



**CAMPBELLTOWN CITY
DISABILITY INCLUSION
ACTION PLAN**

2017-2021

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.

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 need for culturally appropriate support, communication and information for Aboriginal and/or Torres Strait Islander (ASTI), Culturally and Linguistically Diverse (CALD) and Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning (LGBTIQ) people living with disability. Actions throughout this document will reflect these needs in implementation.



Developing the plan

Commitment: Council committed to developing the Disability Inclusion Action Plan (DIAP) at the 2 December 2014 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:

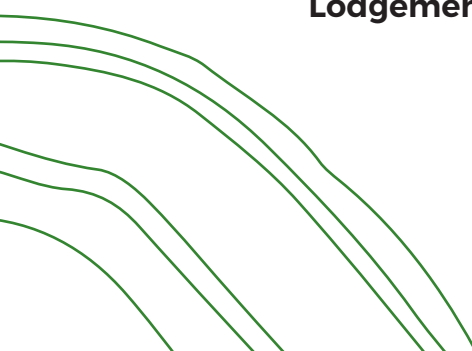
- a survey of people with disability and their families and carers, along with feedback from service providers
- a number of community based consultations and processes from early 2015 through to 2017, with more than 350 responses received from face to face and online surveys
- Open Access Forums, including a Regional Forum, to provide comment on the Disability Inclusion Action Plan (DIAP) 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 based on what the community stated was important.

Checking in: The public exhibition of the draft DIAP provided an opportunity to reconnect with those who attended the forums, completed surveys, and with 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 almost 163,000 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 City 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 Disability Inclusion Action Plan (DIAP), in conjunction with our local community, to build on the work undertaken in the Disability Action Plan and 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 the 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 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 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 to the delivery of many initiatives that 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 City is a thriving, sustainable and inclusive community. A key contribution to this is ensuring that the 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, and provides a basis for policy and action by government, business and non-government sectors as our city grows.



2. Why inclusion is important

Personal choice and control is only possible when communities are inclusive for all people with disability, including those with physical, intellectual, cognitive, sensory disabilities and those with mental health conditions. Real diversity cannot be realised unless people with disability are provided with the opportunities inherent in truly inclusive communities.

In addition to the human rights imperative, the case for an inclusive community is strong:

- inclusion improves opportunities for participation in the local economy, with the potential to increase economic activity within the Local Government Area
- providing physical access to businesses benefits not only people with disability, but older people, parents with prams and business owners by expanding their business reach
- 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 beyond the individual, with families and the broader community being negatively impacted by a non-inclusive community.

What is inclusion?

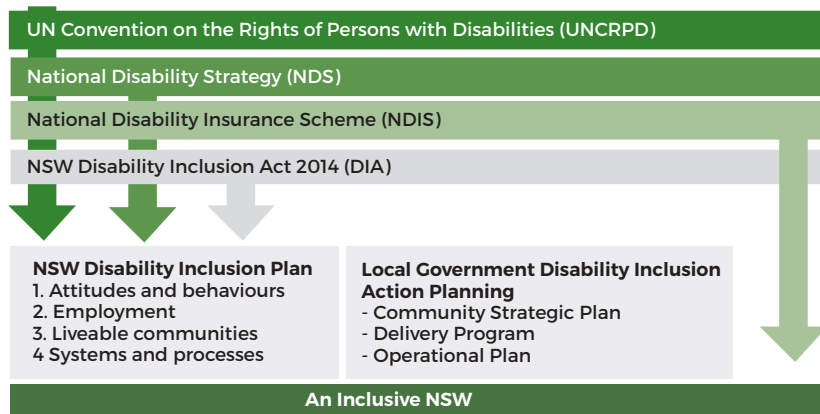
Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference or nationality) who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community. Inclusion requires time, space,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

- fairer
- more cohesive
- richer

Source: 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, and 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 (SEPP)

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

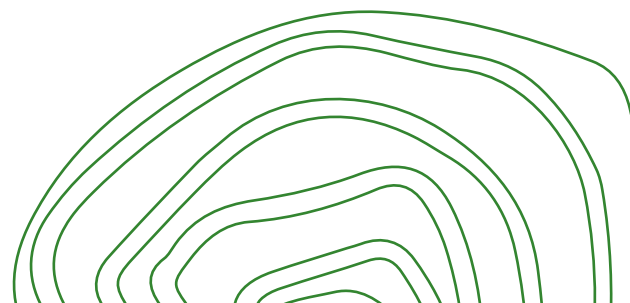
Local Government is required by the NSW Disability Inclusion Act 2014 to undertake disability inclusion action planning by 1 July 2017.

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.



3.2 Local context

Social Justice and Local Government

Local Government has a key role to play in creating a socially just, inclusive and sustainable community.

We use social justice principles to shape our work and allocate resources within our control, in a way which supports social sustainability and social inclusion.

Social justice principles are:

Access - we are committed to providing and advocating for services and facilities that are available to all, regardless of ability or capacity.

Equity - we are committed to fairness in providing services, making decisions and distributing resources, particularly for those that are in need, so all members of the community benefit.

Participation and partnership - we recognise the rights of people to contribute to decisions that affect their lives and are committed to supporting opportunities for engaging in planning and decision making.

Human rights - we support the basic rights and freedoms to which all humans are entitled. This includes civil and political rights; economic, social and cultural rights; as well as the right to be treated with dignity and respect, free from any discrimination.

Integrated Planning and Reporting

Campbelltown 2027, the Campbelltown Community Strategic Plan, focuses on four key outcomes for Campbelltown City as a whole:

1. A vibrant, liveable city
2. A respected and protected natural environment
3. A thriving, attractive city
4. A successful city.

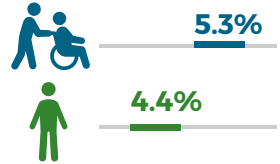
The Community Strategic Plan is underpinned by a detailed four year Delivery Program and an annual Operational Plan. The Disability Inclusion Action Plan will link to the new Council plans, processes and documents.



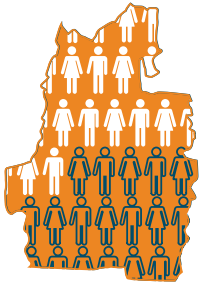
4. Disability in our community



18 in 100 people in Australia live with disability



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



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



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



Research shows that there is a relationship between socio-economic 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.



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).



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.



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



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



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



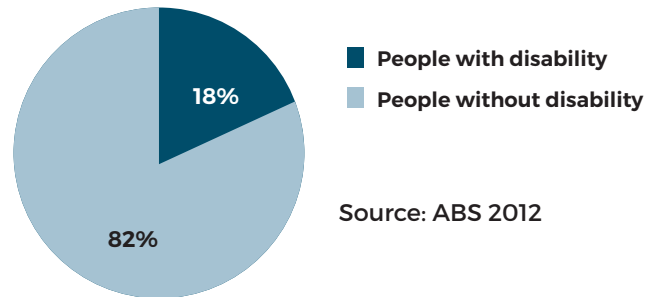
18.7% of the population who identify as needing assistance (aged 15 years +) hold educational qualifications, compared to **38.4%** of the population.



Disability in Australia

Figure 1

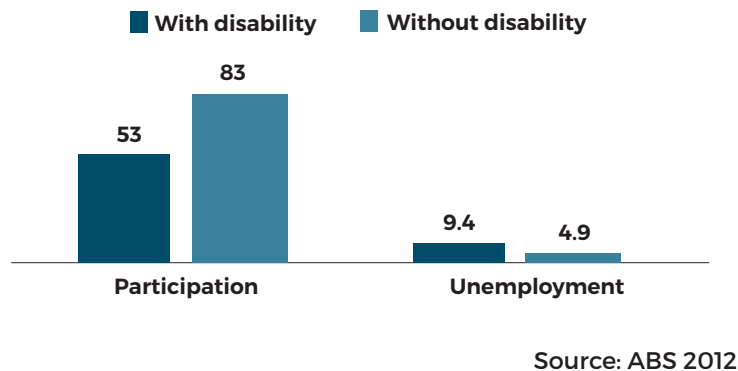
Percentage of Australian population with disability



Participation and unemployment rates

Figure 2

Participation and unemployment rates

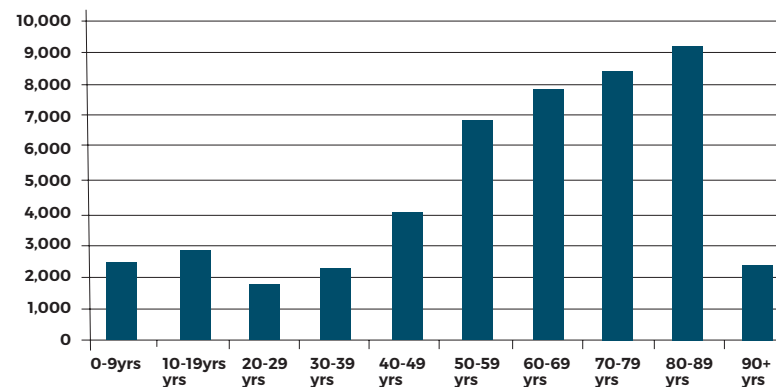


People with disability in South Western Sydney

The 2011 ABS Census of Population and Housing identified almost 48,000 people living in South Western Sydney with a profound or severe disability, that is, 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.

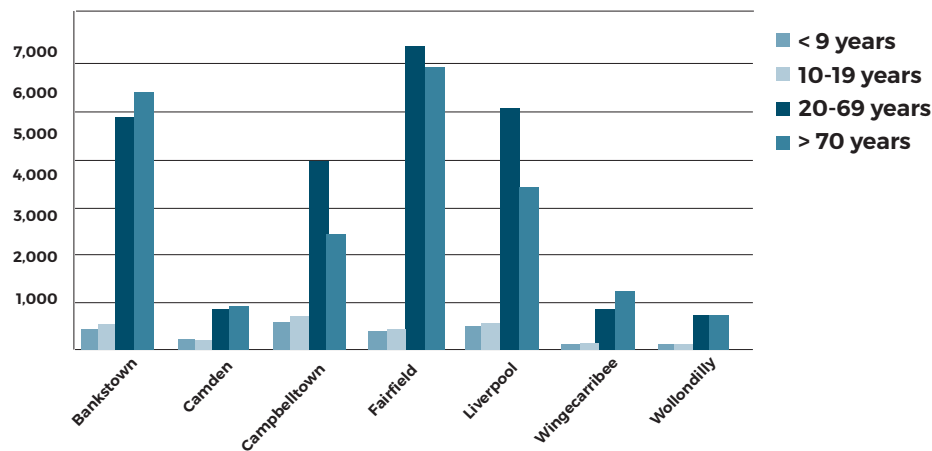
The diagram following shows that disability increases as people age and statistics indicate that 47.5% of people with disability were aged 20-69 years and a further 41.5% were aged 70+ years. In comparison, children aged nine years and under represented only 5.1% of all people with disability and young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

Residents of South Western Sydney with disability, ABS Census 2011



There is variation across South Western Sydney in the age of people with disability. The diagram following indicates that people with disability tend 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.

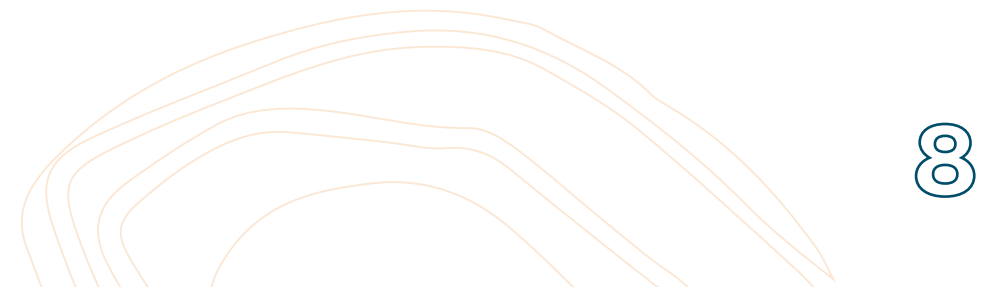
Campbelltown City's disability statistics help in understanding the prevalence of people who need support in the community, along with information on unpaid care to people with disability and how that support is provided.

Language barriers can compound the barriers experienced by people with disability. The 2011 Census identified 14,304 people with disability with poor language skills, that is, who could not speak English or could not speak English well. English language skills varied across the South West Sydney District, with statistics indicating 51.2% of Fairfield residents with disability, 33.1% of Liverpool residents and 30.1% of Bankstown residents with disability 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.

Source: https://www.swslhld.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 kilometres from the Sydney CBD, and has a 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 the population growth is 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
- increase in the number of people identifying as Aboriginal and/or Torres Strait Islander.

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 the local government areas in the Macarthur region 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

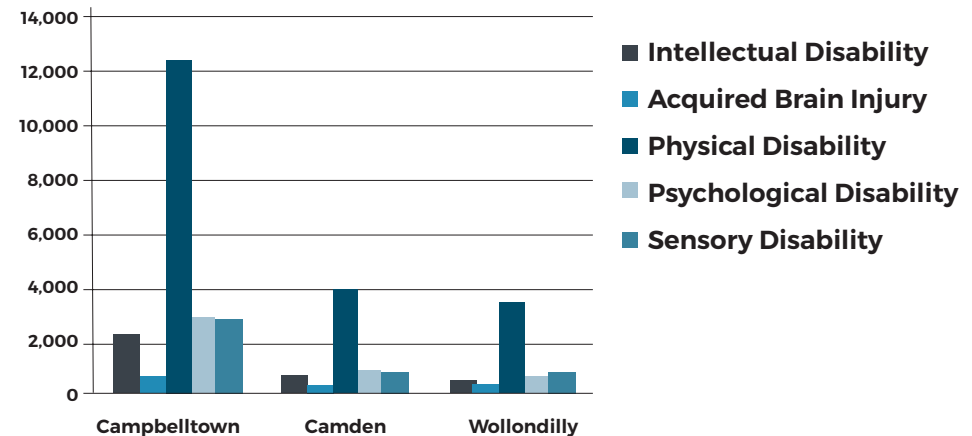
Comparison between Campbelltown, Camden and Wollondilly LGAs

	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 DIAP?

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

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

Developing positive community attitudes and behaviours

Factors for Council to consider in actively improving and encouraging 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 acknowledge the rights of, and encourage inclusion and 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 across all community, 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 consider in improving and encouraging the creation of liveable communities for people with disability are:

- accessible public facilities (including: toilets and adult change tables)
- mobility parking
- improved signage across the LGA for access to various buildings, facilities and amenities
- accessible community activities and events
- accessible play and exercise equipment in recreational spaces and parks.

No quiet areas for children with Autism Spectrum Disorder at community events


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



Supporting access to meaningful employment

Factors for Council to consider in improving and creating employment opportunities for people with disability are:

- working with community, government and businesses to support local employment
- flexible working arrangements for Council employees
- ensuring Council's recruitment website meets access standards
- promote a culture that is inclusive and disability conscious
- promoting vacancies through community networks and services.



Work with the person who has barriers, for example, they can't drive but have other excellent skills

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 to support people with disability are:

- providing information in a range of accessible formats
- promoting new accessible technologies for communicating with Council
- staff training in various types of communication methods
- including information about access in Council's promotional material
- providing access to AUSLAN interpreters.



Council is in a lead position to promote and support services, for example: 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 Service 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 of 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.

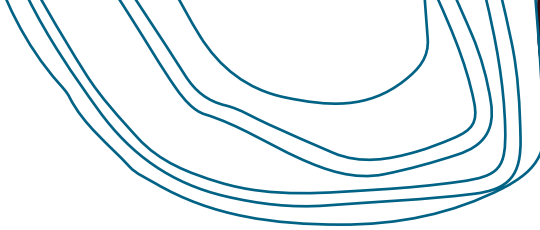
Employment

- 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. Council's role in disability access and inclusion

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

Strategic planner: Council will plan a city that meets the changing needs and expectations of its Community.

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

Regulator: Council will monitor compliance to legislation.

Partner: Council will partner with community organisations and other levels of government on projects to deliver benefits to the community, including:

- 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 growing community.

Council offers a broad range of facilities across the LGA for people of all ages, cultures and abilities. In addition, we provide 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 the incidence of disability rates increase, 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, which now incorporates lift and change facilities. Our libraries provide comfortable spaces for people to socialise, and have demonstrated a natural evolution towards increasing inclusive social programs.

The need will grow for a greater range of housing types with more diversity, closer to services and the built environment needs to be accessible. 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. Demands on Council will also increase with the number of frail aged residents and people with disability requesting individual services.



Council's DIAP puts in place strategies designed to help eliminate disability discrimination within 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) for upgrading footpaths and ramps to make the city more accessible. With the creation of continuous paths of travel to and from public transport hubs and key 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, active lifestyles and healthy living.

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

1: Attitudes and behaviours

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Consultation to date has identified that attitudes towards people with disability are often determined by ignorance, fear, or lack of opportunity to interact. It is important that Council staff and Councillors display a positive attitude to people with disability and focus on measures to support positive and inclusive attitudes and behaviours across the community.

Examples of actions include:

- compulsory disability awareness training included in induction of new staff
- staff invited to take part in the annual Get Active Macarthur event and provided with pre and post event disability awareness and interaction training.

2: Liveable communities

Liveable communities are important for all people in the community and are achieved by applying the principles of universal design. Attention and resources should be focused on the elements of community life that are of highest importance to people with disability. Creating liveable communities is more than modifying the physical environment; it covers areas such as universal housing design, access to transport, community recreation, Council policies and social engagement.

Examples of actions include:

- provision of 'Wheel Out Wheel Back' service for residents with disability

- provision of venues/facilities free of charge or at reduced rates
- library services and programs tailored to people with disability, including talking books, large print popular books, and home library service
- provision of inclusion support at Council child care centres.

3: Employment

Employment and economic security are closely related for most people. Employment contributes to independence and feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control. Employment rates for people with disability are significantly lower than those without disability across all sectors. People with disability experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain or improve employment. Organisational commitment to workforce diversity and inclusion is also closely linked to strong business performance.

Examples of actions include:

- promotion and support of programs that are tailored towards people with disability
- planning and development of Council Workforce Strategy, including disability traineeships and special arrangements for employees with disability.

4: Systems and processes

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback. There can be confusion and significant differences in which services are provided by Local Government. A number of communication formats should be considered to provide accessibility for people.

Examples of actions include:

- support and resourcing of disability services and groups including forum partnerships, information and referrals, and membership of Macarthur Disability Network Steering Committee
- Provision of information in alternative formats on request.



8. What we will do over the next four 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 focused on 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 systems and processes 	<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.

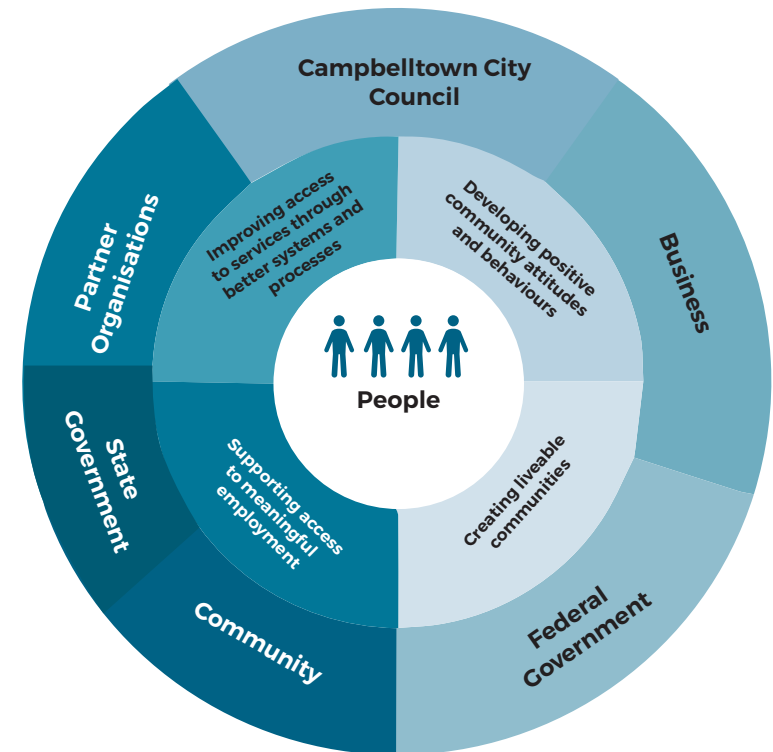
The action plan lists the priorities for Council over the next four years and aligns to our Community Strategic Plan outcome areas of *Promoting a vibrant and liveable city*; *A thriving and attractive city*; and *A successful city*.

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 others can do.





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Focus area 1: Developing positive community attitudes and behaviours

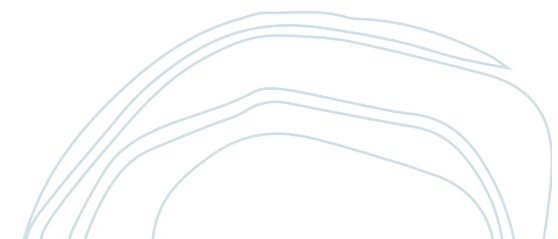
Outcome: Our City is welcoming and inclusive

Indicators	Measure:
Increased opportunities for people with disability to positively contribute to the life of the city	Annual programs Gift of Time
Increased number of people with disability who have participated in and are satisfied with Council events and festivals	Disability Access and Inclusion Survey/ customer satisfaction measure
Increased awareness within the business community to access needs for people with disability	Annual business survey

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

- apply social justice principles on access, equity, rights and participation to planning
- resource a Disability Advisory Group
- provide disability awareness training to staff
- implement policies and procedures that promote non-discriminatory practices
- coordinate a calendar of events to promote initiatives 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	Timeframe	Lead responsibility	Resources	Performance targets
1.1 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 quarterly meetings in place by December 2017
1.2 Distribute information and/or train Council staff in appropriate language	Increased awareness and participation	Staff	2017 – 2018	City Governance	Existing staff resources	Two sessions per year held around disability awareness
1.3 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 developed included with event application forms
1.4 Provide training for customer service and front line staff on inclusive practice and service provision	Best practice 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



Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
1.5 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	Minimum of one representative with disability in Council Advisory/person/project groups
1.6 Involve people with disability in the development of communication campaigns regarding inclusion	Increased involvement of people with disability in campaigns	People with disability	2017 – 2021	City Lifestyles	Existing staff resources	Minimum of one awareness campaign per annum
1.7 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	Programs are developed
1.8 Support initiatives that celebrate diversity through programs at the Campbelltown Arts Centre and with International Day of People with Disability	Increased participation in programs and events	People with disability	2017 – 2021	City Lifestyles	Existing staff resources and external funding	Minimum of one initiative per annum focused on celebrating the ability of participants

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
1.9 Work with local businesses to improve understanding of access and benefits to businesses	Increased awareness of access needs by business	Local businesses	2017 – 2018	City Lifestyles	Council staff and external partners	Successful development of a 'Doing Business Guide'
1.10 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	Two businesses awarded each year and added to Macarthur Access Group for Inclusive Communities project website/app
1.11 Promotion of Companion Card for people with disability who require a companion at events	Increased access for people with disability and their carers	Council facilities	2019 - 2020	City Lifestyles	Council staff and external partners	Increased use of Companion Card at Council facilities and events
1.12 Greater participation by people with disability in sporting clubs and organisations	Increased options for people with disability to join clubs and or organisations	People with disability	2017 -2020	City Lifestyles	Council staff and external partners	Undertake annual update of inclusive sporting clubs on our website
1.13 Develop and promote access and inclusion initiatives at a regional level	Increased access for people with disability and their carers across the region	People with disability	2017 -2021	City Lifestyles	Council staff and external partners	Minimum of one regional initiative delivered each year

What you can do...

Community

Participate in events

Share your knowledge and offer suggestions

Participate in community engagement activities

Have your say when asked for comment

Businesses or organisations

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

Investigate introducing the Companion Card for your business

Partner with Council to improve the accessibility of the city

Focus Area 2: Creating liveable communities

Outcome: An accessible community

Indicators	Measure:
Increased number of people with disability and their carers who are satisfied with accessibility in the city	Disability Access & Inclusion Survey/ Customer service satisfaction measure
Increased number of accessible bus stops and shelters	Disability Access & Inclusion Survey/ Customer service satisfaction measure
Increase in accessibility of recreation services, community facilities and libraries	Access Audits

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

- fit accessible toilets with a MLAK key
- ensure programs aim to increase social inclusion and community connections by including Social Justice principles
- provide accessible picnic tables for new or replacement tables where possible
- ensures that access audit from an accredited independent access auditor are completed on all major council developments
- manage a capital works program that replaces ageing infrastructure with facilities that are more accessible
- ensure that all new bus stops comply with legislation
- work with State Government to improve accessibility of train stations.

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
2.1 Implement a program to ensure that access audits have been undertaken of all community facilities by 2021	Improve accessibility to council owned assets	People with disability	2017-2021	City Lifestyles	Existing staff resources and University OT students	Number of Council owned assets identified and upgraded to meet Access to Premises Standards
2.2 Undertake access audits of play spaces and exercise equipment	Increased percentage of accessible play and exercise equipment	People with disability, their families and carers	2017-2021	City Delivery	Existing staff resources and budget allocation as required	Upgrade program is developed and implemented
2.3 Progressively upgrade key designated accessible toilets and provide adult change facilities in at least three key public toilets within the LGA	Increased number of accessible toilets and in adult change facilities	People with disability, their families and carers	2017-2021	City Delivery	Existing staff resources and budget allocation as required	Three public toilets made accessible
2.4 Promote the locations of accessible toilets	Increased number of residents with disability who know the location of accessible toilets	People with disability, their families and carers	2017- 2018	City Lifestyles	Existing staff resources	Brochure identifying locations of accessible toilets is produced, placed on website and distributed in a variety of formats

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
2.5 Provide and promote MLAK keys	Increased number of residents with disability who have knowledge of and access to MLAK keys	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
2.6 Review the use of Liberty Swing at Koshigaya Park and Ingleburn	Parks and playground are accessible	People with disability, their families and carer	2017-2021	City Delivery	Existing staff resources	Review conducted and findings reported back for implementation
2.7 Advocate for a diverse range of housing that has universal design and is accessible for people across their life span	Increase in housing choices	People with disability and older people	2017-2019	City Planning	Existing staff internal/external partners	Increased number of people with disability accessing suitable housing
2.8 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	Minimum of one per year conducted
2.9 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	Increase number of accessible key destination footpaths

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
2.10 Way finding signage within Campbelltown and Ingleburn CBDs and identified locations throughout LGA to include access considerations	Campbelltown CBDs signage are inclusive of all disability	Whole community	2017 - 2021	City Delivery	Existing staff resources and budget allocation as required	Increase in the percentage of way finding signage inclusive of the access needs of people with disability
2.11 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	Pilot conducted and findings reported to Council
2.12 Progressively implement recharge points at key locations across the LGA	LGA has increased access for people with mobility issues	People with low mobility and wheelchair users	2018 - 2021	City Delivery	Existing staff resources and budget allocation as required	Minimum of one recharge point installed per year
2.13 Promote locations of recharge points across the LGA	Increased access options	Whole 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 and Council website

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
2.14 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 a regional accessible playground
2.15 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	Successful delivery of a regional inclusive play space
2.16 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 as appropriate

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
2.17 Produce a pamphlet to inform designers and developers of their access considerations and their obligations under the Disability Discrimination Act	Increase in accessible buildings	Developers	2018 -2019	City Lifestyles	Existing staff resources	Pamphlet developed and distributed
2.18 Advocate for the application of enhanced accessible building standards and complementary provisions including 'quiet spaces', recharge points, adult change facilities	Increase in accessible buildings	Community	2017 -2021	City Growth	Existing staff resources and budget	Develop a policy to support staff when assessing applications
2.19 Increase participation in events, festivals and activities by: - 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	Guidelines developed in line with access strategy to support staff when running and promoting events

Action	Aim and expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets	
2.20	Provide professional support and creative studio for Little Orange project	Artist have use of accessible studio space and support	Artist with disability	2017 - 2021	Campbelltown Arts Centre	Existing staff resources	Little Orange project operating successfully

What you can do...

Community	Businesses or organisations
Enjoy the accessible facilities in the city	Provide good access to and around your business
Let Council know when you notice or experience issues that prevent your full inclusion in activities	Partner with Council on initiatives to improve access and inclusion in the city
Let Council know about the things you would like to see in the city	Talk to Council about becoming a RECHARGE Scheme partner
Apply to be on the Seniors and Disability Advisory Group	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: Everyone can work and learn in our city

Indicators	Measure:
Increased number of people with disability employed at Council (fulltime/part-time/casual)	Internal audit
Increased number of people with disability in employment in Local Government Area	Census data

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

- promote and support 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 sick leave as carers leave to provide care for a family member.

Action	Aim and Expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
3.1 Making diversity and inclusion a key consideration for strategic workforce planning and develop position advertisements that welcome disability	Inclusive workforce	People with disability	2017 - 2021	City Governance	Existing staff resources	Appropriate positions advertised state people with disability are welcome to apply
3.2 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
3.3 Identify and encourage pathways from education to employment for people with disability	People with disability have access to employment opportunities	Young people with disability	2017 - 2021	City Governance	Existing staff resources and partnerships	Number of school leavers/young people with disability that have accessed a Council traineeship or employment

Action	Aim and Expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
3.4 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	Minimum of one session per year held with school leavers with disability
3.5 Identify and encourage disability traineeships	People with disability obtaining traineeships	Young people with disability	2017 – 2021	City Governance	Existing staff resources	Number of school leavers with disability that have accessed employment with Council
3.6 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
3.7 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	Council staff	2018 – 2019	City Governance	Existing staff resources	Run a minimum of one session per year

Action	Aim and Expected outcome	Target population/ audience	Timeframe	Lead responsibility	Resources	Performance targets
3.8 Promote an inclusive workplace culture through the disability awareness training within Council's induction process	Increased disability awareness	New employees	2017 - 2021	City Governance	Existing staff resources	Run at every induction session for new employees
3.9 Disability awareness and interaction information training provided to staff	Increased knowledge of interaction with people with disability	Frontline staff	2018 - 2019	City Governance	Existing staff resources	Run a minimum of one session per year

What you can do...

Community	Businesses or organisations
Apply for position at Council if you meet the eligibility criteria	Offer merit based employment opportunities
Let Council know if there are barriers for you in applying for work at Council	Consider inclusive practices
Current employees are encouraged to discuss need for adjustments to their environment/role	Promote inclusive awareness activities

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

Outcome: An informed community where everyone can have their say

Indicators	Measure:
Increased numbers of people with disability who can easily access council information	Disability and Inclusion survey
Increased numbers of people with disability who have participated in a community engagement	Disability and Inclusion survey
Increased numbers of Council systems and processes that are inclusive	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 targets
4.1 Work to make all Council information and communication accessible and available in a range of formats including using innovative technology and aim to meet International Standards for our website	Increased access to information	People with disability	2017 – 2021	City Governance	Existing staff resources	Audit and revise Council's website to be compliant with AA of Web Content Accessibility Guidelines (WCAG) 2.0 Documents are made available in accessible formats on request
4.2 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	Strategy developed and implemented
4.3 Progressively upgrading Council meeting spaces	Increased opportunity to provide input into project design and strategies	People with disability	2018 – 2021	City Lifestyles	Existing staff resources	Upgrade program developed and implemented

Action	Aim and expected outcome	Target population or audience	Timeframe	Lead responsibility	Resources	Performance targets
4.4 Ensure Council functions and meetings are accessible	Increase in access to participate in meetings	People with disability	2018 – 2021	City Lifestyles	Existing staff resources	Guidelines developed for inclusive and accessible meetings
4.5 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	Inclusive engagement guidelines developed and implemented
4.6 Ensure Council complaint processes are inclusive of the needs of people with disability	Complaint processes are inclusive	People with disability	2018 – 2019	City Governance	Existing staff resources	Complaints guidelines promoted at key customer service points and Council's website
4.7 Undertake an annual celebration to highlight contributions made by people with disability to community life	Contributions are acknowledged and achievements promoted	People with disability	2018 - 2021	City Lifestyles	Existing staff, resources, events and media releases and partnerships	Minimum of two annual events held

Action	Aim and expected outcome	Target population or audience	Timeframe	Lead responsibility	Resources	Performance targets
4.8 Council policies, procedures and frameworks promote accessible and inclusive practice	Increased access to information	People with disability	2018 - 2021	City Governance	Existing staff resources	Inclusive checklist developed and implemented
4.9 Ensure that all Council communication is appropriate and compliant with the Disability Discrimination Act	Council wide approach to best practice relating to provision of accessible information	People with disability	2018 - 2021	City Lifestyles	Existing staff resources	Develop and promote accessible information checklist
4.10 Ensure Council feedback processes are inclusive of the needs of people with disability	Increased access to information and participation	People with disability	2018 - 2019	City Governance	Existing staff resources	Feedback process reviewed and communicated to community

Action	Aim and expected outcome	Target population or audience	Timeframe	Lead responsibility	Resources	Performance targets
4.11 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 on request
4.12 Increase access to communication supports such as hearing loops, touch screen, translation/interpreter services, signage, Apps, QR codes	Increased opportunities to participate	People with disability	2018 - 2020	City Governance	Existing staff resources	Number of Council meeting rooms fitted with a range of technology to increase accessibility
4.13 Increase the promotion of accessible facilities and services	Increased access to participation	People with disability	2018 - 2019	City Governance	Existing staff resources	Minimum of two promotions per year in various formats advising of Council's facilities

Action	Aim and expected outcome	Target population or audience	Timeframe	Lead responsibility	Resources	Performance targets	
4.14	Ensure the needs of people with disability are considered when introducing new technology	Increased access to information and participation	People with disability	2018 – 2021	City Governance	Existing staff resources	Checklist of various technology needs developed and implemented
4.15	Reporting requirements under the NSW Disability Inclusion Act are met	Increased access to information	People with disability	Annually	City Lifestyles	Existing staff resources	Report progress against the DIAP annually

What you can do...

Community

- Let Council know when we are doing a good job
- 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
- Raise concerns you have about our systems and processes with Customer Service

Businesses or organisations

- 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 DIAP will be provided or upgraded as part of the usual business of Council and managed as part of the Long Term Financial Plan.

Some actions may require support from external funding bodies.

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

The 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
- presentation of review results to the Seniors 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 will be measured through increased contact and improved communication with residents with disability, and 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

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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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