



CUMBERLAND  
COUNCIL

**Cumberland Disability  
Inclusion Action Plan**

2017 - 2021



# *Statement of* **Commitment**

**Council is working towards making Cumberland a great place for all by providing opportunities for everyone to welcome, belong and succeed.**

This plan sets forward Council's commitment to improve access to services, facilities and employment opportunities; create more liveable places and inclusive communities; recognise the rights and contributions of people with disability; and champion diversity in our community.

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## ACCESS AND INCLUSION

All people should have the opportunity to learn, work, participate in community life and have a voice in the decisions that affect them<sup>1</sup>.

We champion access because Council services, programs and facilities should be available to all members of our diverse community. We promote inclusion because all individuals and groups in our community should be able to participate fully and access the same opportunities to achieving and maintaining social, cultural and economic wellbeing.

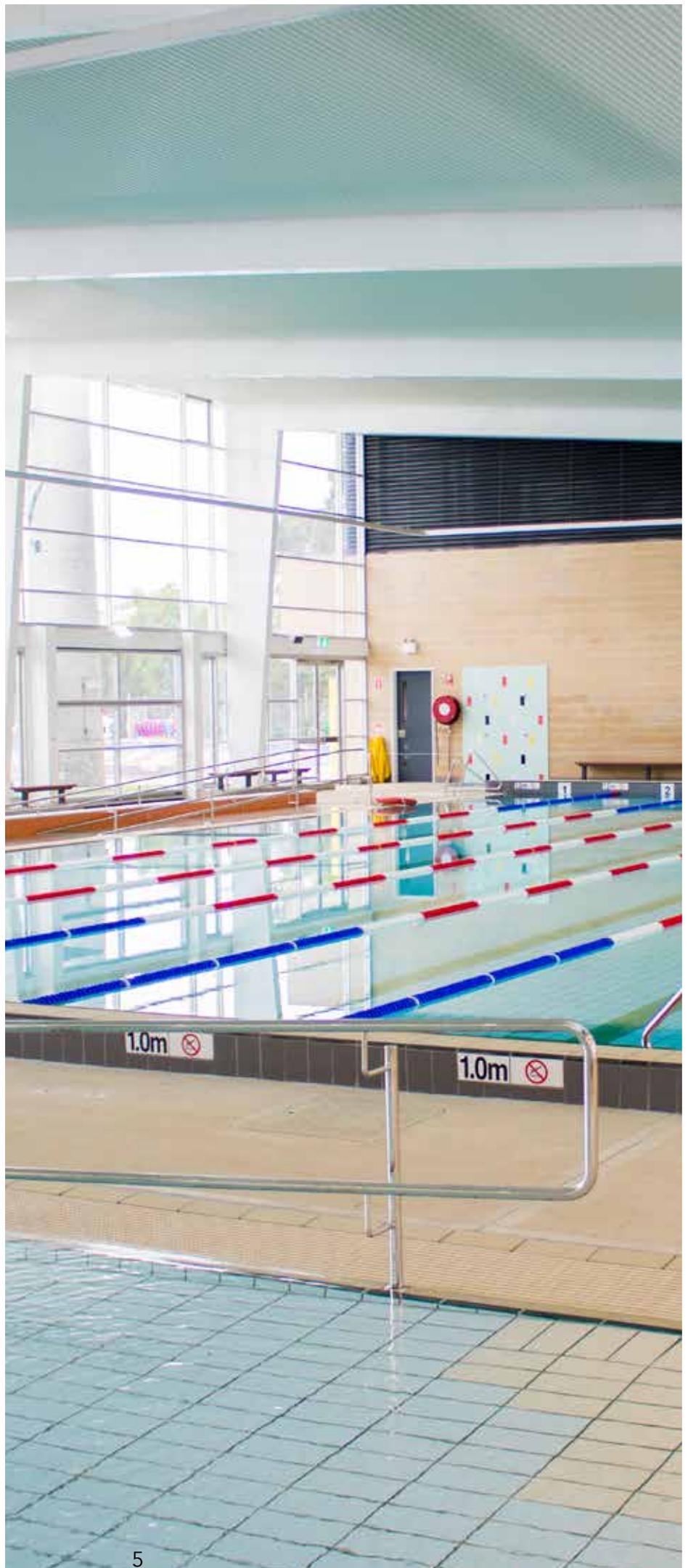
*1. Department of the Prime Minister and Cabinet (2012), 'Social Inclusion in Australia: How Australia is faring-2nd Edition'*

## THE SOCIAL MODEL OF DISABILITY

Council acknowledges the social model of disability as the universally recognised view of 'disability' according to the United Nations Convention on the Rights of Persons with Disabilities<sup>2</sup>.

People with disability are not disabled by their impairment, but by the barriers in the community that prevent equal access to things like information, services, education and employment. The attitudes, practices and structures of our community, rather than an individual's impairment, are what restrict people with disability from enjoying economic participation, social inclusion and equality.

*2. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)*



# About this plan

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Disability is an issue that affects a significant proportion of the population. Cumberland Council strives for a community in which all people can participate and live as independently as possible.

The purpose of the Cumberland Disability Inclusion Access Plan is to ensure, as far as possible, that people with disability have full and equal access to the facilities, programs, services and information that Council provides on an equitable basis without facing discrimination or barriers.

*The Disability Inclusion Act 2014 (DIA)* defines disability as:

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*“The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.”*

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This plan is a legislative requirement under the DIA. It provides strategies for positively shaping Council practices over the next four years to ensure greater inclusion of people with disability, their carers and families.

The Plan will also assist other members of the community who may not consider themselves

as having a disability but who will benefit from improved access. These include: people with limited mobility or temporary illness or injury; older people; and parents or carers of young children, particularly those with strollers or prams.

The Plan focuses on four key areas, nominated by people with disability, as being of primary importance in creating an inclusive community.

These four focus areas are:

1. Developing positive community attitudes and behaviours;
2. Creating liveable communities;
3. Supporting access to meaningful employment;
4. Improving access to mainstream services through better systems and processes.

The Cumberland Disability Inclusion Action Plan was developed in consultation with people with disability, carers, service providers, advocacy groups, and Council’s Committees and interagency networks.

In accordance with the *Disability Inclusion Act 2014 (DIA)*, this Plan will be lodged with the NSW Disability Council and the Australian Human Rights Commission.

Council would like to thank and acknowledge all members of the community for their input and involvement in the development of this plan.

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## CATEGORIES OF DISABILITY EXPLAINED

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### INTELLECTUAL

Affects a person’s abilities to learn e.g. down syndrome, fetal alcohol spectrum disorder

### PHYSICAL

Affects a person’s mobility or dexterity e.g. quadriplegic, amputee, cerebral palsy

### DEVELOPMENT AND LEARNING DISABILITY

Affects a person’s ability to complete a task or use certain skills e.g. autism, dyslexia

### NEUROLOGICAL

Affects the person’s brain and central nervous system e.g. acquired brain injury, epilepsy, dementia, multiple sclerosis, parkinson’s disease

### MENTAL ILLNESS

Affects a person’s thinking processes e.g. anxiety, depression, post traumatic stress disorder

### SENSORY

Affects a person’s ability to hear or see e.g. hearing or vision impaired

# Community profile

## ABOUT CUMBERLAND

Cumberland Council has a population of 219,312<sup>1</sup>. This is forecast to increase to 296,848 (by 30%) by 2036.

Cumberland is one of the most culturally and linguistically diverse local government areas in Australia:

- 48% or 92,457 people were born overseas from more than 150 different countries.
- 24% arrived in Australia within the 5 years prior to 2011.
- 61% of residents speak a language other than English.

Cumberland has the highest proportion of refugees per capita and the highest number of people seeking asylum of any local government authority in NSW<sup>2</sup>. In the past 25 years, more than 20,000 refugees have decided to call the Cumberland area home<sup>3</sup>.

1. Australian Bureau of Statistics (2011), *Census of Population and Housing 2011. Compiled using id Profile (Usual residence data)*  
 2. Department of Immigration and Border Protection (June 2016), *Illegal Maritime Arrivals on Bridging Visa E*.  
 3. Department of Social Services (July 2016), *Settlement Database*  
[www.data.gov.au/dataset/settlement-reports](http://www.data.gov.au/dataset/settlement-reports)



### The top 5 Countries of Birth In Cumberland

(other than Australia)

1	China	6.0%
2	Lebanon	5.4%
3	India	5.1%
4	Vietnam	2.5%
5	Turkey	2.0%

Source; ABS, Census 2011

### The top 5 Languages Spoken In Cumberland

(other than English)

1	Arabic	16.1%
2	Cantonese	5.2%
3	Mandarin	4.9%
4	Turkish	3.8%
5	Persian/Dari	2.8%

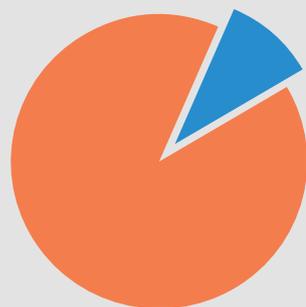
Source; ABS, Census 2011

A photograph of a man and a woman smiling. The man is on the left, wearing a black zip-up jacket, and the woman is on the right, wearing a blue and white patterned top with a dark blue scarf. They are in a gym or fitness center, with exercise equipment visible in the background.

## Snapshot of people with disability in Australia

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 type of disability and the way it impacts on a person's life can be variable. A person may also be affected by more than one form of disability.

# SNAPSHOT OF DISABILITY IN AUSTRALIA<sup>1</sup>



## 10%

An estimated 10% of the population has dyslexia. That's more than two million Australians.<sup>2</sup>



## 45%

of the population will experience a mental health condition during their lifetime.



## 1 in 6

Australians are affected by hearing loss. There are approximately 30,000 Deaf Auslan users with total hearing loss.<sup>3</sup>

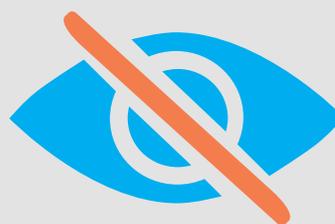


Research shows job or financial loss can increase a person's risk of health problems, such as depression and anxiety.<sup>5</sup>



## 3 million

Australians live with depression or anxiety.<sup>4</sup>



## 357,000

Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision. They project that the number of Australians who are blind or have low vision will grow to 564,000 by 2030 (refractive error not included).<sup>6</sup>

1. Sources: Except where stated otherwise, data is taken from Australian Bureau of Statistics (ABS) 2016, 4430.0 - Survey of Disability, Ageing and Carers 2015, viewed 24 February 2017.

2. Australian Dyslexia Association Inc Queensland 2014, *Dyslexia In Australia*, viewed 24 February 2017.

3. 'Listen Hear! The economic impact and cost of hearing loss in Australia' 2006, Access Economics, viewed 24 February 2017.

4. Australian Bureau of Statistics (ABS), 4326.0 - National Survey of Mental Health and Wellbeing: Summary of Results 2007, viewed 24 February 2017.

5. Price, R.H., Choi, J.N. and Vinokur, A.D. 2002, Links in the chain of adversity following job loss: How financial strain and loss of personal control lead to depression, impaired functioning, and poor health, *Journal of Occupational Health Psychology*, 7(4), 302-312.

6. Vision Australia estimate is based on ABS population data and ABS Survey of Disability Ageing and Carers.

# People with a disability living in Cumberland

The following disability statistics are indicative only due to the limited definition of disability and low local participation rates in the Census. Boundary changes as a result of the Council amalgamation have also restricted the availability of relevant and up to date disability data.

It should also be noted that community consultations have highlighted that the term 'disability' does not have a universally understood definition with the word not even existing in many cultures and languages. Attitudes towards people with disability are also a significant barrier which impact on the availability of accurate data.

**10,153 people or 5.3% of the population in Cumberland report needing help in their day-to-day lives due to a severe or profound disability.** This includes people whose disability causes severe core activity limitation (i.e. people who require help or assistance in one or more of the three core activity areas; self-care, mobility and communication because of a disability, long-term health condition or old age<sup>4</sup>.

**More than 12,319 people in Cumberland receive a Disability Support Pension<sup>5</sup>.** This includes people over 16 years who have a physical, intellectual, or psychiatric condition that prevents them from working or who are permanently blind.

Cumberland Council also currently supports 93 adults with disability in the Age and Disability service area.

It is widely recognised that as people get older, their experience of disability increases, particularly in the area of mobility and physical disability. As Cumberland's population ages, together with its increased longevity, the rate of disability is also expected to increase substantially over time.

## Need for Assistance with Core Activities by Age

CUMBERLAND Age Group (years)	2011	
	Number	% of Population
0 to 4	111	0.7
5 to 9	235	1.8
10 to 19	447	1.8
20 to 59	3,363	3.1
60 to 64	905	10.6
65 to 69	774	12.4
70 to 74	861	17.5
75 to 79	953	24.4
80 to 84	1,062	34.9
85 and over	1,443	50.9
<b>Total</b>	<b>10,153</b>	<b>5.3</b>

Source; ABS, Census 2011

## Unpaid carers

Unpaid carers are the main providers of assistance to people with disability. 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 breakdown<sup>6</sup>.

**11% of Cumberland residents or 16,913 persons over the age of 15 provide unpaid care to a person with disability, with long-term illness, or due to old age<sup>7</sup>.**

4. Australian Bureau of Statistics ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings – 2015

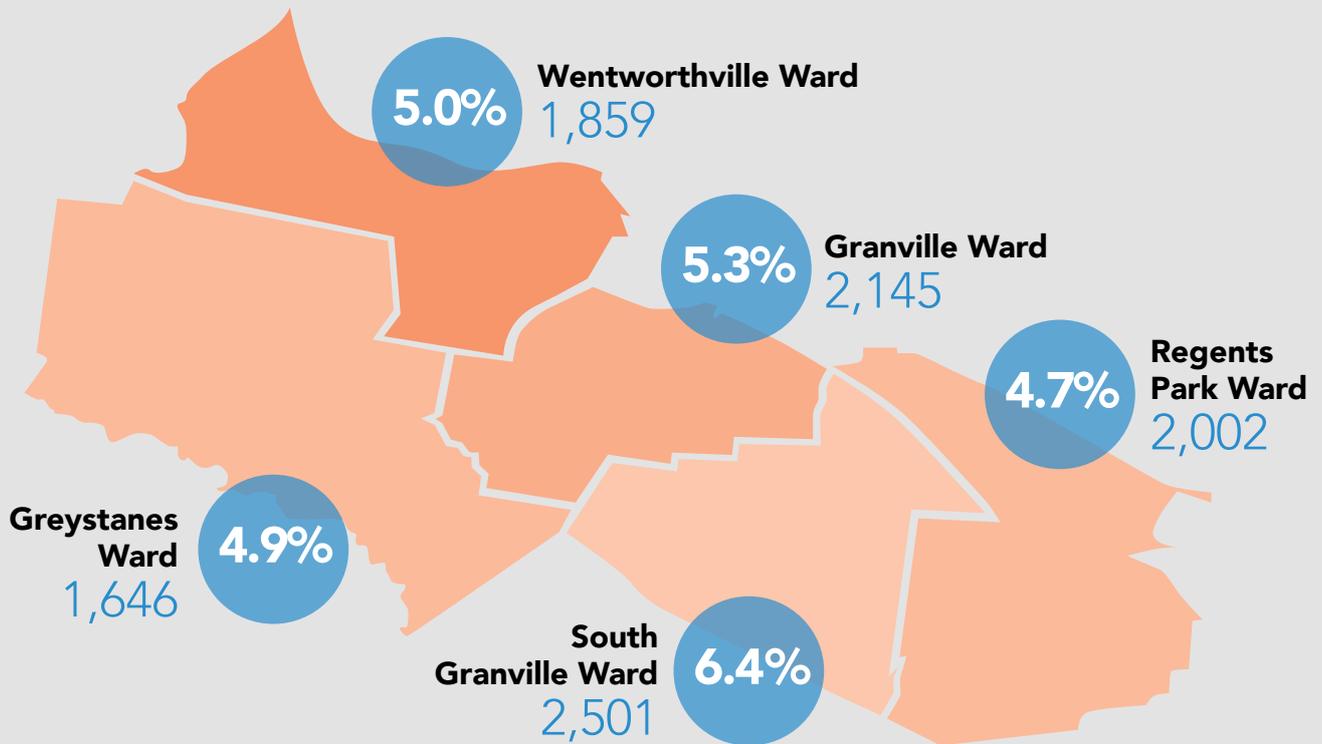
5. Data provided by Department of Social Services - September 2016

6. Australian Institute of Family Studies (2008), 'The nature and impact of caring for family members with a disability in Australia' Research Report No 16.

7. Australian Bureau of Statistics (2011), Census of Population and Housing 2011. Compiled using id Profile (Usual residence data)

# ASSISTANCE WITH CORE ACTIVITIES

Number and % of the population per ward who need assistance



# The plan in context

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**The Disability Discrimination Act (1992) makes it unlawful to discriminate in the provision of goods, services or facilities against people on the basis that they have or may have a disability.**

## **NATIONAL AND LEGISLATIVE CONTEXT**

In 2008, all levels of Government across Australia committed to implementing the *United Nations Convention on the Rights of Persons with Disabilities* (CRPD) through the development of the *National Disability Strategy* (NDS). This strategy sets out a national, unified approach to improving the lives of people with disability, their families and carers.

The *National Disability Insurance Scheme* (NDIS) and *NSW Disability Inclusion Act 2014* (DIA) were introduced in NSW to provide greater individual choice and control for people with disability.

## **COUNCIL AND THE NSW DISABILITY INCLUSION ACT**

The *NSW Disability Inclusion Act 2014* (DIA) recognises that disability results from barriers in society that prevent or limit inclusion.

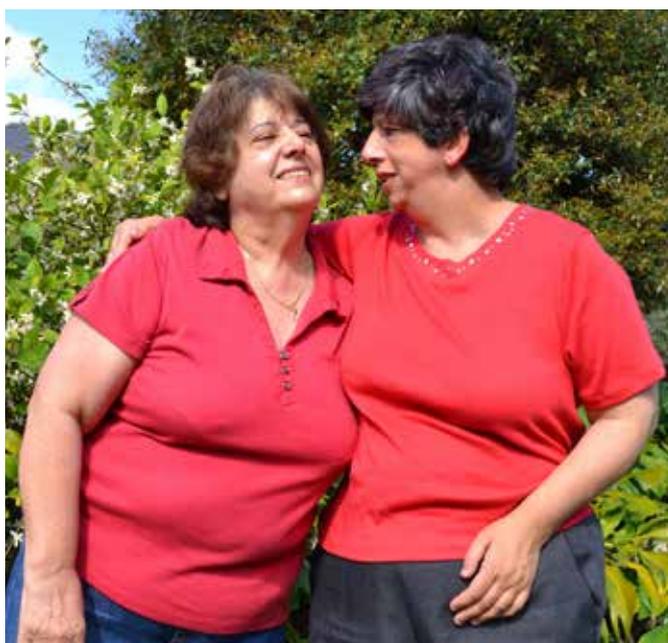
The DIA reinforces Council's general obligation to reduce barriers for people with disability. The DIA recognises that people with disabilities have a right to participate as fully as possible in the life of the community. Under the DIA, Council has an obligation to make its facilities and services accessible and inclusive.

Section 12 (3) of the *NSW Disability Inclusion Act 2014* requires each government agency to prepare a *Disability Inclusion Action Plan*. The purpose of the *Disability Inclusion Action Plan* is to set out a series of principles and strategies to guide Council's actions over the next four years and to empower people with disability to have greater access to Council facilities, services and information.

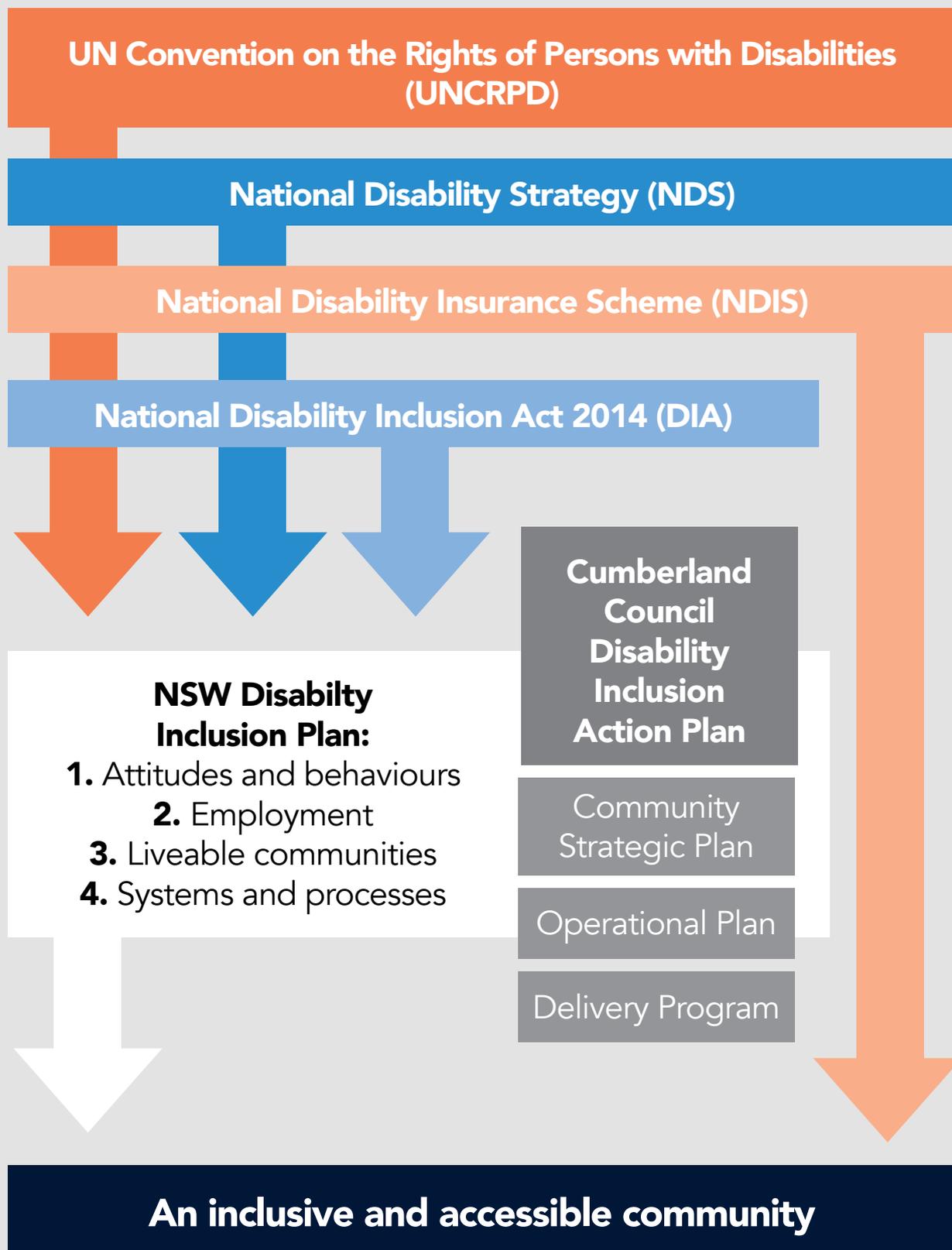
## Alignment with Council's Community Strategic Plan

The *Disability Inclusion Action Plan* aligns with the draft Cumberland Community Strategic Plan which identifies 'safety and access' as key community priorities including the need for improved equality in access of, and to, services and facilities in the area.

Implementation of this Plan is a specific action identified in Council's draft Delivery Program and Operational Plan. This ensures that the needs of people with disability will be considered in all aspects of Cumberland's infrastructure, resources and services. The Plan will be monitored and implemented as part of Council's integrated planning and reporting framework.



## The relationships between the relevant policy and legislative instruments





# Community engagement

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## How we engaged the community

The Disability Inclusion Action Plan was developed by listening to and engaging with residents, external stakeholders and staff over many months throughout 2016/2017. More than 1,913 people from across Cumberland provided feedback by filling in a survey, completing a telephone survey, attending a forum or focus group to provide input into the development of the Plan.



### COMMUNITY SATISFACTION SURVEY

A telephone survey was conducted by Micromex Research in September 2016 to examine community attitudes and perceptions towards Council's current and future services and facilities. This survey contained two questions that gave insight into how Council was performing against access and inclusion indicators.

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600 RESIDENTS PARTICIPATED

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### EASY READ SURVEY ABOUT DISABILITY

An 'Easy Read Survey about Disability' was undertaken with service providers, people with disability, their carers, families and the general public between October 2016 and February 2017. 56% of respondents to the survey were people with disability and 17% were carers of a person with disability.

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145 SURVEYS COMPLETED

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### FOCUS GROUPS

Fourteen focus groups were undertaken with people with disability, their carers and families, schools, local disability service providers and Council committees.

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205 PARTICIPANTS

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### COMMUNITY STRATEGIC PLAN SURVEY

An online survey was undertaken seeking input into the vision and priorities for Cumberland. Additional questions around community awareness/attitudes of people with disability and priority access issues were included to inform the DIAP.

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762 SURVEYS COMPLETED

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### INCLUSIVE CUMBERLAND FUTURE FORUMS

Four Community Forums were held across the Cumberland Local Government Area in September 2016. Additional questions and activities were incorporated into forum activities to inform the DIAP.

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176 PEOPLE ENGAGED

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### CONSULTATION WITH COUNCIL STAFF

An internal consultation session was held with representatives from across Council in March 2017 to inform Council's proposed action plan.

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30 STAFF CONSULTED

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# What the community told us

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The following key findings and recommendations were identified through the community engagement process.

## LIVEABLE COMMUNITIES

Isolated and uneven footpaths, roads and landscaping issues were identified as some of the greatest barriers to mobility in the Cumberland area.

**Accessible Transport** - Accessible trains and buses were identified as a key priority area for creating a liveable and inclusive Cumberland for all. It was highlighted that door widths of certain trains can prevent access; elevators or lifts are often scarce or out of order; and it is generally difficult to access platforms. Greater provision of accessible public transport, including more public transport for outings and more affordable after-hours public transport for people with disability is needed. Public buses are not accessible enough and accessible public transport needs to be expanded to meet the needs of people with disability or mobility issues.

**Accessible Parking** - The need for additional accessible parking spaces across Cumberland, particularly in Auburn and Merrylands shopping precincts was identified, particularly more accessible undercover parking.

**Accessible Toilets** - The need for increased provision of accessible toilets particularly in workplaces, parks and recreational spaces, shopping and community centres was identified. The improved design of accessible toilet spaces was also identified. For example the weight of many accessible toilet doors is often too heavy and the automatic timers of toilets need to be modified to accommodate the needs of people with disability.

**Expanded Council Facilities and Programs** - The variety of activities, venues, parks and community centres provided by Council were highly valued by the community. Greater promotion and provision of inclusive and

### To make our community truly liveable, Council needs to:

- Improve the quality and consistency of footpaths, kerb ramps and pavers;
- Improve accessibility and safety of road crossings;
- Advocate for public transport to meet higher standards of accessibility;
- Provide more accessible parking and accessible undercover parking spaces;
- Increase the number of accessible public toilets, particularly in parks and recreation spaces;
- Provide free or affordable accessible buses to and from Council programs and events;
- Provide more accessible Council events and targeted communication to people with disability;
- Undertake access audits and develop publications on accessible facilities across Cumberland;
- Provide more accessible playgrounds with sensory stimulatory items for children;
- Apply universal design principles to all Council facilities and infrastructure.

accessible Council programs, services and facilities were identified as a key priority to increase participation in community life. Examples include access audits and maps, life skills training, aqua sports, pool heating or wheelchair hoist to assist pool access, community gardening and art workshops, entrance ramps, free buses and accessible transport to and from venues.

## ATTITUDES AND BEHAVIOURS

Over half of respondents surveyed felt that people in Cumberland are friendly or helpful to people with disability. However there is also a general lack of understanding around the term 'disability' and the diversity and different types of disability that exist. The need to educate the community about less visible disabilities including mental illness and challenge negative stereotypes was also highlighted as well as the importance of separating 'disability' and 'ageing' issues.

Specific concerns were raised in relation to community attitudes and behaviours toward people in wheelchairs. For example, people in wheelchairs often experienced a general lack of respect in relation to their need for clear paths of travel and navigating public spaces.

## SYSTEMS AND PROCESSES

Consultations identified the need to improve the accessibility and provision of Council information and news including targeted communication to people with disability. This includes greater diversity of information provision such as increased language translations, providing easy read formats, larger print, resources interpreted in braille and recorded audio formats.

**Accessible Council Events** - The need to provide greater support to enable people with disability to participate in Council events and access event venues was identified. For example, providing Auslan interpreters, hearing loops and promoting accessible features in event communications.

## EMPLOYMENT

Gaining meaningful employment greatly contributes to a person's sense of self-worth, opportunities for social interaction and independence. Consultations highlighted a need for training, mentoring, volunteering and support programs as a pathway to meaningful employment for people with disability, including entry-level opportunities for young people. There is potential for Council to explore further partnerships with businesses to provide training and support to increase local employment opportunities for people with disability.

### To shape positive attitudes and behaviours towards people with disability, Council needs to:

- Raise awareness of the different types of disability, including 'unseen' disabilities such as mental illness;
- Build a community of respect that celebrates diversity and difference in all its forms;
- Increase community awareness and provide education and training to provide insight into the lives of people with disability, including consideration for people in wheelchairs in public places;
- Focus on 'disability' and 'ageing' as distinct and separate service areas.

### To ensure its systems and processes are accessible to all, Council needs to:

- Provide print and online information in a range of accessible formats;
- Provide multiple language translations for non-English speakers;
- Provide audio information on Council's website and digital platforms;
- Provide Auslan interpreters, hearing loops and promote access features for Council programs, services and events;
- Target communications at people with disability to ensure they receive the latest information from Council.

### To make people with disability more employable within Cumberland, Council needs to:

- Provide training, mentoring, volunteering and support programs for people with disability to gain meaningful employment;
- Identify opportunities to partner with local businesses to increase local employment opportunities for people with disability;
- Review Council's recruitment practices to remove barriers for people with disability seeking employment with Council.



# Action plan

## FOCUS AREA 1: POSITIVE ATTITUDES AND BEHAVIOURS

Council encourages positive and inclusive staff behaviours, and a whole of community attitude to people with a disability. We champion behaviour that respects and embraces diversity and difference within our community.

STRATEGY	ACTION
1.1 Improve capacity of Council staff to identify, understand and deliver inclusive practices	Undertake a review of the level of understanding and specific training needs required by staff across the organisation.
	Provide disability awareness induction, training and support programs for staff and volunteers.
	Incorporate disability awareness information into the Councillor induction and training program for newly elected representatives.
	Deliver an appropriate community engagement framework to ensure participation by people with disability and their carers in all public participation programs including the development and delivery of Council plans and strategies.
	Convene the Cumberland Disability Employee Champion Network.
	Develop a procedure and guidelines for Council staff to access Auslan interpreters to provide better use and support within the organisation.
	Develop and deliver a professional development program for education and care and frontline staff to meet the needs of children and families with disability.
1.2 Continue to develop partnerships which promote and raise awareness of inclusive practices	Convene the Cumberland Access and Inclusion Panel.
	Continue to work with key community organisations, advocacy groups and government agencies and deliver initiatives to promote access and inclusion.
	Support businesses and community organisations to implement and promote inclusive practices.
	Support Council's access and inclusion objectives through the procurement and tendering process.
	Provide accessibility support in the rollout of the Cumberland Council community grants program.
1.3 Demonstrate leadership in inclusive and accessible communication and publication	Developing Council publications reflective of our diverse community e.g. images of people with disability in Council publications and promotional material.
	Deliver public campaigns and activities that highlight inclusion and recognise the rights and contribution of people with disability in our community.
	Develop education initiatives to improve community awareness of the impact of behaviour and practices which impede public access. For example, communication which highlights the impact of obstructing pathways or driveways to people with disability.



## ■ CASE STUDY

### Outstanding Customer Service and Accessibility Awards

To improve and promote the accessibility of small businesses, Council systematically audited over 300 small businesses across five town centres, considering both physical and social access issues.

The audits were undertaken by community representatives and people with disability using a checklist devised by a qualified access consultant which assessed physical accessibility of the premises as well as customer service/experience.

The audits were a practical exercise in building understanding amongst business owners about the importance and economic benefits of improving access. Businesses were assessed and identified using a red, yellow or green traffic light system identifying those which were either accessible (green light) or inaccessible (orange and red light).

91 businesses were identified as being accessible and nominated for the 'Outstanding Customer Service & Accessibility Award' of the local Business Awards. They were also recognised by a sticker displayed in shopfront windows and through local media and Council promotion.

Over 200 businesses were found to be inaccessible. Each of these businesses were provided with the 'Want More Business?' booklet (in English, Chinese and Korean) which provided practical advice and demonstrations of the social and economic benefits of access.

The project helped to:

- Improve understanding of accessibility by local businesses and highlight the economic benefits of improving access;
- Identify and promote accessible businesses;
- Provide practical advice and tips for businesses 'verging' on accessibility (improved customer service, de-cluttering, rearranging furniture, shop fit-outs).

## FOCUS AREA 2: LIVEABLE COMMUNITIES

Council contributes to and advocates for a liveable and welcoming Cumberland, where community places, neighbourhoods and facilities promote health, happiness and wellbeing and contribute to social connectedness. This includes important liveability factors such as housing design, transport access, community recreation and social inclusiveness.

9,234

MOBILITY  
PERMIT  
HOLDERS

There are approximately **9,234** Mobility Parking Scheme (MPS) permit holders in the Cumberland Local Government Authority.

This includes **184** permits issued to organisations, **8,817** individual permits and **233** temporary permits.

154

MOBILITY  
PARKING  
SPACES

Within Cumberland, there are **154** mobility parking spots available in public areas, including on street parking in town centres and outside Council facilities.

STRATEGY	ACTION
2.1 Increase access to public places and facilities	Identify and prioritise community and recreational facilities that require access audits in accordance with AS1428.1 (Access to Premises).
	Undertake an audit of accessible public toilets across Cumberland to evaluate the accessibility of each toilet, including their access and egress and ensure the National Public Toilet Map register is regularly updated.
	Undertake an audit and develop a priority plan to increase the number and distribution of accessible parking spaces across Cumberland and develop an accessible online map.
	Review current planning controls for access to buildings (Class 2-9) and develop a new <i>Access &amp; Mobility Development Control Plan (DCP)</i> .
	Identify priority locations to undertake pedestrian access and mobility plans to inform accessible paths of travel between major facilities and services.
	Develop and implement a Cumberland Pedestrian Access Management Plan (PAMP) and ensure all new road and transport infrastructure works undertaken by Council are coordinated and in accordance with current legislation.



## ■ CASE STUDY

### Impact of footpath upgrades

Council regularly reviews and upgrades its network of footpaths to ensure accessible paths of travel between major facilities and services across the Cumberland area. This work can have significant impact on people with disability by promoting independence and liveability.

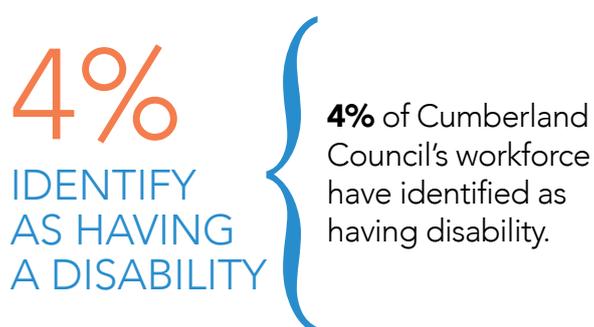
Local resident, Josie, reflects on the impact local footpath upgrades have had on her son, Ricky:

“Prior to the footpath, I was concerned when he would drive his wheelchair on the road but now he leisurely visits the neighbours and he keeps an eye on the street.”

STRATEGY	ACTION
2.1 Increase access to public places and facilities <i>(continued)</i>	Continuously upgrade recreational facilities (playgrounds, sports fields, golf courses, amenities, parks, etc) to incorporate access and inclusion provisions and to meet the requirements of the Disability Discrimination Act and the relevant Australian Building and Construction Codes.
	Undertake an audit of Council aquatic centres and develop a priority plan to incorporate access and inclusion provisions in priority locations and ensure compliance with accessibility standards.
	Include accessible design principles in the Cumberland Open Space and Recreation Strategy and Cumberland Community Facilities Strategy.
	Undertake access appraisals of the Central Gardens, Holroyd Gardens and Auburn Botanic Gardens and promote as destinations for people with disability.
	Incorporate accessible play elements when renewing and installing playgrounds.
	Develop two regional, all abilities playgrounds at the Auburn Botanic Gardens and Central Gardens.
2.3 Improve transport access	Undertake research on transport disadvantage in the Cumberland Local government authority .
	Advocate for accessible public transport hubs and infrastructure.
	Continue to provide accessible transport to enable participation in Council programs, services and events.
2.4 Provide programs which aim to increase social inclusion, participation and community connections	Promote and support inclusion in all activities delivered by Council in community centres, youth centres, arts facilities and libraries.
	Provide, resource and support education and care services for families with additional needs.
	Operate quality and specialised services for people with disability that reflect the needs and requirements of people with disability.

## FOCUS AREA 3: EMPLOYMENT

Council maintains its commitment to equal employment and workplace opportunities and the ongoing commitment to reducing barriers for current and future employees to remain and thrive in the workplace.



10. Source: Disability Confidence Survey Report 2016, Australian Network on Disability

STRATEGY	ACTION
3.1 Increase the participation of people with disability	Partner with agencies and groups to increase the recruitment of people with disability.
	Implement actions from the Workplace Management Plan to improve the inclusion and professional development of employees with disability.
3.2 Provide volunteering and work placement opportunities for people of all abilities	Identify and provide volunteering opportunities for people with disability through Council's Volunteers Program.
	Provide work placement opportunities for people with disability within Council.
3.3 Improve organisational capacity to support a diverse workforce	Implement reasonable workplace adjustment policy and practices to support employees with disability.
	Undertake a review of Council recruitment policies and practices to improve equal access to employment for people with disability.
	Continue to implement a policy to reflect the Carer's Recognition Act, including promoting flexible work arrangements.

## ■ CASE STUDY

### Partnerships for better Council recruitment practices

Council partnered with the National Disability Recruitment Coordinator and the Australian Network on Disability to review its recruitment practices.

The review sought to ensure recruitment and employment systems do not provide

barriers to people with disability applying for, or gaining employment with Council. The creation of Position Descriptions in accessible formats and establishment of the Disability Employee Champion Network were two outcomes implemented following the review.



## ■ CASE STUDY

### Accessibility considerations in engaging and communicating with the community

Council ensures that community engagement activities are held in accessible venues and uses a range of techniques to address accessibility considerations. Communications Guidelines have been developed by Council to incorporate best practice accessibility principles. Examples include communication templates which meet minimum font size standards, readable font types, use of appropriate colours and use of images of iconography.



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*Communications Guidelines have been developed by Council to incorporate best practice accessibility principles.*

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## FOCUS AREA 4: SYSTEMS AND PROCESSES

Council encourages a culture of continuous improvement and inclusion to provide easy access to Council information, services and facilities. We provide opportunities for the community to actively participate and partner with Council to improve our decision making and service delivery.

STRATEGY	ACTION
4.1 Increase access to Council information and services	Provide information in a range of accessible formats and ensure that Council's website, print material and social media is accessible.
	Ensure Council's website is compliant with Web Content Accessibility Guidelines 2.0 to ensure minimum standards of accessibility requirements (vision and hearing impaired).
	Develop a range of publications to promote accessible places and spaces within the Local Government Authority .
	Develop and install signage to promote accessible technologies and facilities within Council facilities, for example hearing loop, braille tactile signs, MLAK key access.
4.2 Review and continuously improve Council's service delivery	Establish and convene a Disability Access and Inclusion Panel to increase participation of people with disability and disability advocates in Council planning processes.
	Undertake regular, independent review of Council's services to identify continuous improvement opportunities.
	Undertake regular internal review by Council staff to identify continuous improvement opportunities for workplace practices and support.
	Promote Council's DIAP outcomes to the community, ensuring use of a range of communication methods and accessible formats.
4.3 Develop and implement staff procedures and practices that support the implementation of access and inclusion	Implement guidelines for making our publications and signage accessible, including 'Easy Read' publication.
	Develop an accessibility checklist for staff developing content for Council's website.
	Develop and implement training for staff to deliver better access outcomes, for example, how to use accessible technologies.
	Develop and implement accessible event management guidelines and toolkit for Council delivered events to promote access and inclusion.
	Develop and implement training for staff delivering community engagement programs to promote access and inclusion.
	Support staff with disability to attend training and professional development opportunities.

# Monitoring and evaluation

**Implementation of the Disability Inclusion Action Plan is incorporated into Council's Delivery Program and Operational Plan with accompanying responsibilities, resources and timeframes identified.**

Ongoing monitoring and evaluation of the Plan be overseen by the Cumberland Access and Inclusion Panel comprising community and stakeholder representatives.

Council will report on progress of the Action Plan as part of the Cumberland Council Annual Report and will also provide a summary of its achievements to the NSW Disability Council on an annual basis.

A comprehensive review and evaluation of the Plan will be undertaken at the completion of the four year term (2017 - 2021). The results will be reported to Council, NSW Disability Council and Australian Human Rights Commission as well as the Cumberland community.

## PERFORMANCE INDICATORS

Indicators are an important tool in ascertaining the progress in implementing the DIAP as well as maintaining the profile and commitment to disability inclusion within Council.

The challenge for Council is that issues may be important and have a significant impact on people with disability but be outside the direct control of Council. Council will monitor progress against these indicators to measure the wellbeing and inclusion of people with disability in the community.

### Spheres of Council influence<sup>11</sup>



11. NSW Department of Family and Community Services and Local Government NSW (2015)  
NSW Disability Inclusion Action Planning Guidelines: Local Government

<b>FOCUS AREA</b>	<b>INDICATORS</b>	<b>DATA SOURCE</b>	<b>COUNCIL INFLUENCE</b>
Attitudes and behaviours	Agreement that Cumberland is a harmonious, respectful and tolerant community	Community Satisfaction Survey	Influence
	Level of satisfaction with opportunities to participate in Council's decision making process	Community Satisfaction Survey	Control
	Number of Council staff and volunteers who have participated in disability awareness training	Council data	Control
	Satisfaction reported by people with disability on the outcomes of their participation	DIAP panel	Influence
Liveable communities	Agreement that Cumberland is a good place to live	Community Satisfaction Survey	Influence
	Level of satisfaction with access to arts and cultural activities	Community Satisfaction Survey	Control
	Level of satisfaction with access to sporting or recreation activities	Community Satisfaction Survey	Control
	Agreement that transport in the area is accessible	Community Satisfaction Survey	Control
	Number of accessible car parking spaces in Cumberland	Council data	Influence
	Number of new or upgraded accessible public toilets in Cumberland	Council data	Control
	Level of satisfaction with aged care and support for people with disability	Community Satisfaction Survey	Influence
Employment	Proportion of employees with disability in Council's workforce	Council data	Influence
	Number of new volunteer placements from people with a disability	Council data	Influence
System and processes	Level of satisfaction with transport options for Council events	Council data	Control
	Level of satisfaction with provision of Council information to the community	Community Satisfaction Survey	Control
	Level of satisfaction with accessibility to Council and its services	Community Satisfaction Survey	Control
	Proportion of Council publications provided in accessible formats	Council data	Control
	Number of Council publications produced which promote accessible places and spaces in Cumberland	Council data	Control



CUMBERLAND  
COUNCIL

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