



**Disability
Action Plan
2013 - 2017**

ACKNOWLEDGEMENTS

This plan was developed by Camden Council in consultation with Council's Access Community Advisory Group (ACAG), local residents, service providers and other Council staff. Council would like to thank all those who participated in its development.

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CONTENT

The structure and content of this plan is aligned to the *NSW Department of Ageing, Disability and Homecare Guidelines for Disability Action Planning*. Local priorities have been identified through community consultations and embedded in strategic actions to achieve expected outcomes.

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1. MESSAGE FROM THE MAYOR

Camden Council is committed to supporting and improving the lives of people with disability and their carers. Council's Disability Action Plan 2013-2017 is our public commitment to upholding the rights of people with disability by providing access to Council services and amenities. It has been prepared to meet the requirements of the Disability Discrimination Act 1992.

The Plan builds on the success of Council's first Disability Action Plan (2003 – 2007) and describes Council's priorities for improving the accessibility and appropriateness of the services and facilities it provides for people with disability.

Based on the 2011 ABS Census more than 6,000 Camden residents currently experience some form of disability be it physical, visual, auditory, intellectual or emotional, more than 2000 residents need help in their day-to-day lives due to severe or profound disability and more than 4,000 residents provide unpaid care to a person with a disability, long term illness or old age.

Council recognises the importance of ensuring that facilities and services in the community meet the current and future needs of our residents. This Plan will assist us to be more inclusive of the growing population of people with disabilities in the Camden Local Government Area (LGA).



Cllr Lara Symkowiak, Mayor of Camden

2. THE PLAN IN SOCIAL AND LEGISLATIVE CONTEXT

This plan has been developed in the context of rapid population growth in the Camden Local Government Area (LGA), during a period of significant reform to Local Government Legislation regarding community planning and reporting as well as significant reform to State and Federal Legislation regarding disability support services.

2.1 THE CAMDEN LOCAL GOVERNMENT AREA (LGA)

The Camden LGA is located on Sydney's south west urban fringe and comprises a mix of older, established historical country towns and rural farming districts as well as new land release areas and rapidly growing residential, commercial and industrial development. The northern part of the LGA is located within the State Government's South West Growth Centre and will be the focus for new housing and infrastructure development to meet Sydney's growing population. At the 2011 ABS Census the population of Camden LGA was 56,720. This population is forecast to grow to around 250,000 people by 2040.

Compared to greater Sydney, Camden LGA:

- median age is low (34)
- median weekly household income is high (\$1727)
- percentage of couples with children is high (46%)
- percentage of households with a mortgage is high (51%)
- median weekly rent is high (\$360)
- percentage of households renting is low (18%)
- percentage of people affiliated with a religion is high (82% with 78.5 being Christian)
- percentage of people from non-English speaking backgrounds is low (8%)
- percentage of people attending university is low (3%)
- percentage of people with a higher degree is low (13%)
- percentage of people with a vocational qualification is high (24%)
- percentage of people who take public transport to work is low (7%)
- unemployment rate is low (4%)

Some of the general issues that have been identified for residents through community consultation are: financial stress due to high cost of mortgages, housing, child care and transport. Camden LGA has been considered a transport disadvantaged area and although this is improving with the development of Leppington Railway Station and new bus services in new release areas, residents in the older parts of Camden may be isolated, particularly older people.

2.2 LOCAL GOVERNMENT IN NSW

Local Government recognises that people with a disability have a right to quality facilities and services that enable them to live and fully participate in their communities.

Councils meet the needs of people with a disability through:

- Social and community planning
- Local support services
- Recreation and other facilities

Improved physical access to community and privately owned facilities has been encouraged by local government.

Of relevance are:

- NSW Local Government Act 1993 (under review at April 2013)
- Australian Standards (AS) 1428 and Building Code of Australia (BCA)
- The Disability (Access to Premises-Buildings) Standards 2010
- Disability Standards for Accessible Public Transport 2002

Integrated Planning and Reporting

As part of the NSW Government's commitment to a strong and sustainable local government system, the *Local Government Amendment (Planning and Reporting) Act 2009* was assented to on 1 October 2009 and all Councils in NSW have been tasked with preparing long term community strategic plans on behalf of their local community. *Camden 2040* is Camden's community strategic plan.

2.3 COMMUNITY STRATEGIC PLAN, CAMDEN 2040

This *Disability Action Plan 2013 – 2017* sits under Camden Council's community strategic plan *Camden 2040*. Council carried out consultations with more than 1400 local community members to produce *Camden 2040*, which identifies **accessibility** as a key outcome area and provides strategies to assist Council in achieving its vision for 'An Enriched and Connected Community' (Key Direction 5) through 'enhancing opportunities for full engagement in the community, recreational and economic life for all people in the community through appropriate planning, consultation, services, activities and advocacy, with a particular focus on people with disability'.

Specific outcomes to be achieved under Key Direction 5 are:

- **People Feel They Belong**
- **There is Community Pride**
- **People Feel Safe**
- **People are Healthy**

2.4 LEGISLATION UNDERPINNING DISABILITIES SERVICES IN NSW

The *Disability Services Act 1993* is the main legal foundation in NSW for providing supports and services to people with disability. When it was made, the Act set out a progressive, rights-based approach to supporting people with disability.

The need for change

In the almost 20 years since the *Disability Services Act 1993* was made, there have been significant changes in attitudes towards people with disability and the ways that they are supported. Most important of these are:

- respecting the independence of people with disability;
- recognising the right of people with disability to be in control of their lives and to make or be involved in decisions that affect them; and
- ensuring people with disability can participate fully in Australian society.

Under a ten year plan for disability services, *Stronger Together: A new direction for disability services in NSW 2006 - 2016*, the NSW Government is committed to a person centred disability system, one that meets the individual needs and goals of people with disability and supports them to realise their potential. To build a framework that reflects these ways of supporting people with disability and respects their rights, new disability laws will be developed to:

1. facilitate the NSW Government's person centred disability support reforms;
2. create an integrated disability legal framework, which draws together different laws that affect people with disability into one set of laws; and
3. reflect current thinking about rights for people with disability.

Links to the National Disability Insurance Scheme (NDIS)

On 6 December 2012 the NSW and Australian Governments reached agreement that fully establishes the National Disability Insurance Scheme (NDIS) across NSW from July 2018. The agreement ensures that all people with disability across NSW will have access to a scheme, based on insurance principles, that guarantees lifetime coverage for the cost of reasonable and necessary care and support. Work towards the NDIS sits alongside *Stronger Together: A new direction for disability services in NSW 2006 - 2016*. The implementation of this strategy, and the associated review of disability laws, will ensure NSW models key elements of individual choice and control and reform which underpin the NDIS.

Commonwealth Disability Discrimination Act 1992

The Commonwealth Disability Discrimination Act (DDA) recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful. In summary, the DDA:

- prohibits both direct and indirect discrimination on the grounds of disability, both to the person with a disability and the person's associates, such as family members, carers and friends
- provides a broad definition of disability
- covers many areas of life, including employment, education, access to premises, administration of Commonwealth laws and programs and provision of goods, services and facilities
- provides a complaints and conciliation mechanism for alleged disability discrimination through the Human Rights and Equal Opportunity Commission (HREOC) and on appeal to the Federal Court
- recognises that full compliance with the Act may produce "unjustifiable hardship" for some services.

See also:

- Public Sector Employment and Management Act 2002
- Disability Standards for Accessible Public Transport 2002
- National Disability Strategy 2010 – 2020
- Draft revised National Standards for Disabilities Services 2012
- United Nations Convention for People with Disabilities 2008

3. FUNCTIONS AND SERVICES OF CAMDEN COUNCIL

Council is an important local leader, role model and steward of the local natural environment and community assets. Council is also the provider and maintainer of many public spaces including streetscapes, civic buildings, parks, playgrounds and footpaths.

3.1 ACCESSIBLE FEATURES OF CAMDEN COUNCIL SERVICES, FACILITIES AND EVENTS AT 2013

Council Asset	No.	Location/s	Accessible features
Development Applications (DA's)	N/A	Camden LGA	For all developments that will be open to the public, applications go through Access Committee for comment on compliance with Building Standards
Swimming pools	2	Mt Annan Leisure Centre	Mobility aqua hoist, program pool with wheelchair access, accessible change room / toilet and accessible parking, accessible stairs
		Camden Pool	Accessible change room / toilet with hoist and adult change table, beached entry to leisure pool, stair entry to 50m pool and accessible parking
Community Centres and function rooms	9	Civic Centre - Camden	Hearing Loop, accessible toilet and accessible parking.
		Birriwa Reserve Community Hall, Catherine Fields Community Hall, Currans Hill Community Centre, Harrington Park Clubrooms, Harrington Park Community Centre, Jack Nash Reserve, Narellan Community Hall, Narellan Library meeting rooms	Wheelchair accessible
Libraries	2	Narellan	Lift, accessible toilets and accessible parking, large print resources, talking books
		Camden	Accessible toilets and accessible parking, large print resources, talking books
Parks/Playgrounds	3	Elderslie – Curry Reserve	Accessible swing, accessible toilets and accessible parking, sensory garden
		Elderslie – Irvine Street	Wheelchair accessible pathways to BBQ area and swings
		MacArthur Park	Accessible toilet
Community Garden	1	Camden	Raised garden beds, accessible pathways and shelter, accessible toilet
Customer Service	2	Camden and Narellan	Wheelchair accessible counter areas, interpreters available upon request, link Council Disability Officer in office or by outreach, TTY phone, internet
Council events	6+	Camden LGA	Hired accessible Portaloos, shade structures, seating. Portable road/kerb ramp

4. CHARACTERISTICS OF POTENTIAL CUSTOMERS OF CAMDEN COUNCIL

4.1 DEFINITION OF DISABILITY

“The World Health Organisation defines ‘disability’ as “an umbrella term, covering impairments, activity limitations and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. Thus disability is a complex phenomenon, reflecting and interaction between features of a person’s body and features of the society in which he or she lives” (see www.who.int).

4.2 DIVERSITY IN DISABILITY

People with disability are a diverse group of people. They include people who were born with disability and those who acquire disability during their life through accident, ageing or illness. The ageing of the Australian population and its increased longevity are leading to increasing numbers of people with disability.

Types of disability vary and a person may also be affected by more than one form of disability during their lifetime. The main categories include:

- **Sensory** - affecting vision¹ and/or hearing
- **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 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.

¹ A person is considered legally blind if they cannot see at six metres what someone with normal vision can see at 60 metres or if their field of vision is less than 20 degrees in diameter. Government departments use the term 'legally blind' to define a person whose degree of sight loss entitles them to special benefits.

4.3 RESIDENTS OF CAMDEN LGA WITH SEVERE OR PROFOUND DISABILITY AND THEIR CARERS

At the 2011 ABS Census **2,217** Camden LGA residents reported needing help in their day-to-day lives due to severe or profound disability. At the same time, **4,672** residents reported providing unpaid assistance to a person with a disability, long term illness or old age.

Unpaid carers are the main providers of assistance to people with disability. Recent research has identified that carers and families of people with disability experience high rates of mental health problems, poorer physical health, employment restrictions, financial hardship and relationship breakdown²

Chart 1 below: Number of residents of Camden LGA needing assistance with core activities, by suburb, at the 2011 ABS Census.

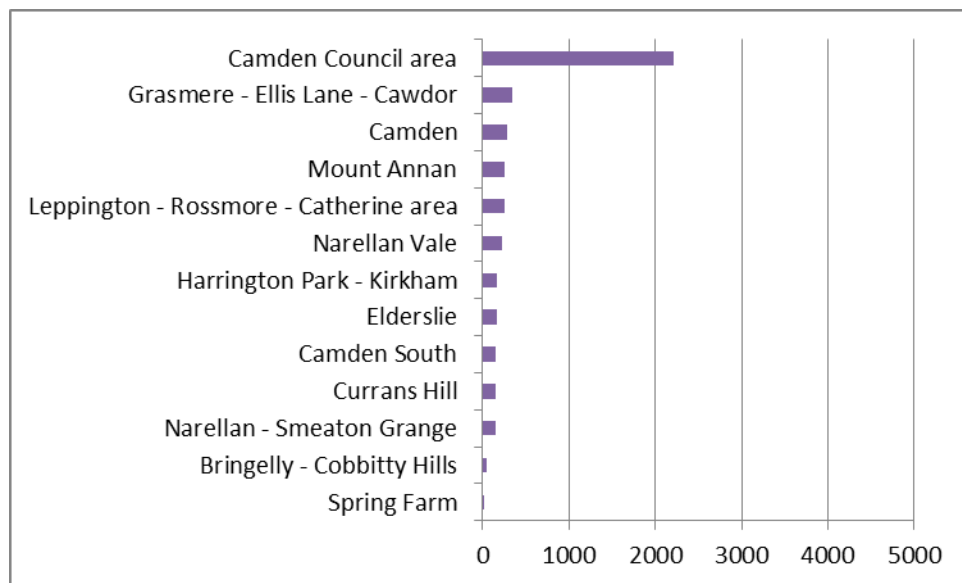
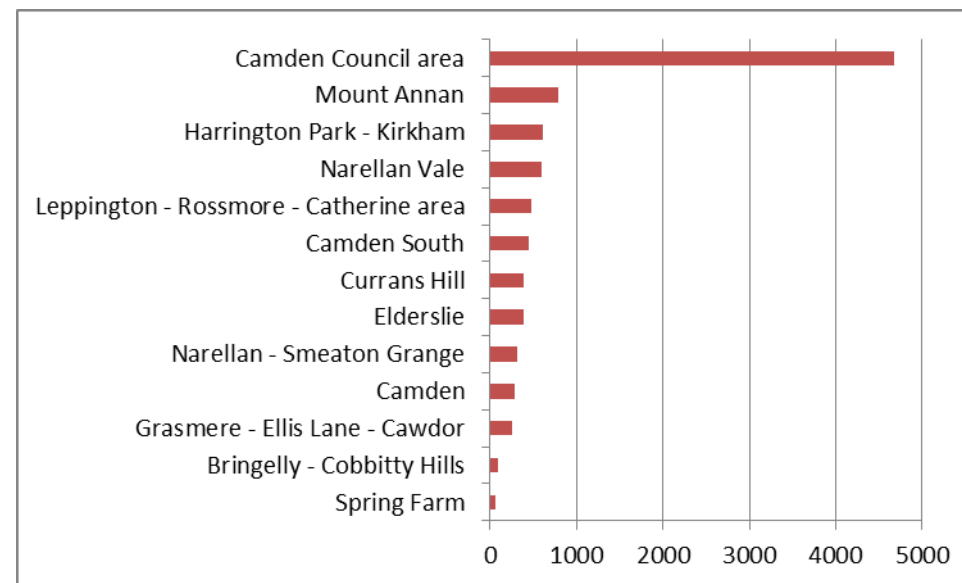


Chart 2 below: Number of residents of Camden LGA providing unpaid assistance to a person with disability, long term illness or old age, by suburb, at the 2011 ABS Census.



² See: *The nature and impact of caring for family members with a disability in Australia*, Ben Edwards, Daryl J. Higgins, Matthew Gray, Norbert Zmijewski, Marcia Kingston, research report number 16, 2008, Australian Institute of Family Studies.

4.4 DISABILITY PENSIONERS, MOBILITY PARKING PERMIT HOLDERS AND CARERS OF PEOPLE WITH DISABILITY

Disability Pension Holders

Data obtained from Centrelink indicates that in 2009 more than **750** people in the Camden area were in receipt of the Disabilities pension and that of these, 499 resided in new release areas and 72 were young people aged 16 - 24 years.

Mobility Parking Scheme Permit Holders

Data from NSW Mobility Parking Scheme and Disability Parking Scheme indicates that more than 2,000 residents of Camden LGA over 60 years of age have a Mobility Parking Scheme (MPS) permit.

Unpaid carers of people with disability

At the 2011 ABS Census, at least **4,672** carers or 10.95% of the Camden LGA population provided unpaid assistance to a person with a disability, long term illness or old age. It is widely recognised that as people get older, their experience of disability increases, particularly in the area of mobility and physical disability.

Paid carers of people with disability

According to data provided by Centrelink, **1,372** residents or 2.8% of the Camden LGA population received a carer allowance at 5 June 2009. The majority were female (1,150) and the minority were males (222). Carer Allowance is a supplementary payment for carers who provide daily care and attention at home for a person with a disability, severe medical condition or who is frail and aged.

Expected increase in rate of disability

As Camden's population ages, together with its increased longevity, the rate of disability is also expected to increase substantially over time. In addition, the percentage of people with disability will also continue to increase in the Camden LGA due to the new release areas of Camden and the projected population increase.

4.5 EMPLOYEES OF CAMDEN COUNCIL

In 2013 Camden Council employs over 200 people. A large percentage of staff live in the local area and some identify unofficially as having a disability of some type and/or of caring for family with disabilities. Council has an Employee Assistance Program in place to support all staff and also offers employees flexible working hours, IT assistance and accessible offices and amenities. Council complies with Equal Employment Opportunity (EEO) policies and recruitment procedures.

4.6 PRIVATELY FUNDED PROVIDERS OF SERVICES FOR PEOPLE WITH DISABILITY IN THE MACARTHUR AREA

There are a number of educational, employment, health, welfare, recreation and medical services available to people with disabilities in the Camden LGA as well as the neighbouring Campbelltown and Wollondilly LGA's. Whilst some receive government funding, others are funded through the activities of churches, philanthropic organisations and private businesses. Some examples of privately funded services include³:

- **Mater Dei Co-educational Catholic School in Camden LGA**, for K-12 assessed with mild to moderate cognitive disabilities
- **CatholicCare Macarthur in Campbelltown** – provides services and programmes for vulnerable groups including people with disabilities **Compeer Macarthur-Wingecaribee (St Vincent De Paul)** - provides a volunteer program to assist people with mental health issues
- **Macarthur District Crossroads Christian Ministry in Harrington Park, Camden LGA** - interdenominational outreach and social activities for persons with physical and intellectual disabilities
- **Macarthur Disabled Tenpin Bowling Association Inc.** in Campbelltown - for people with a disability who wish to compete at region, state and national competitions, all ages
- **Special Olympics – Macarthur Region at Ingleburn** – provides sports training and competition for people with an intellectual disability in aquatics, athletics, bocce, football, gymnastics and tenpin bowling
- **Sylvanvale Disability Services** – assisted housing, programs for people with disability
- **Rightstart Foundation** – Down Syndrome therapies and group support
- **Just Better Care Macarthur at Campbelltown** - provide an in home nursing service
- **Lifeline Macarthur at Smeaton Grange** - provides accessible telephone counselling
- **Range of medical specialists** including – physiotherapists, podiatrists, speech therapists, audiologists, visiting specialists, hearing aid clinics

³ See community directory at www.datadiction.com.au

4.7 HOME AND COMMUNITY CARE (HACC) FUNDED SERVICES FOR PEOPLE WITH DISABILITY IN THE MACARTHUR AREA

The Home and Community Care Program came into existence in 1985 with the aim to “provide basic maintenance services to people who are frail aged, people with disabilities and their carers who were still living in their own home therefore preventing premature or inappropriate institutionalisation”. HACC is a State and Federally funded program administered by The Department of Ageing, Disability and Home Care (ADHC) in New South Wales. HACC provides a range of services from practical assistance to companionship and recreational activities. Most HACC services are managed by a Co-ordinator and run by independent community based organisations. Most HACC services have a fee, based on the client’s ability to pay. Types of services are tabled below⁴.

SERVICE TYPES	No.	Notes
Carers/Support Groups	27	A carer is a family member, parent, partner, significant other, friend or neighbour who provides care on an unpaid basis. The person they support may have a chronic illness, disability, mental illness or be frail. The government provides financial support to carers through: Carer Allowance and Carer Payment.
Case Management Services	7	A collaborative and person focused process for managing support provision to people with chronic or complex conditions or situations. Assessments, planning, implementation, monitoring to achieve outcomes.
Community Aged Care Packages (CACPS)	10	Intensive home based care program for frail aged client at the level provided in a hostel, including personal care, shopping, mobility and transfer, preparing and eating meals, domestic assistance, gardening.
Food Services	5	Volunteers deliver a hot lunch. Cost is minimal. Some services assist with meal preparation and shopping.
Health services – community centres	4	At Ingleburn, Narellan, Rosemeadow and Tahmoor (plus 1 non HACC funded Mental Health Centre at Campbelltown)
Health services – hospitals	2	Located at Camden and Campbelltown
Health services – other	3	Physiotherapist, Occupational Therapist, Speech pathology
Information, Coordination and Assessment	15	Information and referral to other services available and in some cases professional assessment of client’s needs.
Neighbour Aid	5	Volunteers provide assistance with shopping, transport and odd jobs.
Respite care/Frail Aged Activity Centres/Recreation Programs	33	These services provide opportunities for people to have ‘time out’ from their usual routine and gives carers a break. Services provide socialisation and encourage people to be as independent as possible. Services are provided ‘centre based’ to ‘in home’. Centre based services usually include transport, morning tea and lunch.
Other Services	12	Employment programs, resource centres, training workshops, post operation care, therapy and education for children and families, telephone link up group for younger people and carers of people with dementia, home modifications
Personal Care/Domestic Assistance	6	These services provide domestic assistance and personal care and sometimes in-home respite
Transport services	3	Gandangara Transport Services, Southwest Community Transport, Travel Training
TOTAL	132	

⁴ According to the ‘Aged and Disability Pack 2013’ developed by Macarthur Wingecaribee HACC development project, a Macarthur Disability Initiative – ‘Defying Boundaries’, email hacc@mdservices.com.au. Macarthur comprises Campbelltown, Camden and Wollondilly Local Government Areas (LGA’s).

4.8 PUBLIC SCHOOLS IN MACARTHUR THAT SUPPORT CHILDREN AND YOUNG PEOPLE WITH DISABILITIES

The Student Services portfolio of South Western Sydney Region is committed to developing inclusive schools where all students are valued, are engaged in learning and achieve success; where they feel safe and achieve appropriate learning outcomes. Schools and types of support are tabled below⁵:

MAINSTREAM SCHOOLS WITH SUPPORT CLASSES	No.	Notes
PRIMARY (PUBLIC)	13	Camden LGA - Public, Camden South Public, Currans Hill Public, Elderslie Public, Mt Annan Public School (5), Campbelltown LGA (9),
SECONDARY (PUBLIC)	8	Camden High School, Mt Annan High School (2), Campbelltown LGA (7), Wollondilly LGA/Picton (1)
TOTAL	21	
TYPES OF SUPPORT CLASSES AT MAINSTREAM PUBLIC SCHOOLS		
Deaf or hearing impairment	2	Campbelltown LGA - Robert Townsend (1), Camden LGA/Camden Public (1)
Vision impairment	1	Campbelltown LGA - Ruse Public School (1)
Mild intellectual disability	6	Campbelltown LGA - (4), Camden LGA - Camden High/Mt Annan High (2)
Moderate intellectual disability	5	Campbelltown LGA (3), Camden LGA - Mt Annan (1) , Wollondilly LGA (2)
Severe intellectual disability	0	Strathfield LGA and Liverpool LGA (2) only (outside Macarthur)
Autism	7	Campbelltown (4), Wollondilly (1), Camden LGA - Camden South, Elderslie, Mt Annan High (3)
Multi-categorical - Autism, Autism/mild intellectual disability or similar	15	Campbelltown LGA - 6 primary/6 high (12), Camden LGA - Camden South, Currans Hill (2) , Wollondilly LGA - Picton High (1)
Autism and a moderate intellectual disability	2	Camden LGA - Elderslie (1) , Campbelltown LGA (1)
Autism/moderate disability or similar support needs	2	Campbelltown LGA - Briar Rd (1), Wollondilly LGA - Picton (1)
Physical disability	0	Liverpool LGA - Hoxton only
Multi-categorical - physical and intellectual disabilities	0	Liverpool LGA - William Stimson only
Emotional disturbance	1	Camden LGA - Elderslie Public (1) , Wollondilly LGA - Picton High (1)
TOTAL	41	
PUBLIC SCHOOLS FOR SPECIFIC PURPOSES		
Moderate and severe disability	3	Campbelltown LGA - Mary Brooksbank, Passfield, Beverley Park School (3)
Behavioural difficulty	1	Campbelltown LGA - Lomandra 5-12(1)
TOTAL	4	

⁵ According to Student and Service Directory 2013, produced by NSW Department of Education and Communities, email syd.lee@camdn.nsw.gov.au for a copy.

5. CONSULTATION PROCESSES

The Camden Disability Action Plan has been developed in consultation with Council's Access Community Advisory Group (ACAG) comprising community members, service provider representatives, Councillors and Council staff. It builds on Camden's previous *Disability Action Plan 2003 - 2007* and on consultations with residents, carers and service providers as well as other Council staff.

5.1 ACCESS AUDIT

In **2003**, as part of the *2003 - 2007 Disability Action Plan*, a first stage **Access Audit** was conducted of Council's facilities and parks in order to identify physical barriers that restrict access to premises. The audit was based on facilities and parks that had high usage by the community. These included community centres, libraries, parks and reserves and the public areas of Council's Customer Service Centres. (A detailed list of the facilities audited is contained in the *2003 - 2007 Disability Action Plan*). Access audits have since been conducted on all Council-owned facilities that were not covered in the initial plan to identify priorities for the *2013 - 2017 Action Plan*.

5.2 SURVEY

Research was also undertaken in **2009** to identify the emerging needs of people living with disability in the Camden local government area (LGA). A **survey** was designed to be completed by people with disabilities, and/or their representative organisations, family members or carers. The survey was distributed to schools, members of Camden Council's Access Community Advisory Group, people with disability, carers, and disability service providers that service the Camden LGA. 42 surveys were returned, 26 (62%) were completed by people with a disability and 16 (38%) were completed by a family member or carer of a person with a disability. 30 (73%) of survey respondents stated they had not encountered access issues in the Camden LGA whilst 12 (28% confirmed they had).

The following access issues were identified.

- 33 or 79% of survey respondents confirmed that they could not, or could not always, find **accessible parking**
- 37 or 89% of survey respondents confirmed that they could get into and around **Council buildings**.

- Survey respondents highlighted that the **Council bus is currently not wheelchair accessible.**
- Survey respondents indicated a need for more and larger **accessible toilets** to enable access for people in a wheelchair.
- Survey respondents highlighted the need for more **continuous and improved footpaths** throughout the LGA, **easier to manoeuvre kerb and guttering and better accessible entry to shops.**
- Over half the survey respondents 22 (52%) indicated that they felt **Council did not or did not always listen and respond** to the issues of people with a disability.
- 18 or (43%) of survey respondents confirmed they **had to use services outside the Camden LGA.**

The following access issues specifically related to children and young people were identified.

- The need for **more sporting and recreational activities for children with disabilities.**
- The need for **more schools in the area offering special needs education and facilities**

6. MAJOR OUTCOMES ACHIEVED FROM PREVIOUS DISABILITY ACTION PLAN

6.1 DISABILITY ACCESS IMPROVEMENT PROGRAM

- Community park in Curry Reserve upgraded
- Improved parking facilities in Oxley Street for people with mobility difficulties
- Pool access hoist installed at Mount Annan Leisure Centre.
- Improved access and services at the Camden Show including dedicated accessible parking areas, improved site access and provision of portable accessible toilets and amenities.
- Hearing loop installed at Civic Centre
- Accessible toilet installed at Civic Centre
- Accessible change room and pool access incorporated into Camden Pool refurbishment
- Council has become an affiliate of the NSW 'Companion Card' program which enables free (transport and) entry into all Council events and venues for an attendant carer accompanying a person with profound disability.
- Council's Access Group conducted an access audit of parking provision for people with disabilities in the Camden Town Centre, identifying current accessible parking spaces and appropriate proposed locations for future accessible parking spaces.
- Accessible parking spaces reconfigured at Narellan Library and additional space created
- Accessible 'easy stairs' purchased for Mt Annan Leisure Centre
- Courtesy chairs purchased for Council facilities
- Accessible paths and gardens installed at the Town Farm Community Garden (with Community Builders grant)
- Kerb modified to provide access to one resident in Mt Annan

6.2 STAFF TRAINING

- Council has undertaken 'disability awareness' training with all Council staff with specific sessions relating to working with people with disability and customer service.
- Specialist 'disability access' training specifically focusing on access to buildings has been delivered to Council staff and Council's Access Community Advisory Group.

6.3 ADVOCACY

- Council has participated in a disability services mapping process resulting in the identification of service gaps which were conveyed to the appropriate State Government agencies.
- Council's Access Community Advisory Group has undertaken a critical review and developed a submission to the Federal Government's discussion paper on The Harmonisation of Disability Parking Permits throughout Australia.
- Council's Disabilities CPO and Access Community Advisory Group have continued to provide comment on public building Development Applications.
- Council has participated in the NSW Government's consultation about the next stage of 'Stronger Together' the ten year plan for services for people with disability in NSW through Ageing Disability and Homecare (ADHC).

6.4 SUPPORT FOR LOCAL ORGANISATIONS

Council has provided Community Small Grants for organisations to implement disability projects, including: cultural performances, bus trips for people affected by stroke and their carers, disco events, construction of wheelchair access to Macarthur preschool, Macarthur/Wingecaribee Aboriginal Elders Olympics, parking signage and accessible parking spaces at Cobbitty Markets, speech and occupation therapy at play groups and ballroom dancing.

6.5 INTERNATIONAL DAY OF PEOPLE WITH DISABILITY (IDPD)

- Council conducted a regional poster competition ('MacAbility') with local primary and high schools to raise awareness of disability issues and challenge negative stereotypes
- Premier of short films created by people with a disability in a series of workshops
- NGO's funded to implement projects in the community
- Supported local residents to participate in Theatre project at Campbelltown Arts Centre

6.6 LARGE PRINT RESOURCES

- Council has increased its collection of library books available in large print.

7. HOW COUNCIL WILL IMPLEMENT, MONITOR AND REVIEW THIS PLAN

- The Action Plan will be registered with the Human Rights and Equal Opportunity Commission (HREOC).
- The overall implementation of this Plan will be driven and monitored by Council's Community Project Officer (CPO) allocated to working with people with Disability. The CPO is supervised by the Team Leader, Social Planning and Community Development who reports to the Manager Community and Recreation Services.
- Progress reports on the implementation of this Plan will be incorporated as a standing item on the Access Community Advisory Group agenda. Significant modification of strategies will require consultation with Council's Access Community Advisory Group.
- Progress of items in the Action 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 comprehensive review and evaluation of the Plan will be undertaken at the completion of the four year (2013 - 2017) 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.

8. ACTION PLAN

Outcome 1: Identify and remove barriers to services for people with a disability

Strategic Action	Measurement of success	Responsibility	Timeline
1.1 Monitor customer enquiries in relation to access issues and ensure that enquiries are handled competently.	<ul style="list-style-type: none"> Recording system in place for phone and counter enquiries Enquiries and responses recorded 	Disabilities CPO & Customer Service Team Leader	By end 2013 and ongoing
1.2 Provide disability awareness training to Council employees with priority given to staff with high public contact, responsibility for organising consultation and building.	<ul style="list-style-type: none"> Training needs are identified annually Training sessions occur as required 100% of frontline staff participate in training when it occurs 	Disabilities CPO & Training Officer	Annually
1.3 Facilitate community transport options , including: administer taxi vouchers, advocate for purchase of Council bus with wheelchair access, participate in local transport working parties and forums	<ul style="list-style-type: none"> Taxi vouchers are promoted and used Council bus is wheelchair accessible At least one concrete outcome from participation in working parties annually 	Disabilities CPO & Purchase Officer & Manager Works	Annually
1.4 Support the development of local services , encourage outreach projects, assist with grant applications	<ul style="list-style-type: none"> Number of local services increases At least 2 community small grants for projects inclusive of people with disabilities applied for and administered At least 1 application for external funding 	Disabilities CPO & Grants CPO	Annually
1.5 Develop an Accessible Events Guidelines for Council staff	<ul style="list-style-type: none"> Guideline is developed by end 2013 Information is provided to staff annually. Guideline is reviewed and updated annually 	Disabilities CPO & Events Officer	By end 2013 and then annually
1.6 Explore feasibility of developing mobility maps for the major town centres, which feature public accessible toilets and accessible parking.	<ul style="list-style-type: none"> Mobility maps project is investigated and planned 	Disabilities CPO	By end 2014
1.7 Ensure new kerbs, bus shelters and pathways comply with Access Transport Standards	<ul style="list-style-type: none"> 100% new kerbs, bus shelters and pathways comply 	Disabilities CPO & relevant Engineers	Annually

Outcome 2: Provide information in a range of formats accessible to people with disability

Strategic Action	Measurement of success	Responsibility	Timeline
2.1 Facilitate and promote Council use of telecommunication resources including: TTY phone, SMS text messaging, Skype or similar	<ul style="list-style-type: none"> Meeting held to plan resource development by end 2013 New resources are developed annually New resources are promoted annually 	Disabilities CPO & IT & Customer Service Team Leaders	By end 2014 and ongoing
2.2 Ensure Council customers have access to Auslan and other language interpreters	<ul style="list-style-type: none"> Partnerships with services for hearing impaired customers are developed Procedures for customers to access interpreters is established Service is promoted and usage is recorded 	Disabilities Officer & Customer Service	Annually
2.3 Ensure Council's Website is accessible and compliant with Web-access guidelines	Council's website upgrade includes accessible features	Disabilities Officer & PR Officer	By August 2013 and ongoing
2.4 Ensure that information about physical access, availability of accessible toilets and parking, provision of hearing loops and communication access is included on the Council website and all publications relating to venues for events and community consultations.	Information is included in Council's website and updated annually	Disabilities Officer & PR Officer	By August 2013 and ongoing
2.5 Procure and promote adaptable technologies for Council branch libraries	Number of adaptable technologies procured for Council branch libraries.	Library Manager and IT Manager	Ongoing
2.6 Use the following strategies to promote Council services and resources to people with visual and/or auditory disabilities: radio, simple language, large type, pictures, symbols, sound bytes, tours or other tactile experiences	<ul style="list-style-type: none"> Number and types of strategies used to promote Council services and resources to residents with visual and/or auditory disabilities, annually 	Disabilities Officer	Ongoing
2.7 Ensure Council plans and documents are available in accessible formats.	<ul style="list-style-type: none"> Number of Council documents available in accessible formats 	Disabilities Officer	Annually
2.8 Include positive pictorials of people with disability across a broad section of Council publications.	<ul style="list-style-type: none"> Number of times Council publications use positive pictorials of people with disability. 	Disabilities Officer and PR Officer	Ongoing

Outcome 3: Making buildings and facilities physically accessible to people with disability

Strategic Action	Measurement of success	Responsibility	Timeline
3.1 Progressively improve accessibility of Council's existing community facilities	<ul style="list-style-type: none"> At least one improvement per year 	Disabilities Officer & Recreation Planner & Facilities Officer	Annually
3.2 Incorporate access requirements and relevant mandatory standards in the Development Control Plan (DCP) and Local Environment Plan (LEP).	<ul style="list-style-type: none"> DCP and LEP updated 	Disabilities Officer and Team Leader Planning	2013/14
3.3 Refer Development Applications for public facilities to the Access Advisory Group for comment	<ul style="list-style-type: none"> 100% of DA's for public facilities/amenities are referred to the Access Committee 	Disabilities Officer Access Committee	Annually
3.4 Incorporate access outcomes and universal design principles, in plans for new release areas	<ul style="list-style-type: none"> Number of outcomes incorporated into plans are recorded 	Disability Officer & Strategic Planners	Ongoing
3.5 Include 'Access' as an item in the matters for consideration section of DA reports that are resolved under delegated authority.	<ul style="list-style-type: none"> Access is considered in DA's resolved under delegated authority 	Disability Officer & Building Development	2014 and ongoing
3.6 Monitor and implement initiatives to improve national mobility parking compliance within the LGA	<ul style="list-style-type: none"> Meeting held annually to discuss issues and plan strategies Compliance issues recorded Compliance issues decrease annually 	Disabilities Officer & Rangers	Annually
3.7 Ensure that Council takes account of the needs of users who have a disability in the design, maintenance and placement of amenities and fixtures in parks and open spaces including placement of street furniture.	<ul style="list-style-type: none"> 100% of planning for new amenities and fixtures in parks and open spaces takes needs of people with disabilities into account. 	Disabilities Officer & Recreation Planner	Ongoing
3.8 Improve access to local businesses for people with disabilities.	<ul style="list-style-type: none"> Ramp Up project is implemented in Camden and at 20 businesses participate by end 2014 Plan is made for project continuation/sustainability 	Disabilities CPO Access Group	By end 2014

Outcome 4: Assist people with disability to participate in public consultations and advisory boards

Strategic Action	Measurement of success	Responsibility	Timeline
4.1 Ensure that all public consultation opportunities provided by Council are inclusive and accessible in terms of venue and information provided	<ul style="list-style-type: none"> Number of people with disabilities consulted annually 	Disabilities CPO and Community Engagement Officer	Annually
4.2 Provide information sessions to residents with disabilities on how they can participate in Council decision making processes	<ul style="list-style-type: none"> At least one info session per year At least 50 people with disability attending each session 	Disabilities CPO	Annually
4.3 Provide and promote taxi vouchers to assist with transportation to Council meetings and activities.	<ul style="list-style-type: none"> 100 vouchers are available annually Permanent notice in Council newsletter Email across networks quarterly 	Disabilities CPO	Annually
4.4 Invite organisations that work with children with disabilities to participate in the Camden4Children working party	<ul style="list-style-type: none"> At least one disabilities organisation is represented annually 	Disabilities CPO & Children & Families CPO	Annually
4.5 Invite young people with disabilities to participate in Council funded or organised activities	<ul style="list-style-type: none"> Disability friendly images are included in all youth promotional material Youth activities are promoted through disability services as well as youth services 	Disabilities CPO & Youth CPO	Annually
4.6 Facilitate residents with disability input into State and Federal policy planning	<ul style="list-style-type: none"> 100% of opportunities for resident input into State and Federal plans and policies is promoted to through relevant services & taken to Access Committee. 	Disabilities CPO	Annually
4.7 Invite Aboriginal residents with disability to participate in Mygunyah Aboriginal Residents Group.	<ul style="list-style-type: none"> Disability friendly images are included in all Mygunyah and ATSI promotional material ATSI activities are promoted through disability services as well as youth services 	Disability CPO & Children and Families CPO	Annually
4.8 Invite people from culturally diverse backgrounds, with disability, to participate in Council's Cohesive Communities Advisory Group.	<ul style="list-style-type: none"> Disability friendly images are included in all CALD promotional material CALD activities are promoted through disability services as well as youth services 	Disability CPO & CALD CPO	Annually

Outcome 5: Increase employment participation of people with a disability at Camden Council

Strategic Action	Measurement of success	Responsibility	Timeline
5.1 Encourage applicants, new staff and existing staff with a disability to identify any workplace accommodation needs and flexible working arrangements they may need	<ul style="list-style-type: none"> Staff survey is carried out Questions included in new job application forms are reviewed and updated if need be. 	Disability CPO & Employee Relations	By end 2013
5.2 Advocate for funding at whole of Council level to meet any additional costs incurred in the employment of a person with a disability	<ul style="list-style-type: none"> Funding is allocated for costs incurred for supporting employees with disability 	Disability CPO & Manager ER	Annually

Outcome 6: Influence other agencies and sectors to improve community participation and quality of life for people with a disability

Strategic Action	Measurement of success	Responsibility	Timeline
6.1 Continue to advocate with relevant State agencies and neighbouring Council's on disability access issues across the LGA	<ul style="list-style-type: none"> Number of occasions of advocacy Number of positive outcomes of advocacy 	Disabilities Officer & Access Group	Annually
6.2 Continue to advocate to the RMS and other relevant organisations for improvements to the issuing, processing and regulation of the Mobility Parking Scheme and Australian Disability Parking Scheme.	<ul style="list-style-type: none"> Scheme reviewed annually Recommendations made annually 	Disabilities Officer & Access Group	Annually
6.3 Provide support and assistance to local groups and organisations advocating on behalf of people with a disability.	<ul style="list-style-type: none"> Number of organisations supported Quality of support Outcomes of support 	Disabilities CPO	Annually