



**CAMPBELLTOWN CITY
DISABILITY INCLUSION
ACTION PLAN**

2017-2021

e Reader version

Acknowledgement

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 or 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.

Contents

Mayor's Foreword

| | |
|---|-------|
| 1. What is the purpose of this plan? | 1 |
| 2. Why inclusion is important | 2 |
| 3. The context | 3-5 |
| 4. Disability in our community | 6-11 |
| 5. What you told us | 13-16 |
| 6. Council's role in disability access and inclusion | 17 |
| 7. What we do already | 18-20 |
| 8. What we will do over the next four years | 21-45 |
| 9. How we will deliver and monitor implementation of the plan | 46 |
| 10. References | 47 |

Mayor's Foreword

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

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

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.

Disability increases as people age and statistics that 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%.

There is variation across South Western Sydney in the age of people with disability. 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.

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

Campbelltown population and household forecasts

Campbelltown City is located in Sydney's south-western suburbs, between 30 and 50 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.

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.

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 within Council
- Inclusion and participation across all community, activities and projects not just disability specific

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.

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.

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.

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 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.

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.

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 |
|--|---|
| 1. Developing positive community attitudes and behaviours | Our city is welcoming and inclusive |
| 2. Creating liveable communities | An accessible community |
| 3. Supporting access to meaningful employment | Everyone can work and learn in our city |
| 4. Improving access to services through better systems and processes | An informed community |

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.

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