

CAMPBELLTOWN CITY COUNCIL  
**DRAFT DISABILITY  
INCLUSION ACTION  
PLAN (DIAP)**

**2022-2026**



## Acknowledgement of Country

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

Council respectfully acknowledges the many other First Nations who reside on Dharawal Country and the many Countries they belong to.

We thank our Aboriginal community 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, Culturally and Linguistically Diverse (CALD) and LGBTQIA+ people living with disability. Actions throughout this document will reflect these needs in implementation.

## Alternative Formats

Our DIAP is available in alternative formats, including word/RFT/HTML and Easy Read/English (available on our website). Hard copy formats (in both large and standard print) and other alternative formats are also available upon request.

## A Note on Language

We recognise that there are varying views on language and disability terminology around disability in Australia and internationally. Language can be both a personal, and political, choice.

We have chosen to write this Plan using the person-first language of 'person with disability' to recognise that disability is just one aspect of a person's life and does not determine who they are. This is currently the preferred language used by governments across Australia. However, we acknowledge and respect that different people have different preferences about language.



A photograph of a person in a motorized wheelchair traveling away from the camera on a gravel path through a lush green forest. The path is bordered by logs and surrounded by dense trees and foliage. The scene is bright and natural.

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# MESSAGE FROM OUR MAYOR



**Campbelltown is a city of opportunity that strives to be welcoming, inclusive and accessible for all people whether they live, work or are visiting.**

Council has a responsibility to promote diversity and inclusion to enhance the experience of people in our community living with disability.

To support this vision, the Disability Inclusion Action Plan (DIAP) 2022-2025 lays out the goals and targets that will make a real difference to making our community a more inclusive place, building on the foundations laid over the past 5 years by the previous action plan.

Some of the commitments of this plan include:

- Increasing inclusion and accessibility at all Council events, activities and opportunities to increase social connection.
- Raising organisational and community understanding, engagement and awareness about the valuable contribution people with disability make to our community.
- Developing, supporting and partnering with stakeholders to provide activities for people with disability to socially connect.

- Improving access to streets, parking, outdoor spaces, events, activities and information.
- Supporting pathways to skills development and employment.
- Ensuring people with disability are included in our community engagement activities and collaborations with Council to discuss issues impacting on inclusion and access.

I am proud of the diverse culture seen within our community, and look forward to the fulfilment of many activities that eradicate barriers and encourage inclusiveness and accessibility in Campbelltown.

Thank you to all the community members and stakeholder groups who contributed to the preparation of this important piece of work during the consultation process.

**Mayor George Greiss**



# DEFINITIONS

## Disability

The definition of disability applied in this document includes both definitions provided by the Disability Inclusion Act (NSW) 2014 and the Disability Discrimination Act (Commonwealth) 1992.

The Disability Inclusion Act (NSW) 2014 defines disability as including a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.

The Disability Discrimination Act (Commonwealth) 1992 defines disability as:

- The total or partial loss of the person's body or mental functions
- The total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body and
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction.<sup>1</sup>

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<sup>1</sup> <https://www.legislation.gov.au/Details/C2018C00125>

<sup>2</sup> <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2010-020#sec.4>

<sup>3</sup> [https://www.carersnsw.org.au/?gclid=Cj0KCQiAgP6PBhDmARIsAPWMq6mjiKzXWhUjBh-Mdokmk28do7ATOGf0yfAU4814bSXOPmBhKCZ357waAgwEEALw\\_wcB](https://www.carersnsw.org.au/?gclid=Cj0KCQiAgP6PBhDmARIsAPWMq6mjiKzXWhUjBh-Mdokmk28do7ATOGf0yfAU4814bSXOPmBhKCZ357waAgwEEALw_wcB)

## Carers

The NSW Carers (Recognition) Act 2010 describes a carer as any individual who provides care and support to a family member or friend who has a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail due to age.<sup>2</sup>

Many carers don't use the word 'carer' to describe themselves and they come from all walks of life, cultural backgrounds and age groups. Across NSW, there are approximately 854,300 carers, including individuals as young as eight years of age through to the elderly.<sup>3</sup>



## Inclusion

Inclusion is the process in which every person (irrespective of age, disability, gender, religion, sexual preference or ethnicity) who wishes to access, and participate fully in, all aspects of an activity or service in the same way as any other member of the community.

According to the research report “Towards new indicators of disadvantage: Deprivation and social exclusion in Australia” published by UNSW’s Social Policy Research Centre, dimensions of inclusion include:

- being heard and valued
- meaningful participation
- connection and belonging
- opportunity to access supports
- choice and control in your life.

Inclusion is not about helping others to access the society we have. It’s about changing the society we have. Inclusion is about making society mean *everyone*.<sup>4</sup>

## Intersectionality

We understand that the barriers people with disability experience can compound and layer when an individual is part of more than one underrepresented group. Recognising that people’s lives are multi-dimensional and complex, we aim to take an intersectional approach in our thinking around accessibility, which means focusing on the points of intersection that multiple identities create. Intersectionality recognises the diversity of experiences within marginalised groups and provides a framework for recognising and addressing the needs of individuals who are most disadvantaged, setting a pathway for a more just and equitable world.

We are mindful of these intersections and aim to provide good access for people with disability from all backgrounds and lived experiences.

This includes First Nations people, people who are Culturally and Linguistically Diverse CALD, women and non-binary people, members of the LGBTQIA+ community, people from regional and remote areas, older people, Children and Young People and people from low socio-economic backgrounds.<sup>5</sup>

<sup>4</sup> [https://library.bsl.org.au/jspui/bitstream/1/6119/1/Saunders\\_etal\\_towards\\_new\\_indicators\\_of\\_disadvantage\\_deprivation\\_and\\_social\\_exclusion.pdf](https://library.bsl.org.au/jspui/bitstream/1/6119/1/Saunders_etal_towards_new_indicators_of_disadvantage_deprivation_and_social_exclusion.pdf)

<sup>5</sup> [http://www.lgbtiqintersect.org.au/learning-modules/intersectionality/?fbclid=IwAR1L70Qe3SfXEhv4HjZ9PLx3Rt\\_vWPQuykj0PQ\\_cV0zhDlfJ52LbbH0Q\\_yQ](http://www.lgbtiqintersect.org.au/learning-modules/intersectionality/?fbclid=IwAR1L70Qe3SfXEhv4HjZ9PLx3Rt_vWPQuykj0PQ_cV0zhDlfJ52LbbH0Q_yQ)





## Disability in First Nations Communities

First Nations people with disability and their families are amongst the most seriously disadvantaged in the broader Australian community<sup>6</sup>. However, learning practices in First Nations communities embrace inclusivity. By elevating First Nations perspectives in discussions about access and inclusion, we draw on a deeper understanding for supporting and celebrating people with disability in our broader society. Highlighting and amplifying First Nations

people with disability is crucial to authentically reflecting the richness and diversity of First Nations contemporary experience. Council is currently developing the second iteration of its Reconciliation Action Plan.

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<sup>6</sup> <https://nga.gov.au/about-us/disability-inclusion/>

# OUR PLAN

**One in five Australians have a disability – a very large proportion of our society. Most people will experience some type of disability in their lifetime and many of us are also carers and support people for friends or family members with disability. So, we need to ensure that our attitudes are inclusive, our environments accessible, our workforces diverse and our processes user friendly so that everyone can benefit.**

At Campbelltown City Council, we are committed to delivering on our vision statement, A City of Opportunity for All. We are working towards ensuring that Campbelltown is an inclusive and accessible city that provides equitable and dignified access and opportunity for people with disability who are residents, workers and visitors to our community. We believe that everyone has the right to participate, engage and contribute and we want to ensure that everyone in our community feels included, valued and confident to enjoy everything our city has to offer. However, various barriers exist that need to be removed to provide equitable access to social, civic or employment activities. Barriers are not just physical. They can also include communication, social, transport, attitudinal or other types of barriers. Breaking down barriers helps to

make things universally accessible, diverse and inclusive. This is not only good for people with disability but makes things better for all members of our community – including older people, young children, parents and CALD groups.

Our Disability Inclusion Action Plan (DIAP) is part of our corporate planning framework and aligns to the objectives of the Community Strategic Plan, Campbelltown 2032, our highest-level strategy outlining our community's main priorities and aspirations for the future. The DIAP further supports our community's vision by outlining actions that the whole organisation is responsible for delivering on, to ensure our city is accessible and inclusive for everyone. This 2022-2025 DIAP is built upon the foundations of our first Plan from the period 2017-2021 and informed by a series of in-depth consultations held with community members, local service providers and businesses.

The Disability Inclusion Act 2014 (the Act) was passed by Parliament in August 2014. The NSW Disability Inclusion Amendment Act 2022 also commenced on 1 July 2022. Since 2017, the Act requires 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) every 4 years.



The NSW Government has identified four focus areas where significant barriers to access and inclusion should be addressed. These are the pillars under which our DIAP has been developed and framed:

**1. Attitudes and Behaviours** - attitudes and behaviours of the community towards people with disability which may result in limiting access to employment and/ or opportunities to contribute to social, economic and cultural life.

**2. Liveable Communities** - covers areas such as the built environment, access to transport, community recreation and social engagement.

**3. Meaningful employment** - supporting pathways to employment and employment rates of people with disability inside out outside of Council, across our Local Government Area (LGA).

**4. Systems and Processes** - improving the systems and processes that enable people to access services and supports they need in the community.

Underneath these 4 key areas, a range of strategies and actions have been developed which we will deliver over the next 4 years. These will enable people with disability to have greater access to Council information, services and facilities.

# OUR COMMITMENT TO INCLUSION

An inclusive city will benefit everybody. We value diverse views and perspectives that help to create a stronger community. Activities and events that promote inclusion can deepen our connection with each other. Inclusion reduces disadvantage, isolation and discrimination across the board. Inclusion creates positive impacts throughout all facets of life, including wellbeing, health, employment and education. The positive impacts from inclusion improve social and wellbeing outcomes for everyone. An inclusive community

is a resilient community where everyone feels they belong. Inclusion is only possible when communities are inclusive for all people, including those with physical, intellectual, cognitive and sensory disability, people experiencing mental health conditions and those who are carers.









# STRATEGIC AND LEGISLATIVE CONTEXT

**There are a wide range of broader legislative requirements and strategies which have influenced the development of this Plan. In recent years, there have been significant changes to law and policy in Australia aimed at ensuring the rights of people with disability are upheld and protected.**

A summary of key documents is provided below.

## Council Framework

Council's Disability Inclusion Action Plan 2022-2026 has been developed to align with the Campbelltown **Community Strategic Plan (CSP)**, Campbelltown 2032, the highest-level plan we prepare for the city.

All councils in NSW are required to operate within an Integrated Planning and Reporting (IP&R) framework. The IP&R framework guides how each council develops, documents and reports on their strategic plans under the Local Government Act 1993.

The IP&R framework requires each council to develop and implement a CSP on behalf of the community.

The aim of the CSP is to capture the community's long-term plan for the future, which includes:

- The community's vision (*the aspirations for the future of Campbelltown*)
- The outcomes the community wants to see
- Strategies to achieve these outcomes and vision

The CSP is supported by other strategies and plans developed under the IP&R framework: The outcomes identified in Campbelltown 2032 are:

**Outcome 1** – Community and Belonging

**Outcome 2** – Places for People

**Outcome 3** – Enriched Natural Environment

**Outcome 4** – Economic Prosperity

**Outcome 5** – Strong Leadership

The **Delivery Program** outlines the direct response of the Council to the CSP. It details the specific activities (*projects and programs*) that will be undertaken during its elected term to address the CSP.

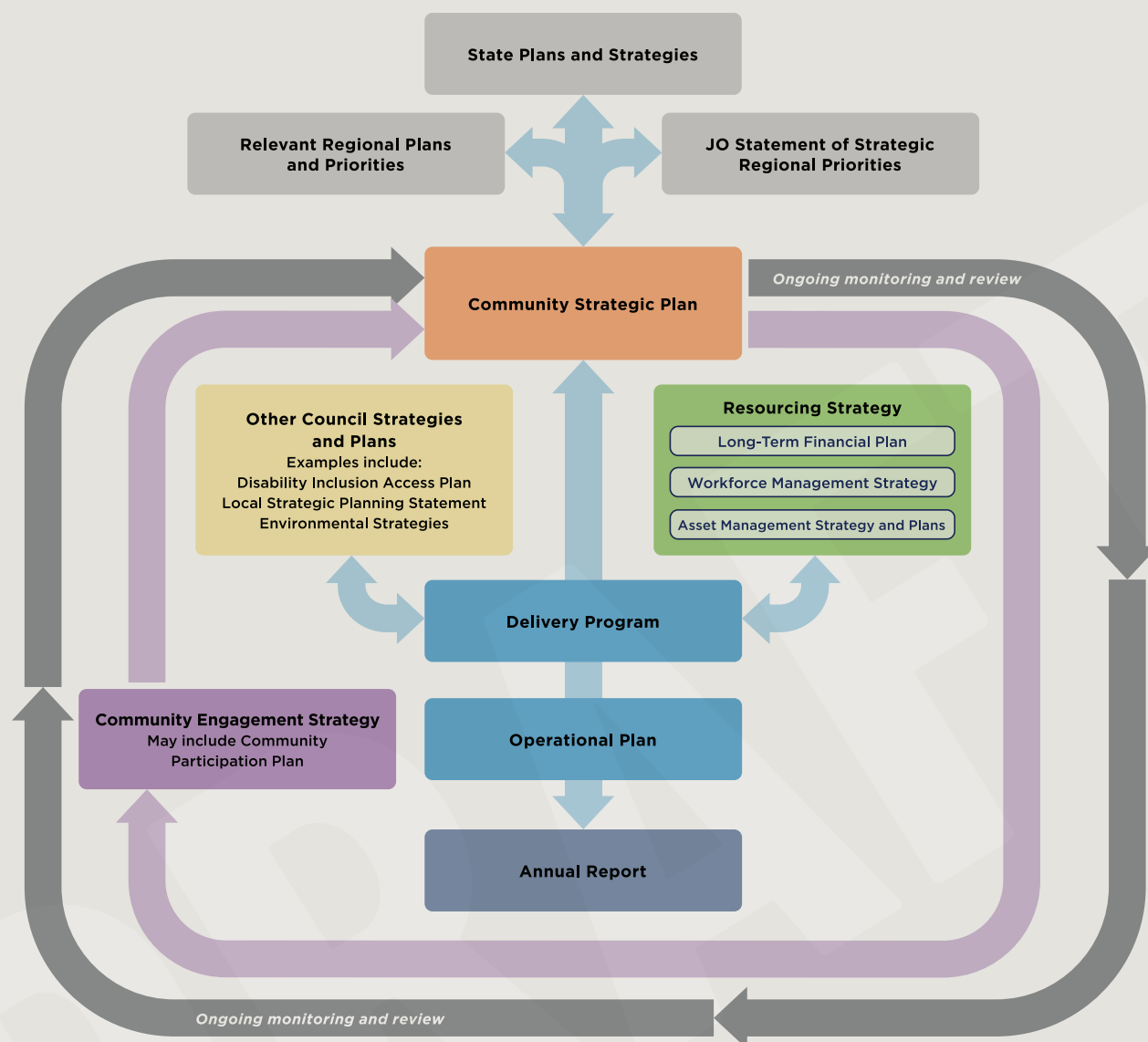
The Delivery Program is supported by the **Resourcing Strategy** which shows how we will leverage our available resources to implement it.

The **Operational Plan** is a sub-plan of the Delivery Program. It outlines the annual activities that will be undertaken as part of the Delivery Program, alongside the annual budget.

**Reports:** Councils prepare a number of reports (*such as Annual Reports*) that capture the progress against the CSP outcomes as well as monitoring the delivery of key activities in its Delivery Program and Operational Plan.

This DIAP will be incorporated into the CSP under the Community Outcomes of Community and Belonging, Places for People and Economic Prosperity. The implementation of the Plan will be incorporated into our Delivery Program and Operational Plans. At the end of each year, we





will report on the progress and outcomes of the Plan to the community in the Annual Report.

## International

Internationally, Australia is a signatory to the UN Convention on the Rights of Persons with Disabilities (2008). This Convention recognises that disability is “an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full effective participation in society on an equal basis with others”.<sup>7</sup>

## National

At a federal level, Australia has had a Disability Discrimination Act for 30 years (released in 1992). Various Australian Standards and Frameworks support this Act, including the Disability (Access to Premises – Buildings) Standards (2010), Building Code of Australia (BCA), Disability Standards for Accessible Public Transport (2002) and Disability Standards for Education (2005).

Since 2014, Australia has implemented the National Disability Insurance Scheme (NDIS) to provide support for Australians with permanent

<sup>7</sup> <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

and significant disability with the reasonable and necessary supports they need to live an ordinary life. Residents of Campbelltown City have had access to the NDIS from 1 July 2017.

In 2019, Australia launched a three-year Royal Commission into violence, abuse, neglect and exploitation of people with disability. This inquiry will provide recommendations to government on how to prevent and better protect people with disability from all forms of violence and abuse, neglect and exploitation; achieve best practice reporting and investigation processes and; promote a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation.

Australia has also recently released its new National Disability Strategy (NDS) 2021-2031. The vision sets out practical changes required to fulfill its vision for an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community. It helps protect, promote and realise the human rights of people with disability through national leadership, guiding public policy activities, influencing mainstream services and systems and engages the whole community in achieving a more inclusive society.

The NDIS was introduced in Australia to provide people with disability greater choice and control by allocating them an agreed individualised funding package to purchase disability supports directly from service providers. This replaced the previous model where government contracted disability service providers through block funding grants to deliver specific services. The NDIS is an outcome of the implementation of the National Disability Strategy 2010 – 2020 that was developed to support Australia's compliance with the United Nations Convention on the Rights of Persons with Disabilities.

The NDIS was first introduced in the Cessnock Local Government Area in 2016 and became available to all eligible people in NSW in 2018.

Other national standards and codes relevant to the delivery of our Disability Inclusion Action Plan include:

- Disability (Access to Premises – Buildings) Standards 2010
- Building Code of Australia
- Australian Standard (AS 1428) – Design for Access and Mobility
- Disability Standards for Accessible Public Transport 2002.



## NSW

At a state level, NSW Parliament passed the Disability Inclusion Act (DIA) in 2014, which along with the accompanying *Disability Inclusion Regulation 2014*, provides the legislative framework for disability inclusion and access planning. This ensures people with disability have the same human rights in the community and provides the legislative framework to guide State and Local Government disability inclusion and access planning.

The Act supports people with disability to access:

- The same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights
- Independent, social and economic inclusion within the community
- Choice and control in the pursuit of their goals, the planning and delivery of their supports and services.

Section 12 of the Act requires councils to develop Disability Inclusion Action Plans that:

- Specify how Council proposes to have regard to the disability principles in its dealings with matters relating to people with disability.

- Include strategies to support people with disability.
- Include details of consultation about the Plan with people with disability.
- Explain how the Plan supports the goals of the NSW Disability Inclusion Plan.


The NSW Disability Inclusion Plan aligns with the Australia's Disability Strategy 2021-2031 and the obligations under the United Nations Convention on the Rights of Persons with Disabilities. The NSW Disability Inclusion Plan provides direction to government and sets a framework for continued consultation and partnership with people with disability, key agencies and members of the community. The Plan has four focus areas for concentrated action identified by people with disability, the NSW Government and community stakeholders. The four areas of action are:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to services through better systems and processes.









The DIA demonstrates the ongoing commitment of the NSW Government to building an inclusive community and requires the government to produce a Disability Inclusion Plan. The NSW Disability Inclusion Plan (DIP) supports the DIA and provides a strategy to implement the Act's objects and principles across government and the community.

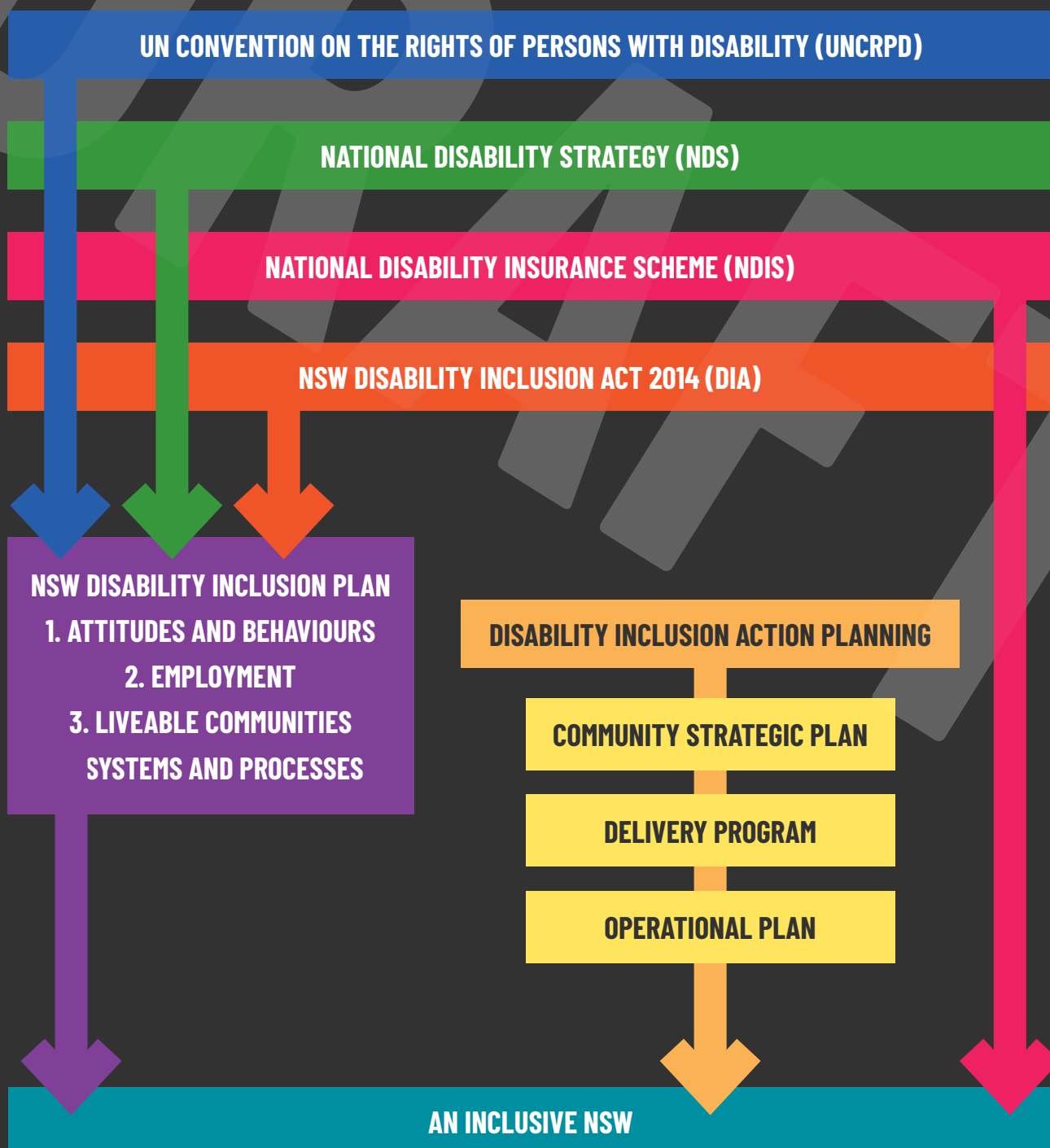
Disability Inclusion Action Plans (DIAPs), also mandated by the DIA, play a critical role in promoting the ethos of inclusion and provide the practical measures by which intent is transformed into action by agencies and local government.

DIAPs outline the practical steps NSW Government agencies and local councils have put in place to break down barriers and promote access to services, information and employment and promote the rights of people with disability.

In July 2022, the new Disability Inclusion Amendment Act 2022 No 35 also came into effect. This requires Councils to re-make their DIAPs every four years and provide them in various accessible formats. It encourages the support of LGBTIQ+ people with disability in a way that

addresses their specific needs and is to be informed by consultation. This is in addition to the other groups which already require their disability needs to be specifically addressed (i.e., Aboriginal and Torres Strait Islander people, women, children and people from culturally and linguistically diverse backgrounds).

Other NSW legislation and standards relevant to the delivery of Council's Disability Inclusion Action Plan include the *NSW Anti-Discrimination Act 1977* and the *Local Government Act 1993 (NSW)* and *Local Government (General) Regulation 2005 (NSW)*.





# DISABILITY SNAPSHOT



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



**4.3%** of 0-14-year-old children identified as needing assistance an increase of 1.2% since 2016.



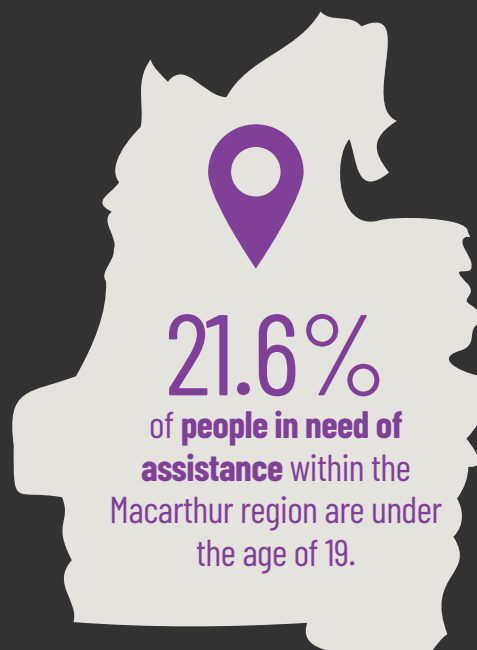
**19.5%** of people in **need of assistance** within the Campbelltown LGA are **under the age of 19**.

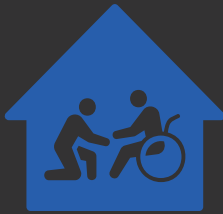


11,184 residents or **6.3%** of the population in **Campbelltown LGA** reported **needing assistance** with core activities compared with 5.2% for Greater Sydney.



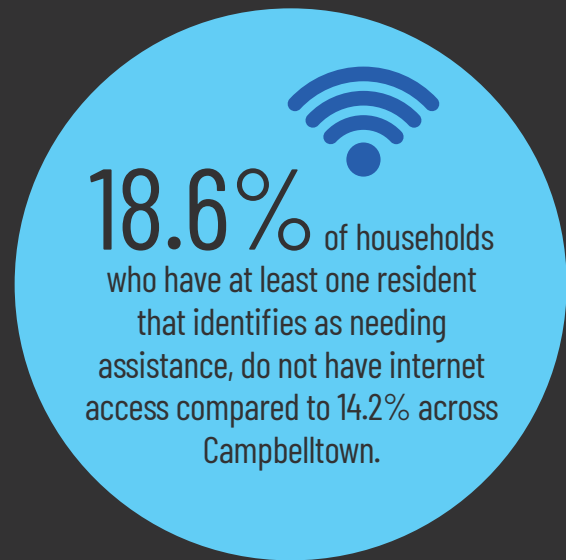
**20.6%** of **65 year and over** identified as needing assistance.





**Campbelltown is estimated to have 27,910 residents living with a disability,**

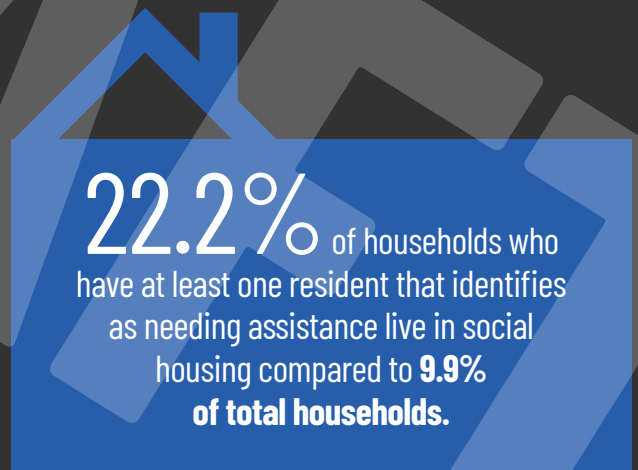
reflecting some **16.7%** of the population. 8,776 (or 5.9%) of these are estimated to have a profound or severe core activity limitation.



**12.2%** of households who have at least one resident that identifies as needing assistance do not have a vehicle.



As of 2016, **20.1%** of households who have at least one resident that identifies as needing assistance, live in **low-income households** (less than \$650 a week) compared to 16.2% of all households across Campbelltown.



**11.3%** of the population who identify as needing assistance hold a diploma or higher compared to 23.8% of the broader Campbelltown population.

As of 2016, the **unemployment rate** for residents who identify as needing assistance was

**18.5%** compared to a broader unemployment rate of 8.0%. The participation rate for residents needing assistance is 12.5% compared to 60.7% for Campbelltown.





# OUR ACHIEVEMENTS TO DATE



**We have been working to improve our programs and services for people with disability for several years, with this Plan building on existing achievements and actions which have since become 'business as usual.'**

A snapshot of key highlights over the life of the previous DIAP 2017-2021 have been included below:

## **ATTITUDES AND BEHAVIORS HIGHLIGHTS**

- Introduction of the Annual International Day of People with Disability events
- Disability awareness training - Let's Talk Disability, Deaf awareness training, and Mental health first aid training rolled out across the organisation

## **LIVEABLE COMMUNITY HIGHLIGHTS**

- Quiet hour and sensory activities introduced at all major events
- Implementation of Master Locksmith Access Keys to facilities
- Carers Packs were distributed to residents who are carers during COVID-19 lockdown
- Little Orange Studio for artists living with disability supported 13 projects during 2020-2021
- AUSLAN tours were introduced at Campbelltown Arts Centre

- Vision Australia's Vision Clear keyboards were installed at all libraries
- Audio description, tactile guided tours, AUSLAN interpretation and relaxed performances programmed at Campbelltown Arts Centre
- Regional Livvy's Place Inclusive Play Space opened at Glenfield
- Milton Park was upgraded to be an inclusive open play space.

### **MEANINGFUL EMPLOYMENT HIGHLIGHTS**

- Monthly work placement program coordinated with local service providers including 8 placements supported
- Increase in staff identifying with disability.

### **SYSTEMS AND PROCESSES HIGHLIGHTS**

- Review of ongoing and future accessible modes and systems. The website currently complies with WCAG 2.0 accessibility functions and incorporates a text to speech

reader and language translation

- Introduction of the Disability Community Contribution of the Year Award category in Campbelltown's Australia Day Awards to celebrate the contribution of people with a disability to the community
- Libraries are making social media and websites more inclusive by using camel hashtags and descriptions on all our photos that we post/use.
- Captioning is now consistently used in videos film and in presentations.



# METHODOLOGY AND CONSULTATION

## What we did

To help shape the 2022-2026 DIAP, we held a series of online surveys for community and our staff from 3 December 2021 until 4 February 2022. We also facilitated online focus groups among community, business and disability sector representatives between 21 to 28 February 2022. A total of 79 participants responded to our online surveys and 30 people attended the facilitated discussions. In addition, we also received feedback via email.

We acknowledge that the community engagement we used to develop our DIAP was restricted by the COVID-19 pandemic. The Public Health Orders and our commitment to ensure the wellbeing and safety of our community prohibited us from hosting in-person events and activities during the development of this Plan. However, a range of feedback methods was provided and the themes emerging from the online surveys and discussions were consistent.

## What you told us

We focused our consultation areas of enquiry around the key outcome areas for NSW DIAPs. Below is a high-level summary of what we heard:

### 1. Attitudes and behaviours:

- Participants agreed that Council listens to community feedback and advised that they felt comfortable accessing our main administration building and facilities.
- Our staff agreed that the disability training provided, supports the organisation to incorporate inclusive practices and disability inclusion.
- Disability inclusion at a range of community activities and events that we host has improved, resulting in better social cohesion and understanding of disability in the broader community. However, there is still room for improvement and participants were encouraging of a quiet area for future events.
- Businesses have a desire to be more accessible and inclusive, but lack knowledge and expertise and have a fear of getting it wrong
- People with disability want to share their stories to create a greater awareness of their strengths, contributions and the need for inclusion across the community to dispel myths and stigmas.

## **2. Liveable communities**

- While the accessibility of many physical spaces within the LGA have improved over time, particularly in parks, there is still further room for improvement. There is a need for additional seating, shade and wheelchair accessible outdoor spaces (e.g. wheelchair accessible concrete pads in parks).
- There was high praise for Livvi's Place (Glenfield) and Milton Park Playground (Macquarie Fields) for their inclusive play spaces and design.
- There is not enough accessible parking spaces in the area, even though current allocations are based on the minimum standards. Participants noted that accessible parking spaces are often misused and there needs to be more community awareness around accessible parking usage.
- Master Locksmith Access Keys (MLAK) for facilities owned by Council and in commercial premises are often damaged, preventing MLAK keys from working.

- Some street crossings are not suitable for people using mobility aids resulting in family or social groups having to separate to cross the road.

## **3. Meaningful employment.**

- Our staff feel that they participate in appropriate employment training and that the work experience opportunities provided offer valuable pathways supporting people with disability to move into employment.
- Council employs a number of people who identify as having a disability, but this number should continue to grow over time.
- Businesses in Campbelltown discussed the benefits of employing people with disability and what a valuable asset these staff are to their businesses. Other businesses have a desire to employ people with disability but had concerns about "not getting it right". They felt a campaign led by locally employed people with disability could support their understanding and capacity to employ people with disability.



#### **4. Systems and processes**


- There was no clear-cut response to how we can best communicate with people with a disability. Some preferred printed and posted materials (such as newsletters), others prefer digital communication direct to their devices while others preferred to access the website themselves. Providing information in a variety of accessible formats is important.
- There was a consensus that an App be developed with specific information for our community members with disability and their carers.

Overall, participants had constructive feedback and good ideas to share with us about how we can continue to increase disability access and inclusion over the next four years. It was noted that while we as a council have control and responsibility over some things (our buildings, parks, libraries, leisure centres, communications, events, programs, employment and projects), we don't have control over others (public transport, events not run by us, the NDIS, other organisations). Our role to influence external organisations and advocate for positive change was acknowledged.









## **From community survey – Questions:**

### **Why is having a Disability Inclusion Action Plan important to you?**

*People with disability deserve equal access to physical spaces, events, work, social life and society must play an active role in this.*

*Because it takes everyone working together to build an inclusive community for people with a disability.*


*Because it lets my daughter and her friends be more included within the community, getting them active and making new friends, experiencing new things.*

*Parks, footpaths and bushwalking tracks that are wheelchair friendly are extremely important to me as I feel that our town offers such beautiful bushland and outdoor areas, sadly a lot of these are not accessible for wheelchairs.*

*The City needs to be inclusive of all citizens and those with a disability should not be marginalised.*

*For many parents, leisure time and holidays can be isolating times as they face barriers accessing the community. I think we have a real opportunity to create some great initiatives.*





*As a parent of a child with severe autism and global delay, I want him to access the local community. Campbelltown Council has achieved some great things for inclusivity, and I think we can further build on this to make the community even more accessible.*

*It makes a better community; it allows the entire community to participate and thrive in their environment and it role models the behaviours we want our children to grow up with and continue.*

*Because without a plan there's no accountability to ensure a better future for Campbelltown.*

*It acknowledges the people with a disability (includes family and carers) who live/work in the community that you care. This plan shows that you have heard the concerns, seen the struggles and is willingly to adjust to accommodate for their needs.*





# GOVERNANCE, MONITORING AND IMPLEMENTATION

**Actions within this DIAP will be built into our operational planning processes, to ensure they are embedded and delivered. Specific measures have been set in place to ensure we are delivering on all outcomes and actions.**

We are committed to continuous improvement and are keen to draw on ongoing community feedback and work in partnership with relevant organisations to ensure we meet our goals.

To support the implementation of this Plan, we will form an internal Working Group of Council staff responsible to execute actions identified in the DIAP.

We may also engage other experts, partners and stakeholders with lived experience of disability to assist us with Plan implementation or specific activities as required.

Our 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 and remains relevant, it will be regularly monitored and evaluated to ensure it continues to be fit for purpose, with progress measured against the outlined strategies.

Monitoring and review will take place via:

- Consultation with internal and external stakeholders
- Regular reviews with the Working Group
- Progress and changes reported to Council annually through the Integrated Planning and Reporting process
- DIAP progress will be reported on via our publicly available Annual Report and a copy forwarded to the Minister at the end of each financial year.



# OUR ACTION PLAN

## 1. Develop positive community attitudes and behaviours

Relevant Strategy link:

Campbelltown Community Strategic Plan 2032 – Community and Belonging

OUTCOMES	ACTION	TIMEFRAME	RESPONSIBILITY	PERFORMANCE MEASURE
1.1 <b>Raising staff competence and confidence</b> <b>Staff are informed and empowered to engage appropriately with people with disability</b>	a. Deliver inclusion training such as “Let’s Talk Disability” across the organisation on an annual basis	Ongoing	City Governance People and Performance	Type of training delivered. Number of sessions run. Number of people attending each session. Number of people reporting an increase in engagement, understanding or awareness (via post-training survey). Education and Care Service Educators to undertake further training in providing inclusive programs and environments for children with disability enrolled in Council services.
	b. Provide front-line Council staff with tailored Disability Awareness Training, to enable them to best support the needs of people with disability	Ongoing	City Governance People and Performance	Number of sessions run. Number of people attending each session. Number of people reporting an increase in understanding or awareness. Monitor Customer Service feedback.
1.2 <b>Raising local business skills and awareness</b> Increase disability competence and confidence of local businesses in the local area.	a. Scope the potential to provide training for local businesses to assist them in being more accessible and inclusive in their practices	Year 2	City Growth and Economy City Marketing and Economy Working Group.	Scoping completed and shared with the
1.3 <b>Visibility and representation</b> Ensure Council materials reflect our diverse society	a. Ensure all Council’s marketing and promotional material is representative of diversity and includes reference to disability.	Ongoing	Office of General Manager Communications	Materials reviewed with Working Group and/or inclusion staff with Comms team at least once per annum. Imagery of people with disability (which is visible/known) to reach at least 5- 10% of all images by the end of this DIAP.
	b. Develop opportunities for Council staff, residents and workers living with disability to share their stories with the community (e.g. ‘Living Libraries’ project, website profile stories)	Scoping Year 1 Delivery Year 2	City Lifestyles <i>Community Life</i> City Lifestyles <i>Community Learning and Library Services</i> Office of the General Manager <i>Communications</i> City Growth and Economy <i>Creative Life</i>	Plan scoped (Year 1) Stories delivered (Year 2)
	c. Creation of an inclusive image resource library	Year 1 and ongoing	Office of General Manager Communications	Image library completed and updated annually

1.4 <b>Community activities</b> Facilitate partnerships with stakeholders to provide activities for people with disability to socially connect.	a. Encourage an increased number of activities and/or programs to be delivered locally for people with disability that aims to promote social connectivity with the broader community	Scoping Year 2 Delivery Year 3	City Lifestyles <i>Community Life</i> City Lifestyles <i>Community Learning &amp; Libraries</i>	Scope plan and perform needs analysis via consultation with disability community and organisations, plan shared with Inclusion staff (Year 2). Awareness campaign, training and promotion delivered (Year 3).
	b. Support organisations and community partners via training to be confident and develop skills to implement activities for people with disability of all ages.	Scoping Year 2 Delivery Year 3	City Lifestyles <i>Community Life</i>	Needs analysis performed via survey targeting organisations and community partners (Year 2). Program of training delivered (Year 3).
1.5 <b>Disability engagement activities</b> Celebrate the achievements of people with disability	a. Council acknowledges and celebrates staff and community members with disability	Ongoing		Australia Day Award category honours the Inclusion efforts of a local resident (number of nominees). Gift of Time recognition (Number of people with disability receiving Gift of Time certificates). International Day of People with Disability is celebrated by Council.
1.6 <b>Leadership</b> Encourage a culture of inclusion and ambition across the organisation	a. Convene monthly Working Group meetings involving staff responsible to execute actions identified in the DIAP.	Ongoing	City Lifestyles <i>Community Life</i>	Monthly Working Group meeting convened. Annual report on DIAP progress provided to Council through the IP&R Reporting Framework. Collate feedback, reflections and suggestions on an ongoing basis.

## 2. Creating Liveable Communities

Relevant Strategy link: Campbelltown Community Strategic Plan 2032 – Places for People

STRATEGY	ACTION	TIMEFRAME	RESPONSIBILITY	PERFORMANCE MEASURE
2.1 <b>Parking and street access</b> Improve the accessibility of street access and parking.	a. Improve continuous accessible path of travel and pedestrian movement, to enable people using mobility aids to use the same route as the broader community through implementation of the current Pedestrian Access and Mobility Plan	Ongoing	City Delivery <i>Infrastructure</i>	Implementation of Pedestrian Access and Mobility Plan
	b. Review number and layout of accessible parking spaces in Council owned carparks and kerbside parking in community in lieu of feedback to increase the number of spaces and improve compliance of current spaces.	Years 1-2	City Delivery <i>Infrastructure</i>	Scoping completed (Year 1), plan developed (Year 2) and implementation commenced Year 2).
	c. Increase monitoring of illegal use of accessible parking, alongside an awareness campaign to increase community understanding of accessible parking purpose.	Ongoing	City Development <i>City Standards, Compliance and Waste</i>	Number of incident reports. Reduction in illegal parking in accessible parking spaces over time.
2.2 <b>Accessible bathroom facilities</b> Increase accessible amenities across the area.	a. Increase the number and quality of accessible toilets and introduce Adult Change Facilities in parks, libraries, leisure centres, community halls and other local areas.	Years 1-4	City Delivery <i>Open Space</i>	Annual review of current number, location and features of toilets and change facilities to identify gaps (Year 1). Develop plan for installation (Year 2) Implementation (Year 3-4).
	b. Master Locksmith Access Keys (MLAK) locks to be regularly checked and maintained.	Ongoing	City Delivery <i>Infrastructure</i>	Annual review of MLAK locks to ensure they are in good working order.
2.3 <b>Outdoor spaces</b> Improve accessibility of playgrounds and parks.	a. Include universally accessible infrastructure (seating, tables, water, shade, fencing) across Council's reserves and recreational parks as they are being built, redeveloped or refurbished.		City Delivery <i>Open Space</i>	Number of parks built and redevelopments that include accessible infrastructure.
2.4 <b>Council events</b> Increase inclusion and accessibility at all Council events.	a. Finalise the Inclusive Events Guidelines	Year 1	City Lifestyles <i>Community Life</i>	Inclusive Events Guidelines published and available on Council website.
	b. Access and inclusion information is included in marketing materials for Council events and activities.	Ongoing	Office of General Manager <i>Communications</i>	Marketing templates annually.
	c. Provide appropriate quiet or sensory spaces at events and activities.	Ongoing	City Lifestyles <i>Community Life</i> City Lifestyles <i>Community Businesses</i> City Lifestyles <i>Community Learning &amp; Libraries</i>	Review event layout and proposed quiet spaces prior to each major Council event.
	d. Improve overall event accessibility by increasing signage, continuous accessible paths of travel (e.g., ramps) and accessible parking at all Council events and activities.	Ongoing	City Lifestyles <i>Community Life</i>	Access plan developed prior to each major Council event.



2.5 <b>Influencing other events</b> Positively influence other event organisers to embed access and inclusion in their events.	a. Encourage external groups and organisations facilitating events at Council venues to consider inclusion.	Ongoing	City Lifestyles <i>Community Life</i>	Inclusive Events Guidelines published and available on Council website.
	b. Scope potential training to build the capacity of community event organisers, providers or producers to deliver inclusive events.	Year 2	City Lifestyles <i>Community Life</i>	Scoping completed and shared with Working Group.
2.6 <b>Community activities</b> Increase the range of number of accessible and inclusive community activities at Council run premises.	a. Increase range and number of accessible programs and activities at Campbelltown Arts Centre.	Ongoing	City Growth and Economy <i>Creative Life</i>	Number of inclusive activities and programs; % increase from previous year. Number of attendees.
	b. Increase range and number of accessible programs and activities at Council libraries.	Ongoing	City Lifestyles <i>Community Learning and Library Services</i>	Number of inclusive activities and programs; 5% increase from previous year 85% of attendees enjoyed the program or 85% of attendees made a new connection as part of the program Number of attendees.
	c. Increase range and number of accessible programs and activities at Council's leisure centres.	Ongoing	City Lifestyles <i>Community Businesses</i>	Accessible programs are included in leisure centre planned activities. Number of inclusive activities and programs. Number of attendees.
	d. Develop and explore further ways to support children with disability in Education and Care Services.	Ongoing	City Lifestyles <i>Education and Care Services</i>	Increased programming for children with disability enrolled in Council services.
2.7 <b>Capital works</b> Set baseline standards for facility access requirements.	a. Develop a universal design building access guide for all Council upgrades and new projects to ensure all major capital works in the LGA including provisions for people with disability.	Year 2	Any council section undertaking capital works	Checklist is reviewed annually. Checklist/Guide is developed and integrated into planning documents. Ensure design is included in the new Library and temporary library
2.8 <b>Wayfinding and signage</b> Ensure key areas across the LGA are easy to navigate.	a. Conduct a review of wayfinding around key areas across the area, with a view to developing a Wayfinding Strategy.	Year 2 and 3	City Growth and Economy <i>City Strategy</i>	Review conducted on popular assets in city centre. Wayfinding Strategy and Plan developed.
2.9 <b>Public transport</b> Introduce more accessible ways of getting to and from places across the LGA.	a. Collaborate with, Transport for NSW to increase the accessibility of trains and buses across the LGA. Ensure any future transport strategies in the LGA include provisions for people with disability.	Year 1 and ongoing	City Growth and Economy <i>Economic and Investment Growth</i>	Needs of people with disability are included in future transport strategies. Planning templates updated with prompts to question level of public transport.

### 3. Support Access to Meaningful Employment

Relevant Strategy link: Campbelltown Community Strategic Plan 2032 – Economic Prosperity

STRATEGY	ACTION	TIMEFRAME	RESPONSIBILITY	PERFORMANCE MEASURE
3.1 <b>Employment at Council</b> Ensure through the recruitment process that no one with a disability misses out on a position as a result of their disability.	a. Continue to a review HR policies and processes (including recruitment and selection guidelines) to ensure these are inclusive.	Ongoing	City Governance <i>People and Performance</i>	Increase in number of people with disability securing roles at Council.  Monitor feedback from applicants on their experience of applying for a role with Council.
	b. Councils recruitment training to include inclusive recruitment practices.	Ongoing	City Governance <i>People and Performance</i>	Training delivered every two years. Number of training participants.
	c. Capture data about staff who identify as having disability.	Ongoing	City Governance <i>People and Performance</i>	Question included in all relevant staff surveys. Number of staff with disability increasing over time.
3.2 <b>Staff access requirements</b> Ensure structures are in place to support staff with disability	a. Make sure Council promotes the provision of reasonable adjustments in the workplace. Ensure that job applicants, new employees and existing employees are aware of this and the process of how to arrange a reasonable adjustment.	Year 1 and ongoing	City Governance <i>People and Performance</i>	Reasonable adjustment policy included in HR policy.
	b. Continue to support flexible working arrangements for staff	Ongoing	City Governance <i>People and Performance</i>	Flexible work policy reviewed regularly and shared with all staff.  Number of staff using flexible working arrangements.
3.3 <b>Career pathways</b> Support pathways to develop skills and employment experience for people with disability	a. Continue to provide high quality, targeted employment opportunities through the Council trainee/Apprenticeship programs.	Ongoing	City Governance <i>People and Performance</i>	Program reviewed every two years.  Number of trainee participants who identify as having disability.  Number of trainees reporting a positive experience.  Number of trainees securing an ongoing role in or outside of Council within 6-months of program completion.
	b. Continue to provide work experience opportunities at Council.	Ongoing	City Governance <i>People and Performance</i>	Number of participants who identify as having disability.
	c. Provide assistance to job seekers with disability through skills development training and mentoring	Year 3-4	City Governance <i>People and Performance</i>	Training and mentorship opportunities scoped (Year 3). Delivery and feedback (Year 4).
3.4 <b>Local business employment</b> Support employment within local businesses	a. Connect local businesses with Disability Employment Services and Service Providers	Year 3	City Growth and Economy <i>City Marketing and Economy</i>	As part of the training, broker connections between Disability Employment Services and Service Providers with local businesses to support people with disability gaining employment.

#### 4. Systems and Processes

Relevant Strategy link: Campbelltown Community Strategic Plan 2032 – Community and Belonging/  
Places for People

STRATEGY	ACTION	TIMEFRAME	RESPONSIBILITY	PERFORMANCE MEASURE
4.1 <b>Continuous consultation</b> Ensure programs and services for people with disability are designed by and with people with disability.	a. Include people with disability in consultation on services and facilities, planning proposals projects and events that are open for public input.	Ongoing	Office of General Manager Communications	Review engagement options and resources, development of inclusive engagement guidelines.  Community consultations and feedback opportunities provide access services to enable people with disability to participate.
4.2 <b>Access and inclusion information</b> Ensure Council provides information about its access services	a. Promote our accessible infrastructure and facilities via our website	Year 1 and ongoing	Office of General Manager Communications	Resource created that lists all our facilities that have accessible options/ places, including toilets, parks, reserves and other Council facilities and programs (e.g., leisure centre, libraries, arts centre). Regularly update.
	b. Scope the development or availability of an App with specific information for community members with disability and their carer.	Year 2	Office of General Manager Communications	Scoping and market review completed.
	c. Include information about access in all our promotional material and signage.	Ongoing	Office of General Manager Communications	Review content annually.
4.3 <b>Website, social media and publications</b> Increase the accessibility of our website, social media and publications	a. Ensure website maintains a minimum of AA WCAG2.1 rating, by producing guidelines/checklist for all staff to update content to adhere to, to ensure website rating doesn't drop.	Ongoing	Office of General Manager Communications	Guidelines produced for all staff with access to edit website.  Conduct one WCAG2.1 website audit throughout the life of this DIAP to ensure website rating is maintained.
	b. Implement an inclusive approach to social media, such as the use of image descriptions and the use of #CamelCase for people who are vision impaired when utilising the hashtag feature.	Year 1	Office of General Manager Communications	Develop an inclusive Social Media policy for all Council staff responsible for social media posts to follow.  Social media sample reviewed annually.
	c. Council to develop a policy and procedure where relevant information and documents can be requested in a range of accessible formats.	Year 2	Office of General Manager Communications	Policy and procedure is developed and shared across organisation.



	STRATEGY	ACTION	TIMEFRAME	RESPONSIBILITY	PERFORMANCE MEASURE
4.4	<b>Collaboration</b> Increase opportunities for disability providers to collaborate with Council and advocate to key stakeholders on issues impacting inclusion and access for our community.	a. Develop and implement opportunities to partner across the Macarthur Councils to establish an effective disability network.  b. Support local disability organisations to improve their skills and confidence in advocating to all levels of government.	Year 1 and ongoing	City Lifestyles <i>Community Life</i>	Campbelltown City Council along with Camden Council and Wollondilly Shire Council to jointly facilitate the Macarthur Disability Network.  Terms of Reference developed.  At least 4 meetings annually.
4.5	<b>Continuous improvement</b> Ensure feedback, surveys and complaints processes are accessible.	a. Develop a policy to ensure feedback and consultation are offered in multiple formats. Ensure question about the quality of the access provided is included when seeking feedback on all Council services and events.	Year 3	Office of General Manager <i>Communications</i>	Policy developed to ensure feedback and complaints processes are accessible and include accessible questions.  Feedback surveys are available in multiple formats.

# CONTACT US

Our Plan is available to the public through our website and accessible formats are available on request. This plan is also registered with the NSW Disability Council and Australian Human Rights Commission (AHRC).

We value community feedback on our progress in meeting the goals and actions outlined in our DIAP. We encourage individuals and organisations to share their thoughts and experiences with us to ensure our continued improvement.

Please contact us with questions or feedback via our **Customer Service Centre on 02 4645 4000** or email us at [community.life@campbelltown.nsw.gov.au](mailto:community.life@campbelltown.nsw.gov.au)

If you need an interpreter, please call **TIS National on 131 450** and ask them to call **Campbelltown City Council on 02 4645 4000**.

If you have a hearing or speech impairment, please contact the National Relay Service: **Voice Relay number: 1800 555 660** and ask them to call **Campbelltown City Council on 02 4645 4000**.

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CAMPBELLTOWN