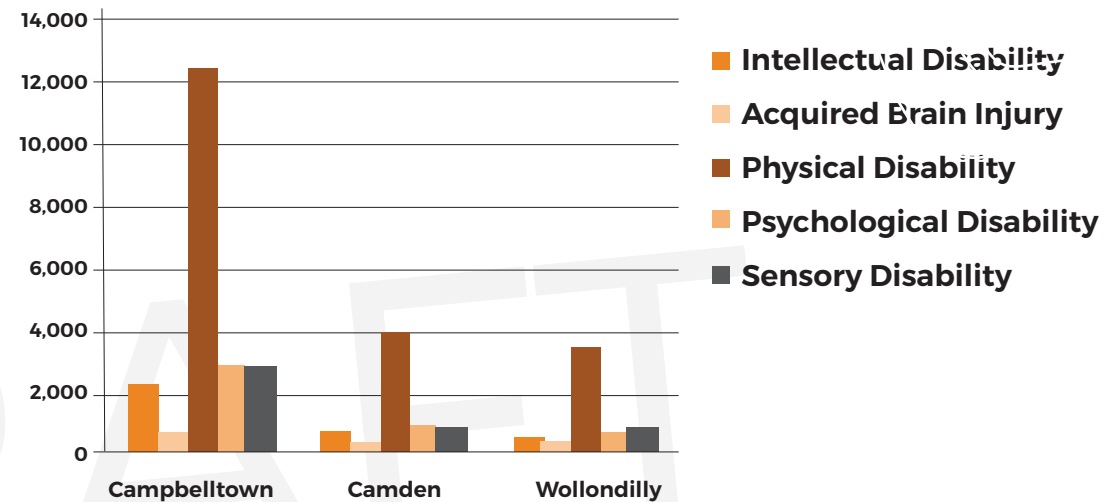
Comparison between Campbelltown, Camden and Wollondilly LGAs

	Intellectual Disability	Acquired Brain Injury	Physical Disability	Psychological Disability	Sensory Disability
Campbelltown	2270	644	12860	2832	2821
Camden	501	246	3828	718	860
Wollondilly	385	242	3363	570	837

The FutureAbility DataCube (FADC) is an online interactive data platform that allows for the manipulation of variables in tabular, graphic and mapping formats. It brings together data from the following sources:

- Australian Bureau of Statistics: Census 2011
- Survey of Disability Aging and Carers (2009, 2012)
- Australian Census and Migrants Integrated Dataset (2011)
- National Disability Administrators: Small Area Estimates (2009)
- Family and Community Services NSW: CIS 2012-2015
- Department of Social Services: Payments Dec 2014
- Department of Social Services – Settlement Reporting 2000 to 2014

Comparison between Campbelltown Camden and Wollondilly LGAs



Data from: Settlement Services International (SSI) FutureAbility DataCube (FADC) 2015
<https://protect-au.mimecast.com/s/1Rk8B9C4k6ZS9?domain=ssi.org.au>

What does all this mean for our Plan?

The greatest number of people with disability in the LGA have a physical disability. This has implications for how we design and provide physical environments throughout our City. We will continue to work with community, services and businesses to prioritise access outcomes when renewing and building facilities for people with disability.



5. What you told us

The four focus areas were addressed during the community engagement opportunities. These include:

Developing Positive Community Attitudes and Behaviours

Factors for Council to improve and encourage positive community attitudes and behaviours towards people with disability in the community are:

- include positive images of people with disability across a broad section of Council publications
- ensure adequate improvements are considered on disability access issues across the LGA
- all public consultation opportunities are inclusive and accessible in terms of venue and information provided
- develop consistent public messages that encourage inclusion and acknowledge the rights, active participation from people with disability in the community
- promote and encourage people with disability to be actively involved in various committees and action groups within Council inclusion and participation across all community groups, activities and projects not just disability specific.

Found front desk staff very engaging

Community Forum: Macarthur Region Disability Inclusion Access Planning Consultation Nov 2016

Creating Liveable Communities

Factors for Council to improve and encourage creating liveable communities towards people with disability are:

- accessible public facilities (examples: toilets, adult change tables)
- mobility parking
- improve signage across LGA for access to various building, facilities and amenities
- community activities and events are accessible
- accessible play and exercise equipment in recreational spaces and parks

No Opal top up facilities at Claymore. People unable to travel to Campbelltown if no credit.

Community Forum: Macarthur Region Disability Inclusion Access Planning Consultation Nov 2016

Supporting Access to Meaningful Employment

Factors for Council to improve and encourage creating employment opportunities towards people with disability are:

- work with community, government and businesses to support local employment
- flexible working arrangements
- recruitment website meets access standards
- promoting a culture that is inclusive and disability conscious
- promote vacancies throughout community networks and services

**Younger people don't think
– people need education and
patience for people living with
disability**

Community Forum: Macarthur Region Disability
Inclusion Access Planning Consultation Nov 2016

Improving Access to Services Through Better Systems and Processes

Factors for Council to improve on when developing systems and processes towards people with disability are:

- provide information in a range of accessible formats
- promote new accessible technologies for communicating with Council
- staff training in the use of communication supports
- include information about access in Council's promotional material
- access to AUSLAN interpreters

**Council is in a lead position to
promote and support services
e.g.: community transport**

Community Forum: Macarthur Region Disability
Inclusion Access Planning Consultation Nov 2016



What we do well

Attitudes and behaviours

- good inclusion support through Council's child care centres
- Council Community Grants assisting groups to promote accessible information
- helpful Customer Services staff

Liveable communities

- Macquarie Fields Leisure Centre - the staff understand the needs of a person with disability

Systems and Processes

- can make an appointment to discuss a matter
- Council newsletter really good

What we need to focus on improving

Attitudes and behaviours

- promoting positive stories on people with disability and their achievements
- training on inclusiveness and understanding disability
- using different means of communication to reach people with disability

Liveable communities

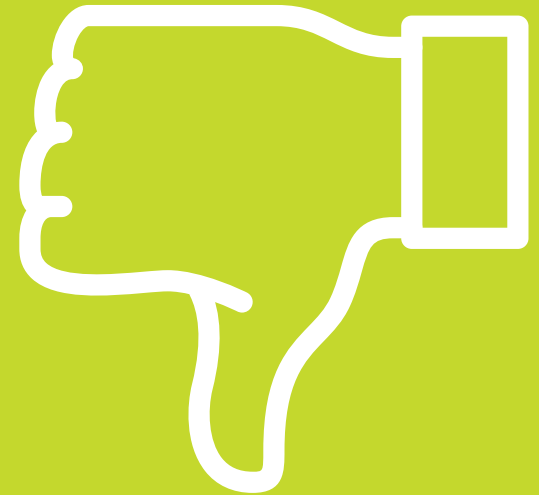
- availability of public transport, especially to and from areas outside the CBD
- accessibility around community events

Employment

- more information and assistance to promote the employment of a person with disability
- greater engagement with business to employ people with disability including use of government incentives for traineeships for people with disability

Systems and Processes

- accessibility of Council's website



6. What is Council's Role in Disability Access and Inclusion

Council has a number of roles.

Provider: Council will provide a range of facilities, services and events that make the City a place for people to live, work and play.

Strategic planner: Council will provide a City that meets the changing needs and expectations of the City.

Capacity builder: Council will provide education, professional development opportunities and policy development to build a knowledgeable and resourceful accessible community.

Regulator: Council will monitor compliance to legislation.

Partnering: With community organisations and other levels of government on projects to deliver benefits to the community.

- advocating for people with disability to other spheres of government
- managing growth and development to ensure that the built environment is inclusive
- supporting employment opportunities and promoting positive attitudes and behaviours toward people with disability
- promoting an inclusive community through a range of services and programs that Council directly provides demonstrating responsible leadership so that others may learn from this example and follow



7. What we do already

Much of our work already focuses on promoting community wellbeing and offering a range of lifestyle opportunities. However with our changing community we need to constantly review, refine and improve what we offer to support the changing needs and expectations of our community.

We offer a broad range of services and facilities across the LGA for people of all ages and abilities. In addition we provide and maintain infrastructure, leadership, advocacy, research and funding as well as partner with community groups and local organisations to broaden the impact of our work.

Council supports multi-purpose usage of community facilities in order to meet the needs of our diverse community. As our City grows and its population ages and disability expands, there will be increasing demands on Council facilities. To meet these increasing and changing demands, buildings will need to be modified and/or new facilities designed to meet growing requirements. An example of this is the newly modified change room at Macquarie Fields Leisure Centre with lift change facilities. Libraries provide comfortable spaces for people to socialise, with a natural evolution towards increasing social programs.

As our population ages and disability increases, the need will grow for a greater range of housing types with more diversity, closer to services. The built environment needs to be accessible, with continuous paths of travel, promoting easy access to and from public transport, services and social activities. Attractive and user friendly streetscapes, along with open spaces with continuous paths of travel are known to promote walking, increase access, have health benefits and reduce social isolation for people with disability. With our City's population ageing, demands on Council will also increase with the number of frail aged residents and people with disability requesting individual rubbish and mowing services.



Council's DIAP puts in place strategies designed to help eliminate disability discrimination across all facets of Council facilities and services where possible, therefore improving access for people with disability.

Council's Traffic Committee looks at issues including traffic flow and road crossings, and the Pedestrian Access and Mobility Plan (PAMP) program for upgrading of footpaths and ramps to make the city more accessible. With the creation of continuous paths of travel to and from public transport and various locations, barriers to access are reduced.

Building and maintenance of infrastructure is pivotal to supporting our population who have disability, as this increases accessibility, therefore promoting social inclusion, activities and healthy living.

Provided below are some of the recent projects and services that we offer which promote inclusiveness around the four focus areas:

1: Attitudes and behaviours

- compulsory disability awareness training included within the induction process of all new staff
- support the annual Get Active Macarthur event, including and provided with pre and post event disability awareness and interaction training for staff.

2: Liveable communities

- implement a rolling Pedestrian Access and Mobility Plan (PAMP) program for upgrading of footpaths and ramps
- provide 'Wheel Out Wheel Back' service for residents with disability assisting them with taking bins in and out for rubbish collection
- include in tender documentation for building and design contracts compliance with the DDA and access to premises – Buildings Standards 2010
- provide venues/facilities free of charge or at reduced rates
- conduct the Fishers Ghost Disability Art Award
- provide the Little Orange creative studio at the Campbelltown Arts Centre for artists with and without disability to work in a professional and supported studio environment
- offer library services and programs tailored to people with disability including talking books, large print for popular books and home library
- provide inclusion support at Council's child care centres.

3: Employment

- promote and support of programs that are tailored towards people with disability
- implement the Workforce Management Plan 2016-2020
- provide disability traineeships and special arrangements for employees with disability
- enable staff to use current or accrued sick leave as carers leave to provide care for a family member
- employ trainees with disability at the Campbelltown Arts Centre Café.

4: Systems and Processes

- support and facilitation of Seniors and Disability Advisory Group bi-monthly meetings on the third Thursday of the month
- support and resource disability services and groups including forum partnerships, information and referrals, printing and distribution of Aged and Disability Services Pack and member of Macarthur Disability Network Steering Committee
- deliver Open Access Forums
- provide information in alternative formats on request.



8. What we will do over the next 4 years

This Plan recognises the importance of working collaboratively with our community and empowering members of our community to support each other. We acknowledge that all people share fundamental human rights and have common aspirations we put people at the centre of our planning and service delivery.

We are focussed around the following key areas and outcomes :

Key Areas:	Outcomes
<ol style="list-style-type: none"> 1. Developing positive community attitudes and behaviours 2. Creating liveable communities 3. Supporting access to meaningful employment 4. Improving access to services through better system 	<p>Our City is welcoming and inclusive</p> <p>An accessible community</p> <p>Everyone can work and learn in our City</p> <p>An informed community</p>

The following action plan is developed in line with the requirements of the NSW Disability Inclusion Act 2014 and other legislative requirements.

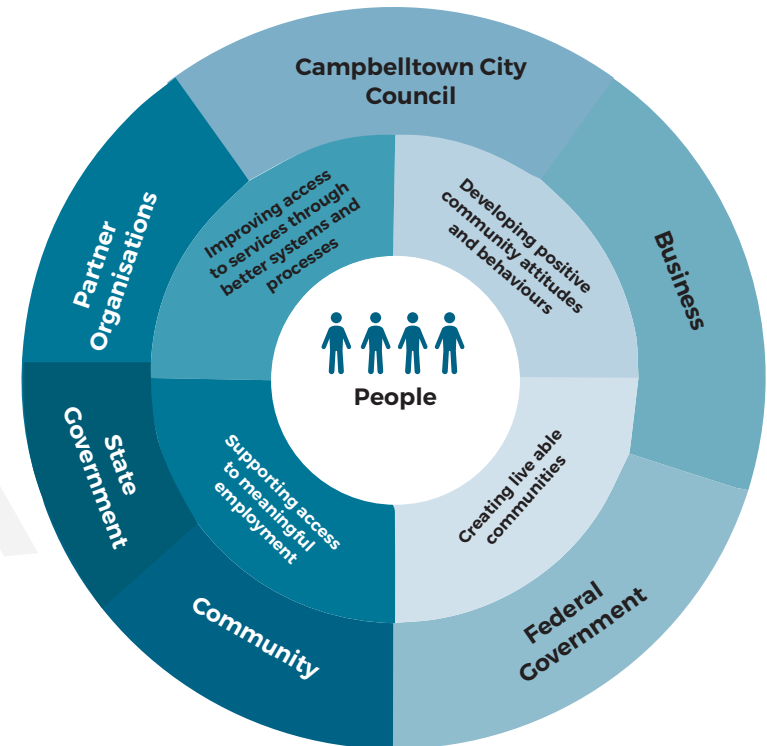
The action plan lists the priorities for Council over the next four years and aligns to our Community Strategic Plan outcome areas of promoting a vibrant and liveable city; a thriving and attractive city and a successful city.

The actions in this plan will be incorporated into Council's Delivery Program and Operational Plan ensuring accountability and responsibility for the delivery of these actions.

Annual engagement will occur with the community and staff to assess whether these actions are still priorities. The actions may change in response to the changing needs of the community and other factors.

The action plan is structured around the four focus areas and also includes:

- what Council already does
- what Council will do
- what you can do.





Focus area: Developing positive community attitudes and behaviours

Outcome: Our City is welcoming and inclusive

Indicators	Measure:
Council will continue to support community projects and campaigns including International Day of People with Disability event and Gift of Time presentation to raise awareness of the positive contribution people with disability make to the life of the community	Council data
<ul style="list-style-type: none">% of people with disability who have participated in and are satisfied with Council events and festivals	Disability access and inclusion survey/ customer satisfaction measure
Partnerships between Council and other organisations that deliver positive outcomes for people with disability	Number of partnerships projects

What we do already and will continue to do...

- apply planning on the social justice principles on access, equity, rights and participation
- resource a Disability Advisory Group
- provide disability awareness training to staff
- implement policies and procedures that promote non-discriminatory practices
- co-ordinate a calendar of events to promote events hosted to acknowledge International Day of People with Disability
- ensure that promotional material includes diverse, positive and inclusive images
- work with the community to raise awareness on disability issues and increase the accessibility of the City

Action	Aim and expected outcome	Target population/ audience		Lead responsibility	Resources	Performance Measures
Establish a Community Advisory Group consisting of people with disability and service providers to contribute to the implementation of actions within the DIAP	Increased awareness and participation	People with Disability Carers Disability service providers	2017 - 2018	City Lifestyles	Existing staff resources	Community Advisory Group in place by December 2017
Distribute information and/or train Council staff in appropriate language	Increased awareness and participation	Staff	Ongoing	City Governance	Existing staff resources	2 sessions per annum held around disability awareness
Prepare inclusion and access guidelines for cultural and community events	Council events are inclusive of the whole community	Whole community	July 2017 – June 2018	City Lifestyles	Existing staff resources	Guidelines implemented
Provide training for customer service and front line staff on inclusive practice and service provision on key topics	Best practice with service delivery by customer service and front line staff	Customer service and front line staff	July 2017 – June 2021	City Governance	Existing staff resources	Minimum of one training session per annum

Promote opportunities to people with disability to be involved in Council advisory groups and projects	People with disability are included in activities	People with disability	2017 – 2021	City Lifestyles	Existing staff resources	Participation of people with disability in Advisory Group/ projects
Involve people with disability in the development of communication campaigns regarding inclusion	Increased involvement of people with disability	People with disability	2017 – 2021	City Lifestyles	Existing staff resources	Minimum of one awareness campaign per annum
Library to develop programs that encourage people of various ages and abilities to share knowledge, learn and use technology	Increase in participation and knowledge	People with disability	2017 – 2021	City Lifestyles	Existing staff resources and external funding	Participation rates of people with disability in Library programs Data: community feedback
Support initiatives that celebrate diversity through programs at the CAC and in conjunction with International Day of People with Disability	Celebration of disABILITY	People with disability	2017 – 2021	City Lifestyles	Existing staff resources and external funding	Minimum of one initiative per annum focussed about celebrating diversity

Work with local businesses to improve understanding of access and business benefits	Increased awareness of access needs of people with disability	Local businesses	2018 - 2018	City Lifestyles	Council staff and external partners	Produce a "doing business guide" to encourage inclusion
Explore opportunities to award businesses that are accessible and inclusive	Increased awareness of access needs of people with disability	Local business	2018 - 2019	City Lifestyles	Council staff and external partners	Partner with MAGIG to expand business awards
Investigate the feasibility of introducing the Companion Card that promotes the rights of people with disability who require a companion, to fair ticketing at events and venues at Council events and relevant services	Increased access of people with disability and their carers	Sporting Clubs	2019 - 2020	City Lifestyles	Council staff and external partners	Increased use of Companion Card
Improve information available about inclusive sporting groups or organisations	Increase in variety of options available for people with disability	People with disability	2017 -2020	City Lifestyles	Council staff and external partners	Increase in people with disability accessing sporting options

Collaborate with organisations on initiatives that promote access and inclusion at a regional level	Increased access of people with disability and their carers	People with disability	2017 -2020	City Lifestyles	Council staff and external partners	Minimum of one collaborative initiative delivered each year
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What you can do...

Individual

Participate in events

Share your knowledge & offer suggestions

Participate in community engagement activities
Have your say when asked for comment

Business or organisation

Look at ways to improve access and inclusion in your business activities

Investigate whether introducing the Companion Card is right for your business

Partner with Council to improve the accessibility of the City

Focus Area: Creating Liveable Communities

Outcome 2: An accessible community

Indicators	Measure:
^ % of people with disability who are satisfied with Council's accessible	Disability Access & Inclusion Survey/ Customer service satisfaction measure
^ Number of accessible bus stops and shelters	Disability Access & Inclusion Survey/ Customer service satisfaction measure
^ Accessibility of recreation services, community facilities and libraries	Council data

What we do already and will continue to do...

- fits accessible toilets with a MLAK key
- ensure programs aim to increase social inclusion and community connections by inclusion of Social Justice principles
- provides some accessible picnic tables for new or replacement tables
- ensures that major council development requires an access audit from an accredited independent access auditor
- manage a capital works program that replaces ageing infrastructure with facilities that are more accessible
- ensure that all new bus stops comply with legislation
- works with State Government to ensure accessible train stations

Action	Aim and Expected outcome	Target population/ audience	Timeframe	Lead Division	Resources	Performance Measures
Implement a program to ensure that an access audit has been undertaken of all community facilities by 2021	To improve accessibility to council owned assets	People with disability	2017-2021	City Delivery	Existing staff resources and University OT students	Percentage of Council owned assets meeting Access to Premises Standards Data: building asset audit
Undertake access audits of play spaces and exercise equipment	Upgrade program is developed and implemented	People with disability, their families and carers	2017-2021	City Delivery	Existing staff resources and budget allocation as required	Percentage of play and exercise equipment that are accessible Data: public facilities audit
Progressively upgrade key designated accessible toilets and provide adult change facilities in at least three key destination public toilets within the LGA.	Accessible toilets are upgraded and increase in adult change facilities	People with disability, their families and carers	2017-2021	City Delivery	Existing staff resources and budget allocation as required	Percentage of public toilets that are accessible Data: public facilities audit
Promote the locations of accessible toilets	Brochure of accessible toilets is produced, placed on website and distributed	People with disability, their families and carers	2017- 2018	City Delivery	Existing staff resources	Increased percentage of residents with disability who have knowledge of locations Data: community survey

Provide and promote MLAK keys	MLAK are promoted and made available to people with disability	People with disability, their families and carers	2017-2018	City Lifestyles	Existing staff resources and external funding	Increased percentage of residents with disability who have knowledge of and access to MLAK keys Data: community survey
Review the use of Liberty Swing at Koshigaya Park and Ingleburn	Parks and playground are accessible	Whole community	2017-2021	City Delivery	Existing staff resources and other internal/external partners	Increased participation rates of people with disability utilising Council parks and playgrounds Data: community survey
Advocate for a diverse range of housing that is universal and accessible for people across their life span	Increase in housing choices	People with disability and older people	2017-2019	City Delivery	Existing staff internal/external partners	Increased percentage of people with disability accessing housing Data: community survey
Conduct access audits of shopping precincts and develop work plans to upgrade footpaths	Increased access to shopping centres	People with disability	2018-2020	City Delivery	Existing staff resources and University OT students	Increased percentage of key destination footpaths that achieve CAPT standards Data: internal
Develop and implement an annual Pedestrian and Mobility Plan (PAMP) to promote continuous path of travel	LGA has increased access for people with mobility issues	People with low mobility and wheelchair users	2017-2021	City Delivery	PAMP program budget	Increased percentage of key destination footpaths that achieve CAPT standards Data: internal

Way finding signage within Campbelltown and Ingleburn CBDs and identified locations throughout LGA to include access considerations	Campbelltown CBDs signage is inclusive of all disability	Whole community	2017 - 2021	City Delivery	Existing staff resources and budget allocation as required	Percentage of way finding signage inclusive of the access needs of people with disability Data: internal
Progressively implement recharge points at key eligible Council facilities	LGA has increased access for people with mobility issues	People with low mobility and wheelchair users	2017 - 2018	City Delivery	Existing staff resources and budget allocation as required	Minimum of one recharge point installed per year
Investigate opportunities for the provision of Opal Card top up facilities at Claymore	Increased access options	Community	2017 - 2019	City Lifestyles	Existing staff resources and budget allocation as required	Promotion through a range of communication methods of recharge points on rechargescheme.org.au
Promote locations of recharge points across the LGA	Increased access options	Community	2018 - 2019	City Lifestyles	Existing staff resources and budget allocation as required	Promotion through a range of communication methods of recharge points on rechargescheme.org.au
Pilot a recharge station in a CBD location	Increased access options	People who use motorised scooters / wheelchairs	2018 - 2019	City Delivery	Existing staff resources and budget allocation as required	Promotion through a range of communication methods of recharge points on rechargescheme.org.au

Partner with Touched by Olivia and Stockland to design and implement an all abilities / inclusive Livvi's Place at Willowdale	Increase in local accessible playgrounds	Families with children	2017-2019	City Lifestyles	Existing staff resources and budget allocation as required and external partners	Complete accessible playground
Partner with Touched by Olivia to deliver a regional all inclusive play space	Increase in local accessible playgrounds	Families with children	2018 - 2019	City Lifestyles	Existing staff resources and budget allocation as required and external partners	Develop a plan to increase accessible inclusive play space
Investigate the feasibility of requesting developers of public infrastructure projects and commercial developments to submit an access audit of their plans as part of the Development Assessment process prepared by accredited consultants	Increase in accessible buildings	Community	2018 -2019	City Development	Existing staff resources and budget allocation	Feasibility study complete and policy updated to reflect outcome

Produce a pamphlet to inform designers and developers of their access considerations and their obligations under the DDA	Increase in accessible buildings	People with disability	2018 -2019	City Lifestyles	Existing staff resources	Pamphlet developed and distributed
Advocate for the application of enhanced accessible building standards and complimentary provisions including 'quiet spaces', recharge points, adult change facilities	Increase in accessible buildings	Community	2019 -2021	City Development	Existing staff resources and budget	Develop a policy to support staff when assessing applications
<p>Increase participation in events, festivals and activities by:</p> <ul style="list-style-type: none"> - reviewing our events and implement strategies to improve access - including information about access in marketing and promotional material - conduct audits on key community events 	Increase in accessible events and activities	People with disability and their carers	2017-2018	City Lifestyles	Existing staff resources	Policy developed in line with access strategy to support staff when running and promoting events

What you can do...**Individual**

Enjoy the accessible families in the City

Let Council know when you notice or experience issues that prevent your full inclusion in activities

Let Council know about the things you would like to see in the City

Apply to be on the Seniors and Disability Advisory Group

Business or organisation

Provide good access to and around your business

Partner with Council on initiatives to improve access and inclusion in the City

Talk to Council about becoming a RECHARGE Scheme partner

Review the way your business operates to see if there are any barriers and work to overcome these

Focus area 3: Supporting access to meaningful employment

Outcome 3: Everyone can work and learn in our City

Indicators	Measure:
^ % of people with disability employed at Council (fulltime/part-time/casual)	Council data
^ % of people with disability in employment in LGA	Census data

What we do already and will continue to do...

- promote and support of programs that are tailored towards people with disability
- implement the Workforce Management Plan 2016-2020
- provide Disability traineeships and special arrangements for employees with disability
- enable staff to use current or accrued sick leave as carers leave to provide care for a family member
- employ trainees with disability at the Campbelltown Arts Centre Café

Action	Aim and Expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance Measures
Employ and maintain a diverse workforce by making diversity and inclusion key to strategic workforce planning	Inclusive workforce	People with disability	2017 – 2021	City Governance	Existing staff resources	Proportion of Council staff (self-identifying) as living with disability at each level of the organisation Data: internal council staff audit
Develop a social procurement policy	Increased knowledge about Council procurement policy	People with disability	2017 - 2018	City Governance	Existing staff resources	Procurement policy developed and made available to community
Identify and encourage pathways from education to employment, for people with disability	People with disability have access to employment opportunities	People with disability	2017 – 2021	City Governance	Existing staff resources and partnerships	Proportion of school leavers/young people with disability that have accessed Council traineeship or employment Data: community survey

Host a youth disability and employment information session for young people with disability who are about to leave school and enter the workforce	Increased knowledge about Council, employment and services	Young people and people with disability	2018 – 2019	City Lifestyles	Existing staff resources and partnerships	Proportion of school leavers with disability that have accessed Council information or services Data: community survey
Identify and encourage disability traineeships	People with disability obtaining traineeships	Young people with disability	2017 – 2021	City Governance	Existing staff resources	Proportion of school leavers with disability that have accessed employment with Council Data: internal survey
Examine potential for targeted recruitment initiatives within the next Workforce Management Plan	People with disability have access to employment opportunities	Young people and people with disability	2019 - 2020	City Governance	Existing staff resources	Complete a business paper to executive on new recruitment initiatives
Provide refresher training to relevant staff on recruitment practices including an emphasis on inclusive practices and workplace adjustments	Increased knowledge about Council, employment and services	Community	2018 – 2019	City Governance	Existing staff resources	Run a minimum of one session annually

Promote an inclusive workplace culture through the inclusion of a session on access and inclusion within Council's induction process	Increased knowledge about Council, employment and services	Community	2018 – 2019	City Governance	Existing staff resources	Run at every induction session for new employees
Provide opportunities for disability awareness training as needs are identified	Increased knowledge about Council, employment and services	Community	2018 – 2019	City Governance	Existing staff resources	Run a minimum of one session annually

What you can do...

Individual

Apply for position at Council if you meet the eligibility criteria
 Let Council know if there are barriers for you in applying for work at Council
 For current employees talk to your Manager or People and Performance when you need adjustments to your work

Business or organisation

Offer merit based employment opportunities
 Consider social procurement practices
 Participate in awareness raising activities

Focus area 4: Improving access to services through better systems and processes

Outcome 4. An informed community where everyone can have their say

Indicators	Measure:
^ % of people with disability who can easily access council information	Disability and Inclusion survey
^ % of people with disability who have participated in a community consultation activity	Disability and Inclusion survey
Number of Council systems that have incorporated access as a key criteria	Council data

What we do already and will continue to do.....

- support and resource disability services and groups
- deliver an annual Open Access Forum
- provide information in alternative formats on request

Action	Aim and expected outcome	Target population or audience	Timeframe	Lead responsibility	Resources	Performance measures
Work to make all Council information and communication accessible and available in a range of formats including using innovate technology and aim to meet Level AA of WCAG 2.0 International Standards for our website	Increased access to information	People with disability	2017 – 2021	City Governance	Existing staff resources	<p>Audit and revise Council's website to be compliant with WCAG 2.0 AA</p> <p>Percentage of Council documents made accessible upon request.</p> <p>Data: community survey</p>
Develop community information strategies about the impact stray dogs have on guide dogs and their handlers	Decrease in dog attacks / interference with guide dogs	People with disability and their guide dogs	2018 – 2020	City Governance	Existing staff resources	Decrease in reports of attacks / interference
Promote and advocate access and inclusion considerations in project management, design and strategy development	Increased opportunity to provide input into project design and strategies	People with disability	2018 – 2021	City Lifestyles	Existing staff resources	<p>Percentage of opportunities to provide input identified.</p> <p>Data: community survey</p>

People of all abilities have the opportunity to participate in Council and community processes by progressively upgrading community meeting spaces	Increase in accessibility to meeting space	People with disability	2018 – 2019	City Delivery	Existing staff resources and capital works budget	Percentage of Council meeting rooms fitted with a hearing loop. Data: internal survey
Ensure Council functions and meetings are organised to be accessible	Increase accessibility to participate	People with disability	2018 – 2020	City Lifestyles	Existing staff resources	Develop guidelines for inclusive and accessible meetings
Design community engagement processes to be accessible and inclusive for people with disability	Consultations and programs are inclusive	People with disability	2017 – 2019	All Divisions	Existing staff resources	Participation / attendance rates of people with disability in consultations and committees / working groups Data: consultation feedback
Ensure Council complaint processes meet the needs of people with disability	Complaint processes are inclusive	People with disability	2018 – 2019	City Governance	Existing staff resources	Best practice document is developed and complaints procedure are promoted at key customer service points and Councils website

Undertake an annual awareness campaign to highlight the contribution to community life in partnership with TAFE and specialist providers	Contributions are acknowledged and achievements promoted	People with disability	2018	City Lifestyles	Existing staff, resources, Gift of Time Ceremony and media releases and partnerships	Participation/attendance rates of people with disability Data: level of recognition
Ensure all new and reviewed Council policies, procedures and frameworks promote accessible and inclusive practices and are easy to read	Increased access to information	People with disability	2018 - 2019	City Governance	Existing staff resources	Develop a check list to ensure all new policies, procedures and frameworks follow inclusive practices, review of all current policies, procedures and frameworks are inclusive and if not update
Ensure that all Council communication is appropriate and compliant with the DDA	Council wide approach to best practice relating to provision of accessible information	People with disability	2018 - 2019	City Lifestyles	Existing staff resources	Develop an accessible information checklist
Ensure community consultation and planning processes are accessible and inclusive of people with disability	Council consultation takes into account the needs of people with disability	People with disability	2018 - 2020	City Lifestyles	Existing staff resources	Develop and implement Council document 'Community Engagement Framework'

Review and promote our feedback process to ensure that it is easy for residents to raise access and inclusion issues	Increased access to information and participation	People with disability	2018 – 2019	City Governance	Existing staff resources	Process reviewed and communicated to community
Provide information in a range of formats that are easy to understand and appropriate for needs (e.g. vision impairment/brain injury)	Increased access to information	People with disability	2018 – 2019	City Governance	Existing staff resources	Information provided in a range of formats
Increase access to communication supports such as hearing loops, touch screen, translation/interpreter services, signage, Apps, QR codes	Increased access to information and participation	People with disability	2018 – 2020	City Governance	Existing staff resources	Percentage of Council meeting rooms fitted with a range of technology to increase accessibility Data: internal survey
Increase the promotion of accessible facilities and services	Increased access to information and participation	People with disability	2018 – 2019	City Governance	Existing staff resources	Minimum of two promotions in a range of materials advising of Council's facilities

Ensure access and inclusion are considerations when introducing new technology	Increased access to information and participation	People with disability	2018 – 2019	City Governance	Existing staff resources	Checklist of considerations developed
Report progress against the Access and Inclusion Plan to the community and NSW Minister for Disability Services	Increased access to information and participation	People with disability	Annually	City Lifestyles	Existing staff resources	Reporting requirements under the NSW Disability Inclusion Act are met

What you can do...

Individual

Talk to Council about our systems and processes that you have difficult using

Let Council know when you have trouble accessing council services, facilities and events

Let Council know when you need information in a different format

Talk to Council about good examples of how we can improve what we do and how we do it

Let Council know when they are doing a good job

Business or organisation

Consider ways to make your business more accessible and inclusive

Partner with Council on initiatives to improve access and inclusion across the City

9. How we will deliver and monitor implementation of the Plan

Many actions identified in the Plan will be provided or upgraded as part of the usual business of Council and managed as part of the long-term Financial Management Plan.

Some actions may require support from external funding bodies such as the accessible fishing platform and adult change facilities.

Some items identified in the plan are not considered part of Council's core business or they are shared responsibilities for the provision of the items. Council will explore opportunities for external providers to provide these services.

The Disability Inclusion Action Plan is designed to be a flexible document that can respond to emerging needs over the next four years.

In order to ensure that the DIAP is responsive to changes in the community, it will be reviewed annually to measure progress against the actions under each key focus area in the Action Plan.

The review will incorporate, but not be limited to:

- seeking feedback on progress from people with disability and other community members
- modifying strategies according to review and feedback findings
- results of the review process presented to the Senior and Disability Advisory Group for progressive evaluation and endorsement of achievements and strategies
- providing an annual report to the community and the NSW Minister for Disability Services
- conducting a full review after four years

Overall effectiveness of the Plan is measured through increased contact and improved communication with residents with disability, through improved accessibility of facilities, services and employment.

10. References

Australian Bureau of Statistics:
www.abs.gov.au

Department of Health and Ageing:
www.health.gov.au/internet/main/publishing.nsf/Content/corporate-plan-2010-13

Local Government NSW:
www.lgnsw.org.au

NSW Government:
www.2021.nsw.gov.au/sites/default/files/NSW2021_WEBVERSION.pdf

NSW Government:
www.adhc.nsw.gov.au/__data/assets/file/0011/257276/1282_ADHC_NSW-AgeingStrategy_WEB.pdf

NSW Government:
www.dlg.nsw.gov.au/dlg/dlghome/dlg_index.asp

NSW Government:
www.planning.nsw.gov.au/housing-for-seniors-and-people-with-disabilities

United Nations:
www.home.vicnet.net.au

Settlement Services International (SSI) FutureAbility DataCube (FADC) 2015:
<https://protect-au.mimecast.com/s/1Rk8B9C4k6ZS9?domain=ssi.org.au>

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