

2023-2027

# Disability Inclusion Action Plan



**The Disability Inclusion Action Plan (DIAP) is a living document that builds on the successes of Council's Disability Inclusion Action Plan 2017-2021.**



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Council acknowledges the  
Dharawal people as the  
traditional custodians of this  
land and pay our respects to  
their Elders both past  
and present

## Mayor's message

Camden Council celebrates our diverse community and commitment to supporting and improving equity of participation for people with disability that live, work, study or visit Camden.

Our Disability Inclusion Action Plan 2023-2027 is our commitment to delivering outcomes that promote diversity and support increased opportunities for people with disability. It recognises the importance of access and inclusion across the whole community, including our built environments and spaces, information and communication, continuous opportunities for voices to be heard, positive community attitudes and behaviours toward people living with disability. We look forward to working with services, community, and businesses to make Camden a more inclusive and accessible place now and for the future.



*Therese Fedeli*

Mayor of Camden

## Executive Summary

Our Disability Inclusion Action Plan (DIAP) 2023-2027 has been developed in accordance with the NSW Disability Inclusion Action Planning Guidelines for Local Government's four key focus areas including:

- Attitudes and Behaviours;
- Liveable Communities;
- Employment; and
- Systems and Processes.





The plan was developed in consultation with Council's Camden Access Reference Group and with the support, knowledge, and expertise of people with disability, their families and carers, community groups, businesses, Council staff and other non-government and government organisations.

Council would like to acknowledge the valuable information provided and thank all who participated in the development of the plan. There are many organisations, groups and individuals that have played a role in supporting the delivery of these initiatives.

Implementation of the plan and outcomes will be achieved by Council working in partnership with local community, services, organisations and businesses to deliver the plans outcomes.

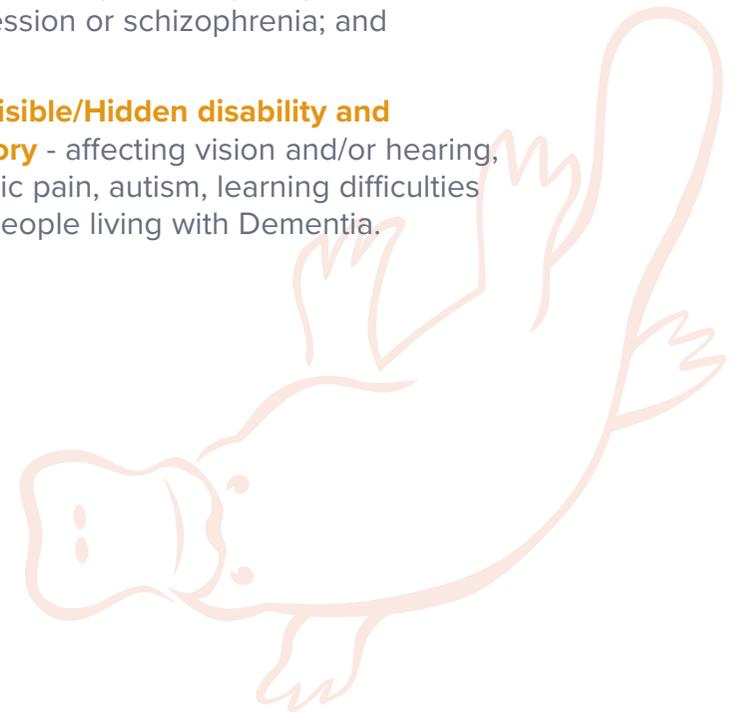
Council's support of access and inclusion will be highlighted in an annual review, to acknowledge the commitment to the four focus areas and strategic action achievements.



## Introduction

Living with disability can be a universally diverse experience for everyone. This group of people can include individuals who were born with disability, as well as those who acquire disability during their life through accident, ageing or illness. It can also include physical, sensory and non-visible disability. The categories of disability include:

- **Physical** - affecting mobility and/or a person's ability to use their upper and/or lower body;
- **Neurological** - affecting a person's ability to control their own movements, e.g., cerebral palsy;
- **Intellectual** - affecting a person's judgement, ability to learn and communicate;
- **Cognitive** - affecting a person's thought processes, personality and memory e.g., acquired brain injury;
- **Psychiatric** - affecting a person's emotions, thought processes and behaviour e.g. clinically diagnosed depression or schizophrenia; and
- **Nonvisible/Hidden disability and Sensory** - affecting vision and/or hearing, chronic pain, autism, learning difficulties and people living with Dementia.



## Definitions

- **Access** – The removal of barriers that enable the ability or right for a person to engage in an activity and communicate in a way that is equitable and dignified.
- **Accessible** – An outcome where a person is able to enter, exit and make use of a facility.
- **Advocacy** – The process of influencing policy decisions, systemic processes or resource allocation with a social system or institution.
- **All Abilities** – Events, programs or facilities and infrastructure that are designed to be inclusive of all people in the community.
- **Carer** – A person that provides support to a person living with disability, a medical condition, mental illness or frail aged.
- **Changing Places** – A public toilet facility that provides an adult change table, ceiling hoist, a peninsular toilet, shower, privacy screen and additional circulation space to meet the needs of people with complex disabilities and their carers.
- **Community Engagement** – The process of working collaboratively with community to co-design and develop actions for continuous improvement.
- **DA** – Development Approval – DA is a legal document that allows you to undertake a development. DA's specify the design and other documents that the development must follow.
- **DIAP** – Disability Inclusion Action Plan
- **Disability** – The loss or reduction of a functional ability that may be of a physical, intellectual, psychiatric, neurological or sensory nature.
- **Discrimination** – Any action, behaviour, policy, procedure or practice that intentionally or otherwise results in differential treatment of a person or group.
- **Facilities and Amenities** – The physical and public environment includes commercial and public buildings, toilets, parks, shopping precincts and footpaths.

## Definitions continued

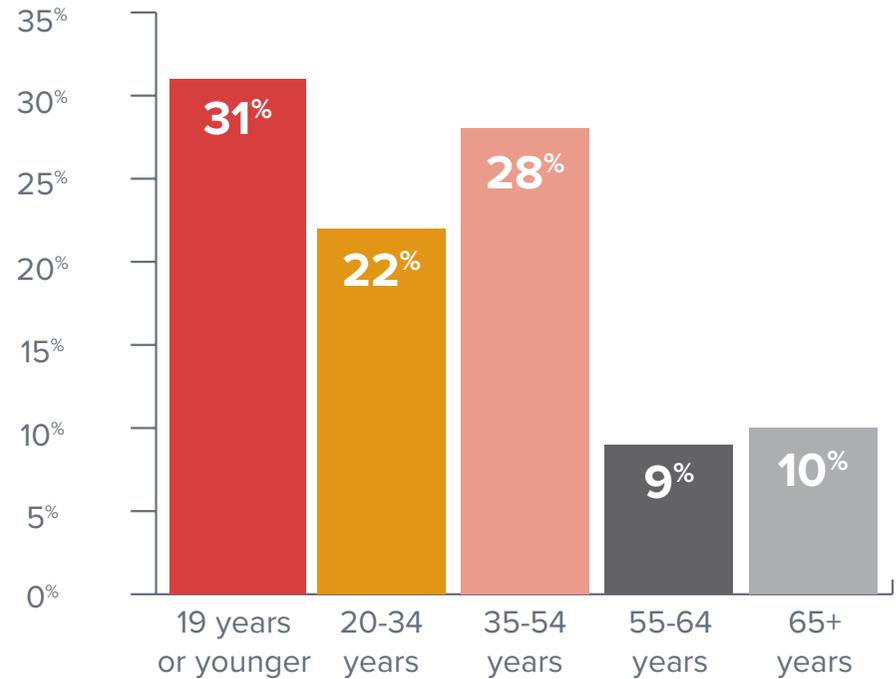
- **Inclusion** - Is about valuing all individuals, giving equal access and opportunity to all and removing discrimination and other barriers to involvements.
- **LGA** – Local Government Area
- **PwD** – People with Disability
- **Quiet Spaces** – A quiet zone, space or place that is specifically set aside from business, noise or activities, that are not crowded and have/offer reduced sensory stimulation to adults or children to relax.
- **Reasonable Adjustment** – Changes to the work environment. Facilities and amenities that allows people with disability to work safely and productively.
- **Universal Design** – Refers to broad-spectrum ideas meant to produce building, products and environments that are inherently accessible to people of all abilities.



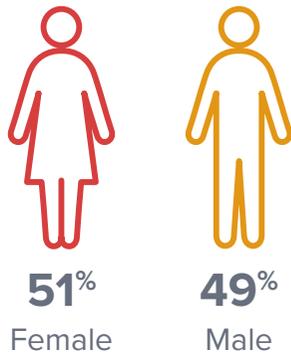
# The Camden Local Government Area (LGA)

## Age Profile

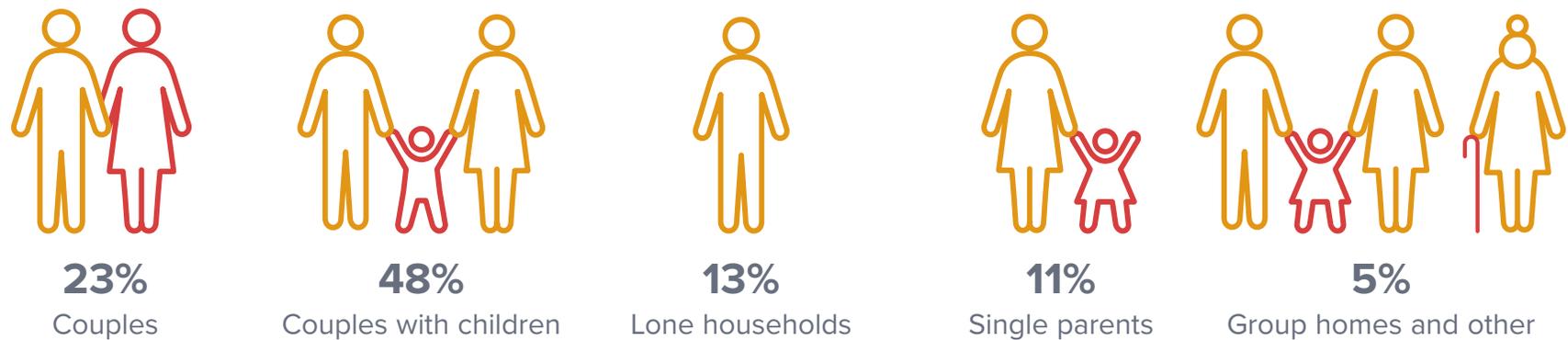
Camden LGA has a younger age profile than the total NSW population, with high proportions of young families.



## Gender Profile



## Households



## Diversity

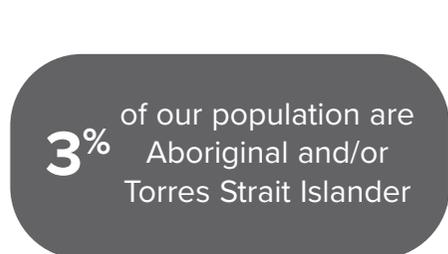


### Top 5 Countries of Birth

1. Australia
2. India
3. England
4. New Zealand
5. Philippines



### Top 3 languages



2021 Australian Bureau of Statistics, Census of Population - Camden

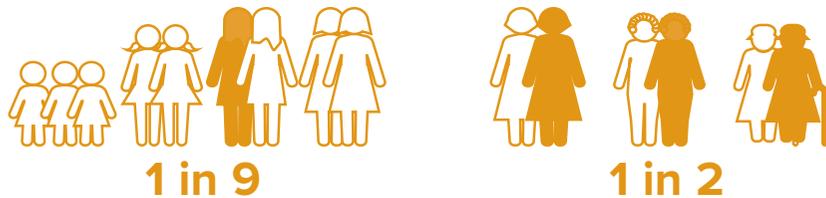
# Disability in Australia

About 4.4 million Australians, or 1 in 5 people live with disability<sup>(1)</sup>



**4.3%** of people living in Camden **have had a need for assistance**, meaning they need help with their day to day lives due to disability<sup>(3)</sup>

The likelihood of living with disability **increases with age**. **1 in 9** people aged 0-64 live with disability, compared to **1 in 2** people aged 65+<sup>(2)</sup>



People with disability are diverse – they come from all different backgrounds, have different types of disability and varying needs for support.

**42%** of adults with disability rate their health as poor or fair, compared to 7% of adults without disability<sup>(2)</sup>

**59%** of people with disability need help with at least one daily living activity<sup>(2)</sup>

**47%** of adults with disability have experienced violence after the age of 15<sup>(2)</sup>

1. ABS 2018, 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings 2. Australian Institute of Health and Welfare 2019, People with disability in Australia 3. 2016 Australian Bureau of Statistics, Census of Population Camden Community .id Profile



**1 in 5**

people with disability who delayed seeing a doctor, did so because of the cost<sup>(2)</sup>

**1 in 10**

employed people aged 15-64 with disability are underemployed<sup>(2)</sup>

**3 in 10**

employed people aged 15-64 with disability want to work more hours<sup>(2)</sup>



**59%** of people with disability receive income support, compared with **15%** of people without disability<sup>(2)</sup>

**59%**

**15%**

1. ABS 2018, 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings 2. Australian Institute of Health and Welfare 2019, People with disability in Australia 3. 2016 Australian Bureau of Statistics, Census of Population Camden Community .id Profile

## Disability in Camden

### Disability Inclusion Action Plan Survey 2022 Results

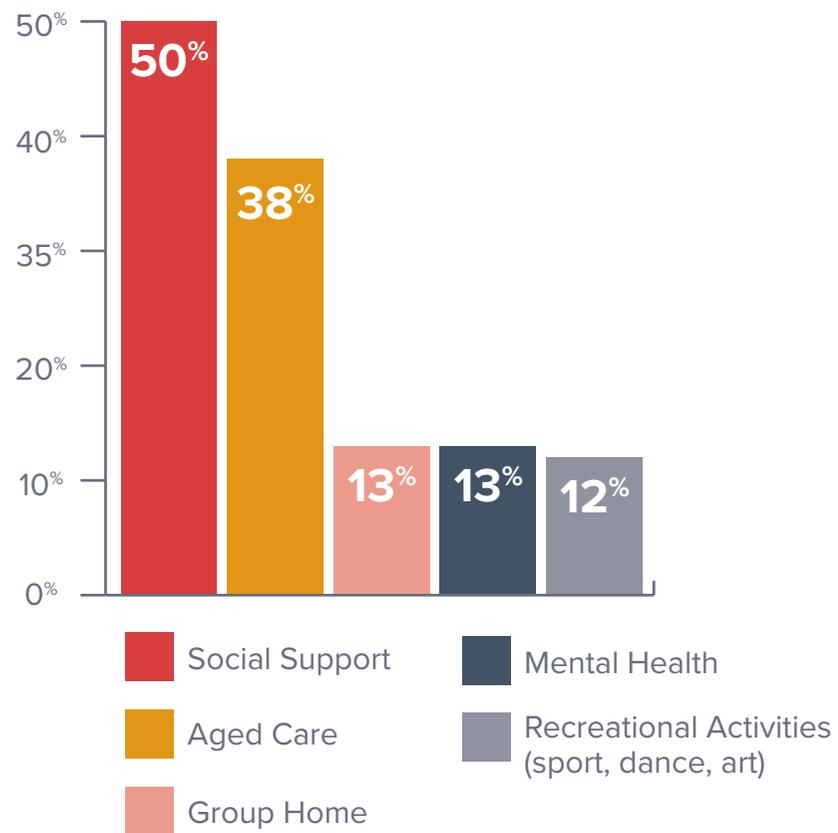
Council undertook various formats of consultation including focus groups, community and reference group consultations, conversations and target based surveys. This provided an opportunity for people from diverse backgrounds and abilities to be heard and have an open discussions about existing resources, needs and improvements, which Council can utilise, to make Camden a more inclusive and accessible community. The consultations and community conversations allowed for feedback on emerging needs, thoughts, ideas and aspirations to be obtained. This is what our community told us.



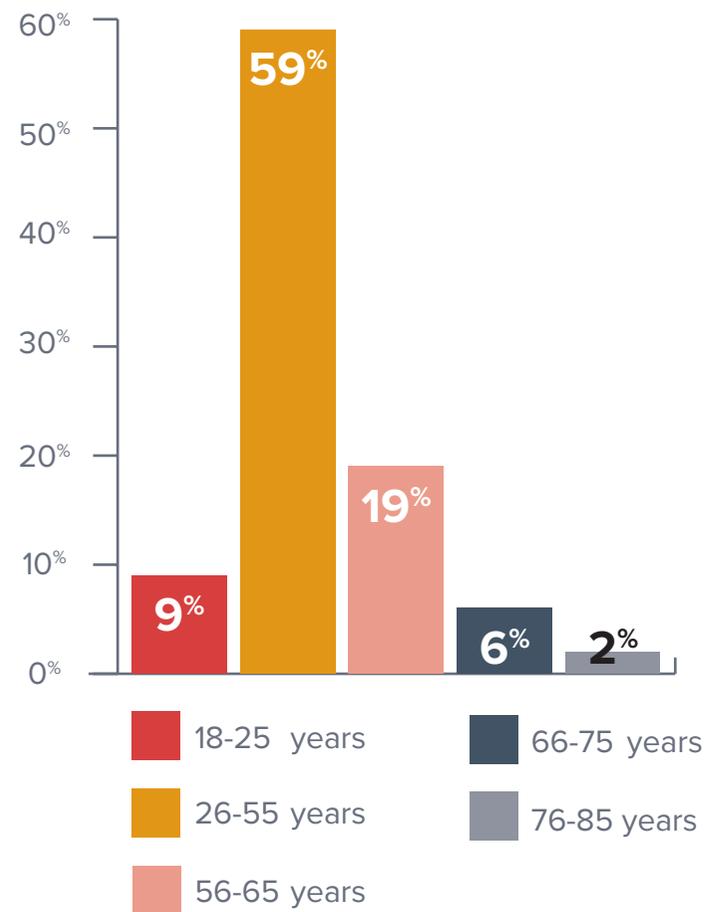
\*Survey participants could select multiple response options

## Disability Inclusion Action Plan Survey 2022 Results

### Disability Organisations



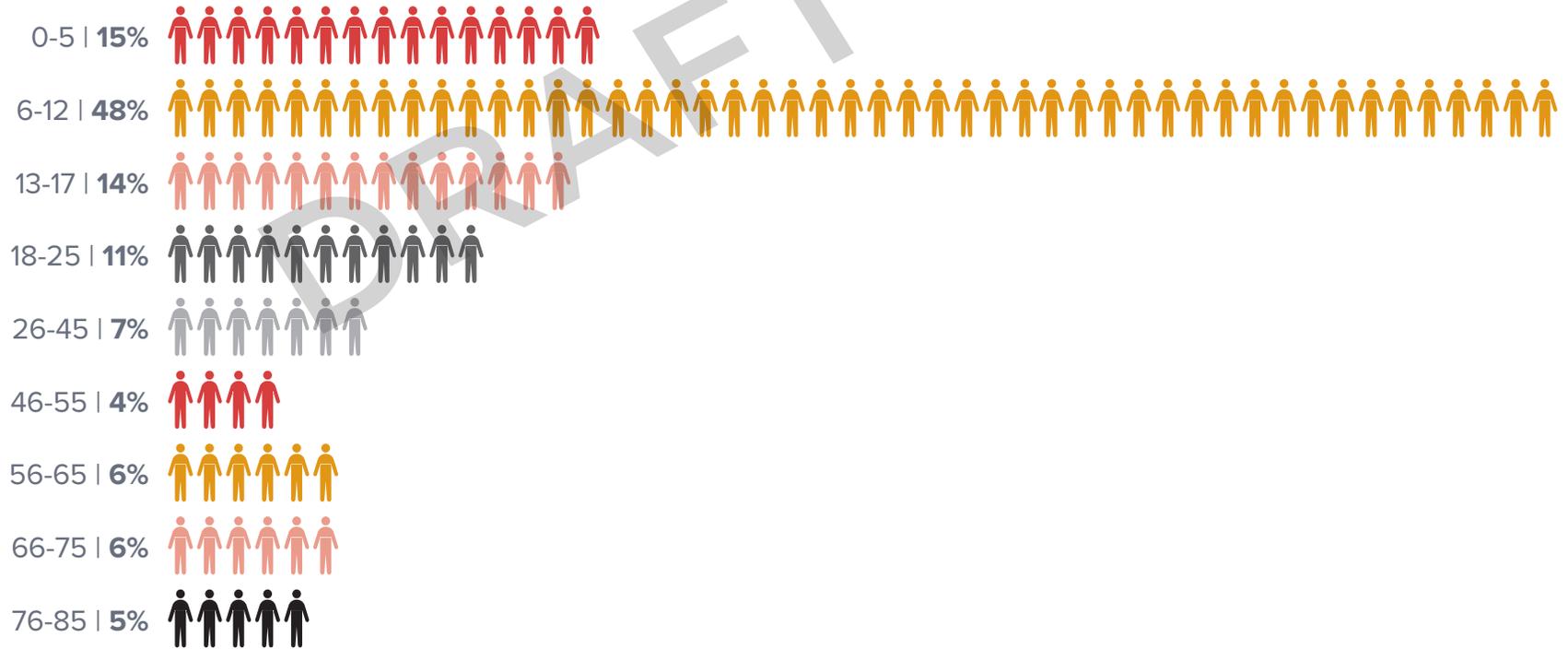
### Age of people providing care:



\*Survey participants could select multiple response options with some participants caring for more than 1 person

### Disability Inclusion Action Plan Survey 2022 Results

#### Age of the person or people being cared for:



**12%** of participants identified as an Aboriginal or Torres Strait Islander person

**20%** of participants are from a culturally diverse background

\*Survey participants could select multiple response options





## Community Consultation

### Focus Group Conversations

Emerging themes and feedback from approximately 300 survey results provided the information to form a series of consultations and focus groups.

PwD, their families, carers, service providers and local businesses participated in community conversations. They all shared their needs, knowledge, ideas and experiences to improve access and inclusion across the Camden LGA.

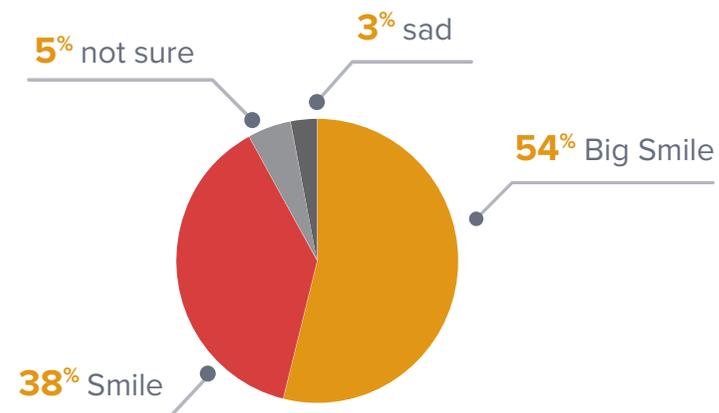
A focus across all consultations of people with disability, included participants identifying the intersectionality of characteristics such as being LGBTIQ+, culturally diverse, Aboriginal or Torres Strait Islander people, young people, seniors and the need for support and education. By identifying this need, quality services can be provided in a world where individuals identify and express multiple characteristics within different groups. This is embedded throughout the strategic actions of the DIAP focusing on supporting the diverse needs of community, specific groups and individuals.

Council will continue to provide safe and accessible environments, that are supportive and inclusive to consult with community and organisations, specific groups and individuals across this four year plan to ensure continuous inclusion and access improvements.

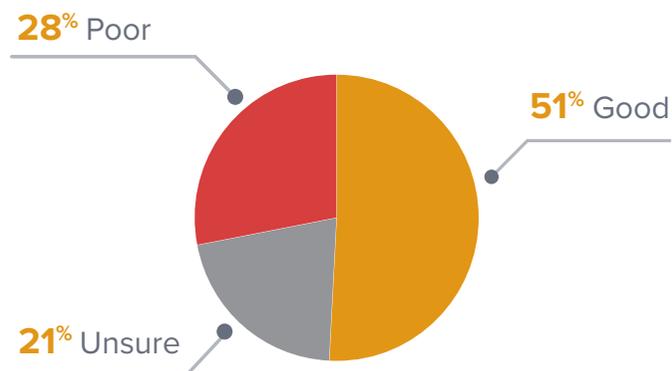
## Community Engagement

Community, Disability Sector and Council Staff shared their thoughts, experiences and aspirations though surveys. From approximately 300 survey results this is what they told us:

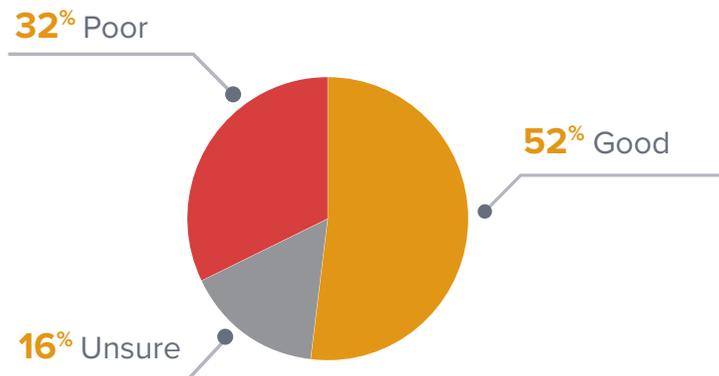
How big a smile does living, studying or working in the Camden area give you?



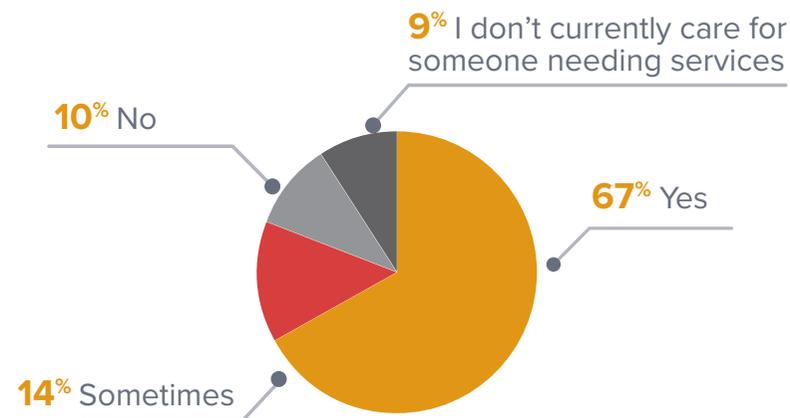
How would you rate Camden Council's provision of accessible public facilities (toilets, parking, adult change facilities)?



How accessible and inclusive are community events, recreational spaces, activities and programs?



Do you often need support services?



## Community Engagement

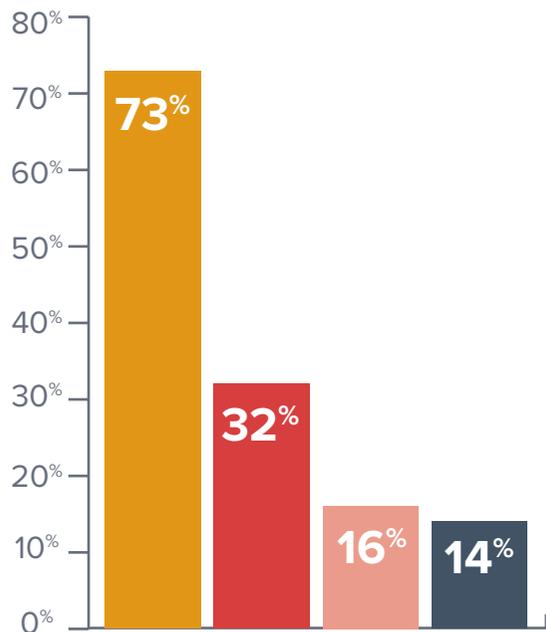
Top six services that PwD in Camden LGA connect with across the Macarthur region:



## Community Engagement

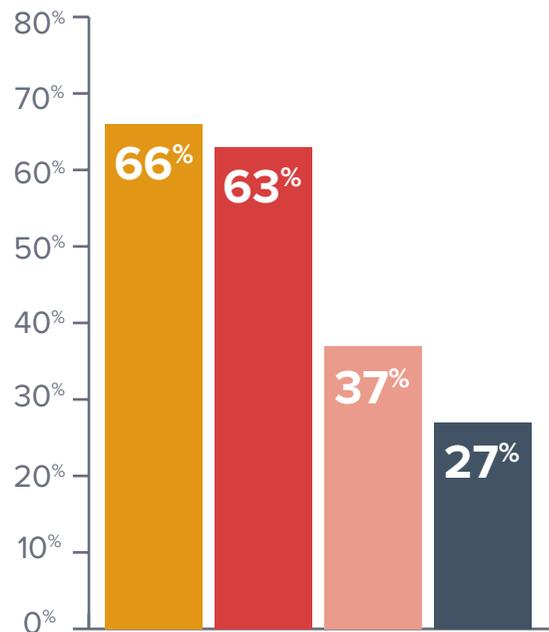
Community, Disability Sector and Council Staff shared their thoughts, experiences and aspirations though surveys. This is what they told us:

How people prefer to connect with Camden Council



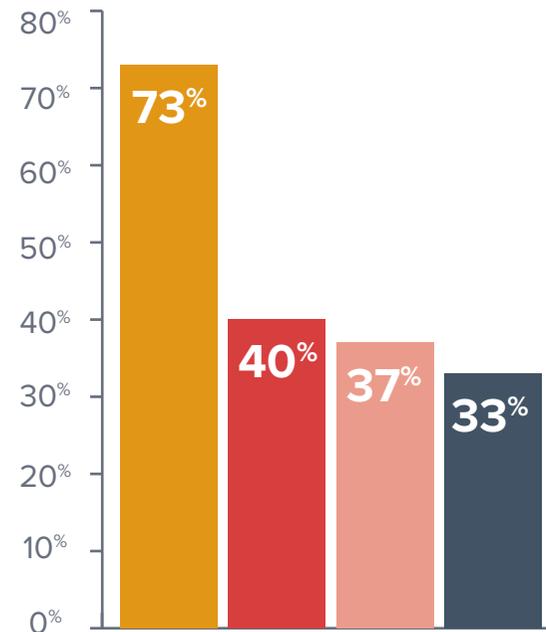
- Email
- Telephone
- SMS or text
- Social media post

How people prefer to learn about events, services and activities



- Email
- Social media posts
- Flyers and printed materials
- Council websites

How people would like to have a voice about issues that affect them



- Surveys
- Online Forums
- Focus Groups
- Being a part of an advisory group or committee

\*Survey participants could select multiple response options

## Important factors for a more accessible and inclusive Camden

The following factors are key themes across the action plan with a focus on the four key areas.

### Surveys and Consultation Results

Important factors you want for a more **accessible** Camden are:



Important factors you want for a more **inclusive** Camden are:





## A Review: Disability Inclusion Action Plan 2017 - 2021 Key Achievements

1. Create Accessible and Liveable Environments by continuously improving accessibility of existing facilities and promote well-being. What we have achieved to date
  - Accessibility improvements made to existing buildings, signage, seating and equipment as a direct result of access audit recommendations.
  - Over 100 free Master Locksmith Access Keys (MLAK) provided to eligible Camden residents.
  - Provided and continue to provide Accredited Changing Places public toilet facilities in two locations at Curry Reserve and Dawson–Damer Park.
  - Offered and continue to offer free hire of six child and adult size all terrain wheelchairs that provide and improve access to the water play and recreation areas of Curry Reserve and Dawson-Damer Park for children and adults living with disability.



**Provided and continue to provide Accredited Changing Places public toilet facilities in two locations at Curry Reserve and Dawson–Damer Park.**



- New amenities in parks and open spaces that take the needs of people with disability into account providing accessible BBQ's, picnic tables, pathways and play equipment.
- Accessible age friendly equipment available at 17 locations across the Camden LGA.
- 5.4km of new accessible footpaths in areas heavily used by older people and located near aged care facilities.
- Taxi vouchers provided for PwD to travel to and from Council meetings, events and programs.
- Delivery of the Bins 4 Blokes Campaign, each male public toilet facility in the Camden LGA has a disposal bin available for incontinence products for boys and men who need them.
- Provided and continue to provide additional sessions at events to cater for people with disability including quiet zones with sensory play at community events.
- Provided and continue to provide quiet zones at larger community events.

## 2. Support Access to Meaningful Employment

### What we have achieved to date;

- Partnerships established and strengthened with local service providers that support access to employment.
- Partnerships built with local disability employment services to provide information and promote their services.
- Provided and continue to provide ongoing service delivery space at Council's Julia Reserve Youth facility to accommodate Disability Employment Organisations on a regular weekly basis to support access to local employment services for PwD.
- Council initiatives presented at monthly Disability Network Forums and information sharing with disability employment service providers.
- Provided opportunities for work experience for students with hidden and physical disability and challenging behaviours from local special needs schools.

### 3. Promote Positive Attitudes and Behaviours

#### What we have achieved to date;

- Promoted and encouraged people with disabilities to actively participate in various community groups, activities and project.
  - Provided Disability Inclusion Resource Kits (book packs) at libraries that encourages preschools, school groups and the public to borrow.
  - Provided Storytime sessions that focus on Social Inclusion and encourage discussion about all abilities and differences and talk with children about recognising all abilities.
  - Delivered a series of monthly health, wellbeing, and social connection activities for all abilities not just disability specific. Approximately 20% of participants are people with disability.
  - Delivered a series of sensory walks and activities at Mount Annan Botanic Gardens for children with sensory needs and people living with dementia.
  - First Council in NSW to be recognised as 'Communication Accessible' and awarded the Communication Access Symbol.
  - Camden Council frontline staff completed a series of Disability Awareness and Communication Accessible training programs
- and assessments to be registered as an approved Communication Access Symbol Organisation.
- The Communication Access Symbol lets people know that Council is communication accessible, enabling staff to communicate successfully with people with communication difficulties. Communication tools developed and available to help people get their message across and understand what people are telling them.
  - Production of an online video celebrating International Day of People with Disability highlighting the inclusive and accessible resources, programs, facilities, equipment and recreational places and spaces Camden has to offer.
  - Bi-monthly Community Access Reference Group meetings. Members work proactively and in partnership with Council and other community organisations/services to raise awareness and address access and inclusion issues of concern across the Camden area through a consultative, collaborative and action-orientated approach.



- Active membership in various State and Local advocacy working groups including:
  - South West Sydney Elders Abuse Collaborative
  - Macarthur Disability Network
  - South West Sydney Dementia Network
  - Local Government NSW Council Ageing & Disability Network
  - Macarthur Ageing Forum
  - Aged Care Connector Governance Group
  - Delivery of programs promoting diversity, access and inclusion including Social Inclusion Week, Carers Week, International Day of People with Disability, Harmony Week, Seniors Festival, Café Connect, Call Connect, Virtual Connect, Dementia Specific programs.



**Disability Inclusion Resource Kits are available at libraries for preschools, school groups, mothers' groups and the community to borrow. Each pack contains books themed about disability and inclusion with learning guides and discussion points for talking to children about disability and recognising all abilities.**



#### 4. Remove Barriers to Systems and Processes

##### What we have achieved to date;

Improve access to services through better systems and processes by:

- Promoting disability awareness, training and services throughout networks and Council's websites.
- Delivery of Disability Awareness training to Council staff, services and community grant projects.
- Upgraded website to access and centralise information.
- Provided large font books to Disability Services and to support Camden's book bus project.
- Offered a user-friendly access code system via a pin pad for people with disability to access the Accredited Adult Changing Places facilities at Curry Reserve and Dawson Park Water Play Space.
- Provided picture and gesture-based communication books and boards throughout Council's front-line services and libraries to support people with communication difficulties to source and connect with Council services.
- Community Connections in various forms including one-on-one conversations through our Call Connect project to engage with residents and reduce risk of isolation and provide information and referral.
- Development of the Virtual Connect DVD project which provided a series of online videos and DVD's that included information, wellbeing activities and lifelong learning initiatives from local services and businesses across the Camden LGA. The DVD is free to Camden residents and available in a variety of accessible formats.



**Provided and continue to provide picture and gesture-based communication books and boards throughout Council's front-line services and libraries to support people with communication difficulties to source and connect with Council services.**



## Camden’s Strategic Framework includes Key Connecting and Supporting Internal Strategies and Plans:

The DIAP 2023-2027 is guided, connected, and supported by a diverse range of strategies and plans across Council.

The Community Strategic Plan is the highest level of strategic planning, providing a vision that reflects the aspirations of the community.

### Camden Council Community Strategic Plan 2036

#### “Connecting Camden”

Camden is a connected, diverse, and thriving community embracing opportunities of growth, while valuing our rich heritage and protecting and sharing responsibility for our natural environment.

The Community Strategic Plan 2036 delivery is grounded in the social justice principles of equity, access, participation, and rights of our community.

The Disability Inclusion Action Plan 2023-2027 sits under Council's Community Strategic Plan 2036 and works in partnership to deliver outcomes across its five key directions:

- **Welcoming** - embracing our vibrant and diverse community;
- **Liveable** - strong and integrated connections between our people and our services;
- **Prosperous** - advancing local economic opportunities and job creation;
- **Balanced** - providing sustainable and responsible solutions that enhance our heritage and natural environment; and
- **Leading** – a successful advocate for our people and places.

A diverse range of teams within Council provide support, knowledge, expertise and experience to deliver projects and activities aligned with the DIAP's planned outcomes, highlighted below:

[Disability Inclusion Action Plan 2017-2021](#)

[Active Ageing Strategy 2016-2026](#)

[Camden Libraries Strategy 2021-2025](#)

[Children and Families Strategy 2018-2021](#)

[Communications and Community Engagement Strategy](#)

[Cultural Activation Strategy 2022-2026](#)

[Economic Development Strategy 2022-2026](#)

[Spaces and Places Strategy 2020](#)

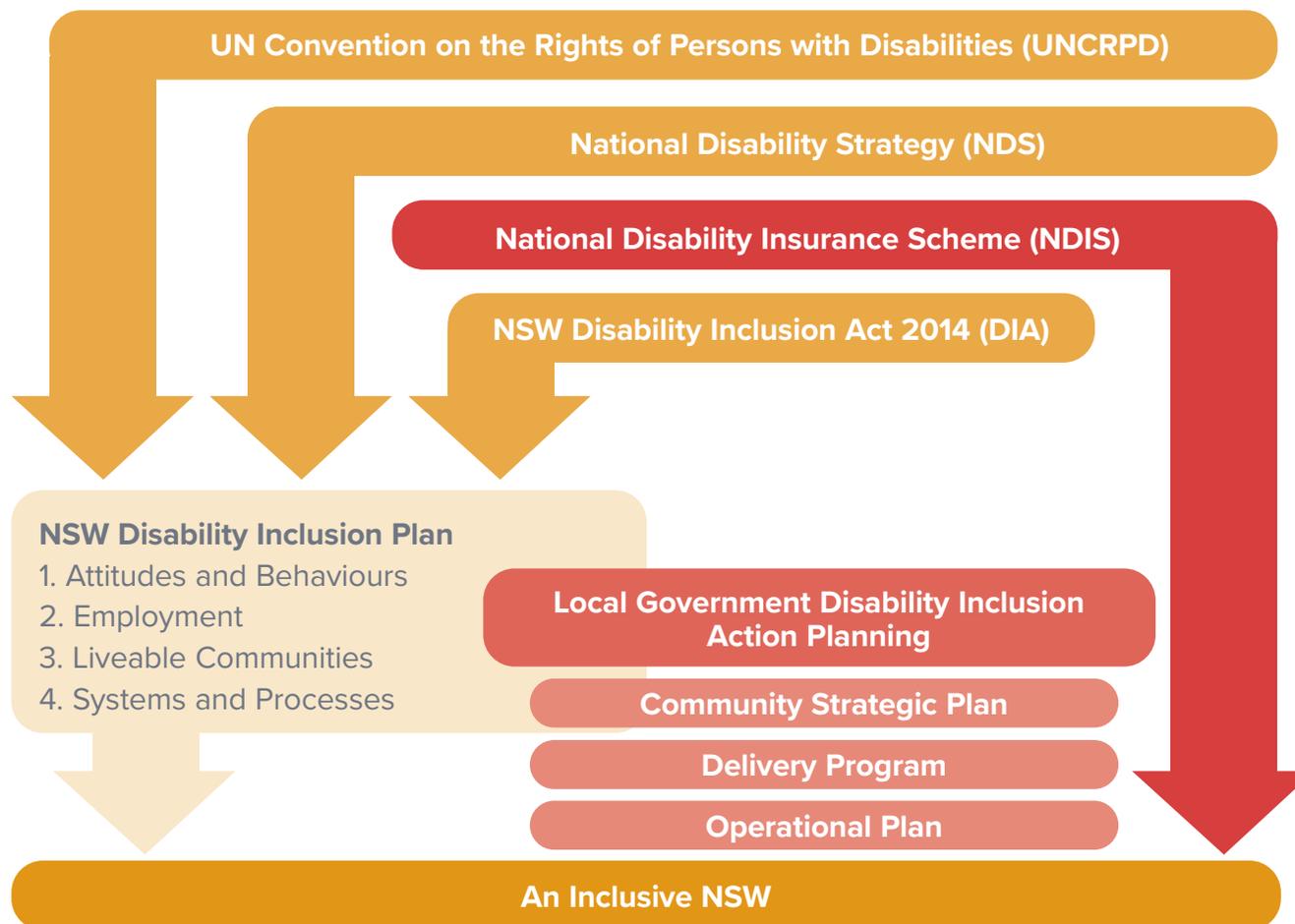


# Disability Inclusion Action Plan Development Process

The Plan identifies shared outcomes and strategic actions that have been prepared to meet the requirements of the Disability Discrimination Act 2014.

This diagram shows the relationships between the relevant policy and legislative documents. Source: Disability Inclusion Action Planning Guidelines Local Government. In addition, Council is also guided by the following standards, policies, protocols, plans and strategies:

- Australian Standards (AS1428) – Design for Access and Mobility;
- NSW Government – Everyone Can Play Guidelines; and
- Alzheimer’s Australia Vic - Dementia Friendly Toolkit for Local Government.



# Disability Inclusion Action Plan Development Process

## How Council developed the Disability Inclusion Action Plan





# ACTION PLAN 2023-2027

## Focus Area 1: Attitudes and Behaviours

Improve and encourage positive community attitudes and behaviours towards people with disability in the community.

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
1.1	Increase opportunities for PwD to participate in volunteering opportunities with Council.	Continue to create a sustainable and inclusive program to overcome, reduce or remove barriers to participation for PwD in Council volunteering opportunities.	<p>Proportion of PwD represented in advisory committees and reference groups.</p> <p>Proportion of opportunities for PwD in Council led volunteer programs.</p>	<p>Giving a voice to PwD during consultations.</p> <p>Consultation with PwD regarding urban planning and design to create accessible communities and public spaces.</p>
1.2	Enhance understanding of inclusion and participation in Council volunteers.	<p>Develop an inclusive volunteering opportunities program.</p> <p>Ensure volunteers receive appropriate training.</p> <p>Ensure volunteers are supported by Disability Awareness trained supervisors.</p>	Identified pathways to inclusive and accessible volunteering and training.	PwD are seeking opportunities to volunteer in their community, through Council, community and services support.



## Focus Area 1: Attitudes and Behaviours continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
1.3	Advocate regarding key issues relating to PwD in the Camden LGA at the state and federal level.	<p>Build sector capacity to advocate for and deliver services for PwD.</p> <p>Collaborate with Macarthur Councils to support the disability sector in the broader Macarthur region.</p> <p>Prioritise issues raised by community, services and businesses which are outside of Council's jurisdiction and develop advocacy strategies with Disability Networks to address those.</p>	Disability Network forums and meetings are hosted on a regular basis.	<p>Importance of strategic partnerships to address gaps in service provision.</p> <p>Importance of ongoing consultation with regular structured network meetings.</p>
1.4	PwD establish/ expand sustainable supports and social networks.	Develop partnerships with community organisations with a view to delivering regular programs and activities for all ages and abilities.	Increased proportion of partnerships developed, and sustainable programs delivered.	Creating an inclusive community where PwD can actively participate in society and not feel excluded or separated.



## Focus Area 1: Attitudes and Behaviours continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
1.5	Address inappropriate use of accessible parking spaces.	<p>Develop awareness campaigns which highlight respect and consideration, to encourage the community to keep accessible parking spaces available for PwD.</p> <p>Promote and provide information on reporting illegal use through Council's customer portal.</p>	Number of campaigns regarding correct use of accessible parking spaces.	Concerns with use of accessible parking spaces being misused.
1.6	Positive representations of PwD in Council materials.	Include and promote positive images of PwD to acknowledge their value and respect in the community across Council documents.	Number of Council publications using positive images of PwD.	Creating an inclusive community where PwD are positively portrayed in society and do not feel excluded or separated.



## Focus Area 2: Liveable Communities

### Creating Accessible and Inclusive Communities

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
2.1	Financial support for groups and service providers who advocate for and work with PwD.	<p>Continued delivery of the Community Small Grants program with consideration of projects that benefit PwD.</p> <p>Promotion of projects delivered through this program.</p>	<p>Number of organisations and groups supported.</p> <p>Quality and outcomes of grant projects reported.</p>	Opportunities for community groups and services to get financial support.
2.2	Enhance road and transport safety knowledge.	Facilitate a range of community education programs addressing the need for safe transport options for PwD.	<p>Driver, mobility scooter and pedestrian road safety education programs are delivered.</p> <p>Training programs on safe entry and exit of buses for mobility device users are promoted.</p>	More opportunities to learn about safe travel and participate in a range of road safety and community education transport training programs.



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
2.3	Continue to improve footpath and walkway access.	Improve the path network and crossings through Council's pedestrian strategies.	Number of metres of improved path network. Number of crossings improved.	Continuous improvement to construction and maintenance of local roads and footpaths.
2.4	Support children and families with additional needs due to trauma or disability.	Continue to build the capacity of out of school activity providers (e.g. coaches and Out of School Hours Care services) to understand children's behaviours and make reasonable adjustments to include all children.	Provision of educational resources to coaches and out of school hours services.  Promotion of training and workshop opportunities relating to children with disability or additional needs	Greater access to inclusive childcare services for children with additional needs.
2.5	Cyber Safety education for parents and children with disability.	Deliver Cyber Safety education workshops for parents and children with disability.	Targeted cyber safety workshops are delivered annually.	Training designed to engage with children with disability and child safety on the internet.



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
2.6	Current and future facilities and play spaces are inclusive of all PwD.	<p>Apply the principles of Universal Design to play spaces with reference to the NSW Government's Everyone Can Play Guidelines.</p> <p>Prioritise upgrades to improve accessibility in existing regional and neighbourhood facilities.</p>	Play spaces are designed for children of all ages and abilities and consider the needs of adults with disability, their families and carers in line with the Everyone Can Play Guidelines.	<p>Opportunities for PwD to socially connect, learn, develop skills and knowledge.</p> <p>Spaces such as easily visible quiet spaces to be designed for all PwD focusing on the needs of children as well as adults.</p>
2.7	Sporting teams for all abilities.	Support the development of all abilities sporting teams across mainstream sporting clubs.	All abilities teams are promoted for development and piloted.	Mainstream sporting clubs create pathways for all-abilities teams.
2.8	Disability access is considered in the assessment of Development Applications across Camden LGA.	Continue to refer all relevant Development Applications for public facilities to the Access Group for comment.	Number of DAs referred to the Camden Access Reference Group.	PwD have an opportunity to inform design and development of key public spaces and events.



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Measurement of success	Link to Consultation
2.9	Improve accessibility at Council events to facilitate social connections.	<p>Develop Access and Inclusion Event Guidelines that provide best practice processes for the delivery of inclusive and accessible events.</p> <p>Implementation of quiet spaces and sensory zones at larger scale events and festivals.</p>	<p>Occasions of accessible and inclusive zones provided at events.</p> <p>Utilisation of accessible inclusive zones provided at events.</p>	Access for PwD (adults and children) is needed at community events and including access to quiet spaces.
2.10	Future community facilities and play spaces are accessible and inclusive for diverse abilities and all ages.	<p>Prioritise upgrades to improve accessibility in existing Regional and Neighbourhood facilities.</p> <p>A focus on designing play spaces to be safe for young children, including fenced in areas and be accessible and inclusive for people with a physical and hidden disability</p>	<p>Spaces and places have accessible standards in key aspects including equipment, surfacing and supporting amenities.</p> <p>Improve accessibility of existing buildings and facilities.</p> <p>Play spaces have accessible and inclusive sensory play and equipment to suit a variety of abilities.</p>	<p>In design and development phases of various sensory needs focusses on the needs for children and often overlook the needs of adults.</p> <p>Easily visible and accessible quiet spaces, with adjoining sensory spaces and places that were planned to be calming environments, are necessary for all ages.</p>



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Measurement of success	Link to Consultation
2.11	Continue to support dementia friendly initiatives across communities.	<p>Build on existing framework to improve dementia friendly environments.</p> <p>Raise awareness, acceptance and understanding.</p>	<p>Dementia friendly programs are promoted and delivered.</p> <p>Awareness raising campaigns are developed and promoted throughout local business and community.</p>	<p>Creating an inclusive community where PwD can actively participate in society and not feel excluded or separated.</p> <p>Social connections and broader understanding within the community is important to people living with dementia.</p>
2.12	Continue initiatives that support PwD to socially connect and participate in the community.	<p>Provide Master Locksmith's Access Keys (MLAK) keys to eligible residents to access Council facilities.</p> <p>Continue Bins4Blokes Campaign providing incontinence bins in male public toilets.</p> <p>Deliver accredited Changing Places facilities.</p> <p>Promotional campaign which informs residents of initiatives and supports for PwD.</p> <p>Provide taxi vouchers to assist with transportation to Council meeting, activities and events.</p>	<p>Number of campaigns indicating locations to access through accessible communication formats including email, printed materials, social media and Council websites.</p>	<p>Importance of MLAK keys for Council facilities with continuous improvement in this space.</p> <p>Models for inclusion such as Dawson-Damer Park and Curry reserve are exceptional and appreciated by the community.</p>



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Measurement of success	Link to Consultation
2.13	Continue to identify and provide opportunities for inclusion and participation across community groups, activities and projects.	<p>Develop partnerships across Council teams, services, businesses and community groups to promote and provide information on a diverse range of activities to diverse groups.</p> <p>Noting the importance of inclusion outside disability specific programs.</p>	Number of accessible pathways achieved through increased access to broader community initiatives.	Creating an inclusive community where PwD can actively participate in society and not feel excluded or separated.
2.14	Geographical place- based information for specific accessible and inclusive equipment and facilities including toilets, parking and hearing loops.	Develop publicly accessible and inclusive asset maps with information relating to facilities relevant for PwD.	<p>Successful implementation of the accessible and inclusive asset map and after implementation.</p> <p>Continuous improvements to Council website developed and implemented.</p> <p>Ongoing website traffic measured annually.</p>	Raise community awareness about dedicated accessible equipment and facilities to foster consideration and respect for PwD.



## Focus Area 2: Liveable Communities continued...

Number	Objective	Strategic Action	Measurement of success	Link to Consultation
2.15	Opportunities for disability awareness training to local businesses across a range of industries.	Develop a program of engagement with local businesses to understand their requirements with relation to training, collaboration and networking opportunities to raise awareness.	Successful development and implementation of a Disability Awareness Program.	Strong desire from businesses for tailored information and support to address the needs of their customers, staff and community for all kinds of disabilities including mental health support.



## Focus Area 3: Employment

### Supporting access to meaningful employment for people with disability

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
3.1	Continue Accessible and Inclusive recruitment process at Council.	<p>Provide a variety of formats to PwD to apply for jobs at Council.</p> <p>Promote a diverse and inclusive work environment.</p>	Recruitment processes at Council including work placement and career paths are diverse and inclusive.	Diverse opportunities and access information to apply for Council positions is available including provision of support throughout the application and recruitment process.
3.2	Continue flexible working arrangements for Council staff.	Applicants, new staff and existing staff with a disability are encouraged to identify any workplace accommodation needs and flexible working arrangements they may need.	Work adjustments are provided, and support needs met.	<p>Creating a socially inclusive and diverse, flexible work environment.</p> <p>Continue to improve flexible, accessible, and inclusive working needs.</p>
3.3	Employment opportunities are provided for PwD through Council's traineeship programs.	Work with local disability employment providers to develop Council employment opportunities.	Positions provided for PwD in traineeship and work experience programs.	In partnership with businesses, the sector, Disability Employment Services and the community, create traineeship opportunities.



## Focus Area 3: Supporting access to meaningful employment for people with disability continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
3.4	An organisational culture that is inclusive and disability conscious continues to be fostered.	<p>Access and inclusion awareness messages are communicated across Council.</p> <p>Public statements of commitment to accessibility and inclusion promoting equal rights for all.</p> <p>Ensure that the interview area and process is accessible.</p>	Ongoing communication, consultation and awareness training sessions with staff.	Creating a socially inclusive and diverse, flexible work environment.
3.5	Workforce training programs relating to disability awareness.	<p>Delivery of disability awareness training to Council employees, with a focus on staff with high levels of public contact.</p> <p>Provide communication access training for front line staff for accreditation.</p>	<p>Training needs are identified annually.</p> <p>Training sessions occur as required.</p> <p>Accredited communication access symbol training delivered.</p>	Opportunities for adults with disability to socially connect, learn, develop skills and knowledge.



## Focus Area 3: Supporting access to meaningful employment for people with disability continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
3.6	Provide education and training to businesses to meet practical and physical requirements to improve access and inclusion for PwD.	Support where suitable through partnerships, program delivery and advocacy.	Number of consultations and connections with local businesses, Council and Disability training programs.	Accessibility and inclusion programs for businesses run by people with lived experience were discussed and highly recommended.



## Focus Area 4: Systems and Processes

### Improving Council's systems and processes for people with disability

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
4.1	Enhance accessible and inclusive processes when applying for Council community grants programs.	Encourage PwD to apply for grant funding and reducing gaps in service delivery.	Number of grant applications received. Number of funding grants provided to support Disability programs, equipment and initiatives.	Opportunities and access information to apply for grants.  Support throughout the application and funding process.
4.2	Information is in a range of accessible formats.	Procure and promote adaptable technologies for Council.  Facilitate and promote Council use of telecommunication resources including TTY phone, SMS text messaging, Skype or similar.	New systems and resources to provide support for PwD are developed. Process for customers to access interpreters is monitored and enhanced.	Provide a range of ways for people to communicate with each other through resources, training and up to date accessible equipment.



## Focus Area 4: Improving Council's systems and processes for people with disability continued...

Number	Objective	Strategic Action	Performance Indicators	Link to Consultation
4.3	Non- technical communication methods are used.	Enhance strategies to promote Council services and resources to people with visual and/or auditory disabilities through radio, simple language, large type, pictures, symbols, sound bites, tours or other tactile experiences.	Number and types of strategies used to promote Council services and resources to residents with visual and/or auditory disabilities.	Providing information in alternative formats supports people to stay in touch and share knowledge.
4.4	Council website meets access standards and guidelines.	Ensure Council's Website is accessible and compliant with NSW Government Website Accessibility Levels Guidelines. Ensure Council plans and documents are available in accessible formats.	Council's website includes accessible features to enable better access to Council documents.	Importance of accessible information including access to Easy Read versions documents and booking forms.



## How Council will implement, monitor and review this plan

- The Disability Inclusion Action Plan will be registered with the Human Rights and Equal Opportunity Commission (HREOC).
- A copy of the Plan will be provided to the Disability Council NSW.
- The overall implementation of this Plan will be driven and monitored by Council's Community Project Officer (CPO) – Aged and Disability, who is the key point for contact between Council, the disability services sector, community, government agencies and service providers and allocated to working with people with disability in the Camden LGA.
- Progress reports on the implementation of this Plan will be incorporated as a standing item on the Camden Access Reference Group agenda.
- Progress of items in the Inclusion Plan will be included in Council's Delivery Plan Report every six months.
- Progress will also be reported in Camden Council's Annual Report and outcomes promoted to service providers and people with disability.
- A copy of the relevant section of Camden Council's Annual Report will be provided to the Minister for Families and Communities, Disability Services.
- A comprehensive review and evaluation of the Plan will be undertaken at the completion of the four-year (2023-2027) term of the plan.
- The results will be reported to Council and to HREOC on the outcomes achieved. Outcomes will also be promoted to service providers and people with disability.

## References

### Australian Bureau of Statistics

[www.abs.gov.au](http://www.abs.gov.au)

### Australian Government

[www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy](http://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy)

### Department of Health and Ageing

[www.health.gov.au/internet/main/publishing.nsf/Content/corporate-plan-2010-13](http://www.health.gov.au/internet/main/publishing.nsf/Content/corporate-plan-2010-13)

### Local Government NSW

[www.lgnsw.org.au](http://www.lgnsw.org.au)

### National Standards for Disability Services

[www.dss.gov.au/sites/default/files/documents/12\\_2013/nsds\\_web.pdf](http://www.dss.gov.au/sites/default/files/documents/12_2013/nsds_web.pdf)

### NSW Government

[www.adhc.nsw.gov.au/\\_\\_data/assets/file/0011/257276/1282\\_ADHC\\_NSW-AgeingStrategy](http://www.adhc.nsw.gov.au/__data/assets/file/0011/257276/1282_ADHC_NSW-AgeingStrategy)

### NSW Government:

[www.adhc.nsw.gov.au/\\_\\_data/assets/file/0011/257276/1282\\_ADHC\\_NSW-AgeingStrategy](http://www.adhc.nsw.gov.au/__data/assets/file/0011/257276/1282_ADHC_NSW-AgeingStrategy)

### NSW Government:

[www.planning.nsw.gov.au/housing-for-seniors-and-people-with-disabilities](http://www.planning.nsw.gov.au/housing-for-seniors-and-people-with-disabilities)

### Profile.id

<http://profile.id.com.au/camden>

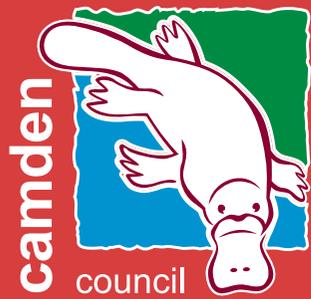
### United Nations

[www.home.vicnet.net.au](http://www.home.vicnet.net.au)

### World Health Organisation

[www.who.int/topics/disabilities/en/](http://www.who.int/topics/disabilities/en/)





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