



# **Attachment 1 to Item 4.3.1.**

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## **Disability Inclusion Action Plan 2023-2026**

Date of meeting: 9 April 2024

Location: Council Chambers

Time: 6:30 p.m.



# HAWKESBURY CITY COUNCIL

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## DISABILITY INCLUSION ACTION PLAN

2023 – 2026



**Image:** A young girl in a wheelchair playing at a playground. The girl is wearing a pink jacket and pants.



# STATEMENT OF COMMITMENT TO FIRST NATIONS PEOPLES

Council acknowledges the Darug and Darkinjung peoples as the Traditional Custodians of the land throughout the Hawkesbury.

Council recognises the continuing connection of First Nations people to their Country and respects the cultures and histories of Aboriginal and Torres Strait Islander peoples as the first peoples of this land.

**Image:** A scenic landscape of a cliff side, tree and mountains during a sunset.



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# MAYOR'S FOREWORD



I am proud to introduce Hawkesbury City Council's Disability Inclusion Action Plan 2023–2026. The Plan outlines Council's commitment to improving access and inclusion across our organisation and the Hawkesbury and aligns with the Community Strategic Plan 2022–2036.

Within this plan is the framework that Council will follow to realise the community's stated vision for the Hawkesbury, being:

*We see the Hawkesbury as a vibrant and collaborative community living in harmony with our history and environment, whilst valuing our diversity, striving for innovation, a strong economy and retaining our lifestyle and identity.*

This Plan reaffirms Council's long-standing commitment to working with the community to address and overcome the physical, attitudinal, and social barriers that impact access and inclusion for people with a disability, and in doing so, will create a truly inclusive Hawkesbury.

More than 200 community members and 15 support organisations contributed to the development of this Plan. The Plan has also benefited from the insight of a Working Group – members of our community who have a lived experience of disability. Council thanks everyone for their valuable contribution.

Council is strongly committed to the principles of the NSW Disability Inclusion Plan, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the National Disability Strategy.

The Hawkesbury Disability Inclusion Action Plan 2023–2026 is aligned with the guiding principles of the UNCRPD including:

- Full and effective participation and inclusion in society.
- Respect for difference and acceptance of people with disabilities as part of human diversity and humanity.
- Equality of opportunity.
- Accessibility.
- Non-discrimination.

This is Council's third plan focusing on access and inclusion. It is very pleasing that the previous Plan successfully delivered a number of important achievements, including establishment of a specific Youth and Inclusion Role, implementation of programs to support local businesses to improve accessibility and improved access to facilities and services through assistive reading technology and increased accessible amenities in public spaces.

Council recognises there is still much work to be done to make the Hawkesbury a truly accessible and inclusive community. We look forward to continuing this important work with the community in delivering this new Plan.

**SARAH MCMAHON**  
MAYOR, CITY OF HAWKESBURY



**Image:**  
Two women sitting  
outside on the lawn,  
smiling whilst patting a  
Border Collie.

# INTRODUCTION

Hawkesbury City Council is committed to fostering a community that is inclusive for all people who live, work, and visit our region. This means ensuring all people with disabilities and diverse needs have every opportunity to fully connect, participate and enjoy the community, social and business life of the Hawkesbury region.

Our city is home to over 67,000 residents living in both urban and rural areas across the region, of which 11,300 people identify as living with disability. As a Council we recognise that throughout Australia and our region, there are still barriers to achieving equitable access to social, civic or employment opportunities for people with disability. Working to remove these barriers is not only essential to improving the lives of people with disabilities but also makes our community stronger and more connected.

The 2023 – 2026 Hawkesbury Disability Inclusion Action Plan (DIAP) is our third Access and Inclusion Plan. The new Plan draws upon the learnings, challenges and successes from the last nine years, and provides a clear framework and pathway forward.

We would like to thank the local community for their openness, insights, and invaluable contribution to the development of this Plan. This Plan has been developed and informed by the local Hawkesbury community, in partnership with The Hawkesbury Disability Inclusion Action Plan Working Group and local community services.

**“To give people  
with disabilities an  
opportunity to be a  
part of the community.  
It’s a really  
important thing.”**

– DIAP WORKING GROUP  
MEMBER

# DEFINITIONS

## DISABILITY

The NSW Disability Inclusion Act 2014 defines disability as:

The long-term physical, mental, intellectual, or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others. There are many kinds of disability, which can be the result of accidents, illness, or genetics. A disability may affect mobility, ability to learn or ability to communicate easily, and some people may have more than one. A disability may be temporary or permanent, total, or partial, lifelong, or acquired, visible, or invisible. Although some people are born with disability, many people acquire disability.

## ACCESS

Refers to any outcome that is achieved by the removal of 'barriers' or obstacles that may impede an individual's rights to engage in a chosen activity in a manner that is equitable and dignified. 'Barriers' can include obstacles in the built environment as well as communication or attitudinal obstacles in the social environment.

## INCLUSION

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference, or nationality) who wishes to, can access, and participate fully in all aspects of an activity or service in the same way as any other member of the community. Inclusion requires time, space, effort, and resources, but it creates a society which is fairer and more cohesive.

(Source: ACEdisability [www.acedisability.org.au](http://www.acedisability.org.au))



# OUR COMMUNITY PROFILE



**67,815**  
Total Population



**11,299 or 17%**  
of Hawkesbury residents are  
living with a disability



**11.6%**  
of Hawkesbury residents  
identify as carers



**13.3%**  
of Hawkesbury residents were  
born overseas



**4.9%**  
of Hawkesbury residents are  
Aboriginal or Torres Strait Islander

Data Source: Australian Bureau of Statistics

# DISABILITY IN AUSTRALIA



Around  
4.4 million  
(1 in 6)  
Australians are living  
with disability



The likelihood of living  
with disability increases  
with age as  
1 in 2  
Australians 65+ are living  
with disability



53%  
of people (15-64) living  
with disability are  
engaged in employment

Data Source: Australian Institute of  
Health and Welfare 2020

# POLICY AND LEGISLATIVE CONTEXT

<p><b>Convention on the Rights of Persons with Disability (2006)</b></p>	<p>The UN Convention on the Rights of Persons with Disability was adopted in 2006 offering standards or protection for the civil, cultural, economic, political, and social rights of persons with disability on the basis of inclusion, equality and non-discrimination. It makes clear that persons with disability are entitled to live independently in their communities, to make their own choices and to play an active role in society.</p>
<p><b>Disability Discrimination Act 1992</b></p>	<p>The Disability Discrimination Act 1992 makes it illegal for any person, business, or authority to discriminate on the basis of a person's disability. The legislation ensures that people with a disability have the same opportunities to access employment, education, transport, accommodation, and buildings as other members of the community who do not have a disability.</p>
<p><b>NSW Disability Inclusion Act 2014</b></p>	<p>The NSW Disability Inclusion Act 2014 provides the legislative framework to guide state and local government disability inclusion and access planning.</p>
<p><b>NSW Anti-Discrimination Act 1977</b></p>	<p>The Anti-Discrimination Act 1977 prohibits racial, sexual, and other types of discrimination and promotes equality and opportunity for all people. The Act covers discrimination in employment, education, and other areas on the grounds of sex, race, marital and domestic status, disability, homosexuality, age, transgender status, and carers responsibilities.</p>
<p><b>Disability (Access to Premises – Buildings) Standards 2010</b></p>	<p>The Disability (Access to Premises – Buildings) Standards 2010 outline the performance requirements to ensure dignified access to and use of buildings for people with disability.</p>



## POLICY AND LEGISLATIVE CONTEXT CONTINUED

<b>Australia’s Disability Strategy 2021 – 2031</b>	<p>The Strategy is a national framework that all governments in Australia have signed up to. It sets out a plan for continuing to improve the lives of people with disability in Australia over the next ten years. It supports Australia’s commitment under the United Nations Convention on the Rights of Persons with Disabilities. The Strategy’s vision is for an inclusive Australian society that ensures people with disability can fulfil their potential as equal members of the community. The Strategy includes targeted action plans for each of the outcome areas.</p> <p>The seven outcome areas are:</p> <ul style="list-style-type: none"><li>• Employment and financial security</li><li>• Inclusive homes and communities</li><li>• Safety, rights, and justice</li><li>• Personal and community support</li><li>• Education and learning</li><li>• Health and wellbeing</li><li>• Community attitudes</li></ul>
<b>Commonwealth Disability Discrimination Act (DDA) 1992</b>	<p>The Commonwealth Disability Discrimination Act 1992 (DDA) recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful. The DDA covers many areas of life including employment, education, access to premises and provision of goods, services and facilities.</p>

# DISABILITY REFORM IMPACTING INCLUSION IN NSW

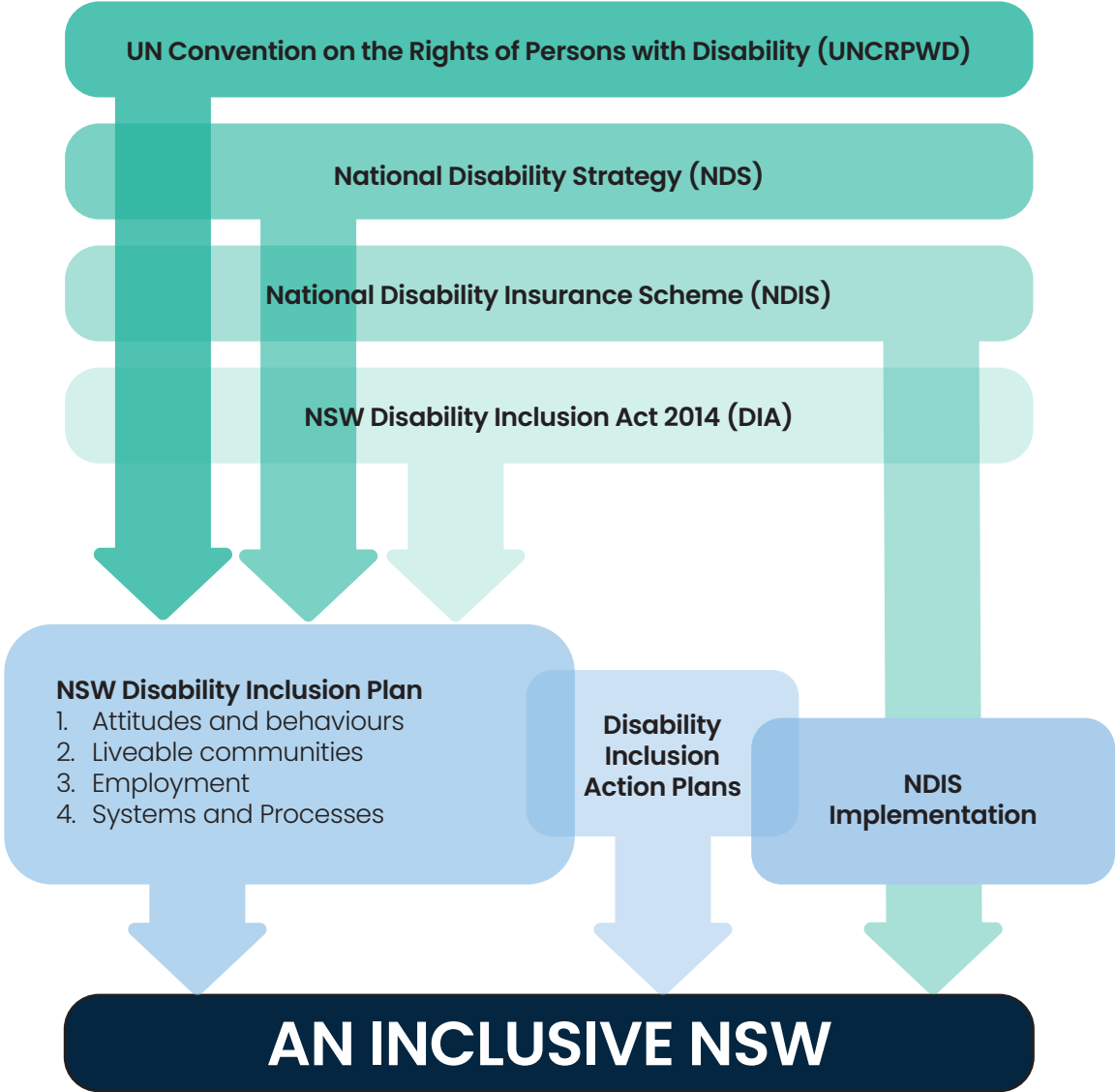


Image Data Source: NSW Disability Inclusion Action Plan Guidelines, 2022

# OUR ACHIEVEMENTS TO DATE

## ATTITUDES & BEHAVIOURS

- Established a dedicated Youth and Inclusion Officer role.
- Established and facilitated a Disability Inclusion Action Plan Working Group.
- Co-hosted Hawkesbury Disability Expo.
- Created an Annual Award for local business who demonstrate good access practices.
- Delivered Dementia Friendly training to Council staff.
- Disability and Mental Health awareness events supported by Council including Hope Walk and National Suicide Prevention Day.
- Registered with 'Zero Barriers' and provided support to local businesses to improve accessibility including self-assessment tool.
- Provided support to local social and volunteer groups through initiatives such as the Bright Ideas to Build Resilience project.
- Over 20 local businesses are registered and engaged with Zero Barriers.

More information on Zero Barriers can be accessed here: [www.zerobarriers.net.au](http://www.zerobarriers.net.au)

## LIVEABLE COMMUNITIES

- Increased the availability of accessible recreation facilities e.g. exercise equipment at Ham Common.
- Improved accessible parking amenities, both in Council and private car parks.
- Improved accessible amenities in public spaces e.g. square fencing at Governor Phillip Park.
- Audited all Council owned public toilets and identified works necessary to have these amenities meet accessibility requirements.
- Improved access to library services through the purchase of assistive reading technology in 2023.
- Created opportunities for businesses to gain Council funding to contribute to works which improve access to services and facilities.
- Upgrades to Hawkesbury City Council administration building to improve accessibility (bathrooms, front foyer, meeting rooms).
- Provision of quiet room facilities at large-scale Council events.
- Provision of Community services to large-scale Council events such as Hawkesbury Fest
- Inclusion upgrades to playground at South Windsor.
- Advocacy for youth mental health services in Hawkesbury region e.g. Hawkesbury Headspace.
- Operated four community hubs in rural communities throughout the Hawkesbury.
- Improved night lighting and CCTV in town centres.



## EMPLOYMENT

- Upgrades to Hawkesbury City Council administration building to improve accessibility (bathrooms, front foyer, meeting rooms).
- Registered with 'Zero Barriers' and provided support to local businesses regarding improving accessibility.
- Established partnership with Digital Literacy Foundation to increase digital equity across the Hawkesbury region.

This program has run with community hubs in outer areas of the Hawkesbury to increase digital capacity for individuals and business owners.

Access and Inclusion checklist can be found at [www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan](http://www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan)

**Image:** A group photo taken at the local Business awards of Hawkesbury Mayor, Councillor's, award winners and DIAP Working Group representatives and a guide assistance dog.

## SYSTEMS & PROCESSES

- Developed and rolled out the Access and Inclusion Checklist, a tool to assess the accessibility of services and facilities.
- Completed review of Council's Community Engagement Policy to include provisions for AUSLAN, TIS and Community Transport.
- Provided sector support to community organisations through Hawkesbury Connect, Hawkesbury Youth Interagency and Recovery on Wheels Network.
- Delivery of Tech Savvy training workshops at Hawkesbury City Council libraries.
- Website content accessibility upgrades to Council webpages.
- Installation of assistive reading technology at Hawkesbury City Council libraries.





**Image:** A young woman smiling whilst looking at her pet Pomeranian. The woman is wearing a colorful knitted scarf.

# HOW WAS THE PLAN DEVELOPED?

## REVIEW OF PREVIOUS DIAP

A review of the previous Disability Inclusion Action Plan was undertaken in accordance with the Department of Communities and Justice DIAP guidelines in 2022. The review identified learnings and challenges including COVID-19 and multiple major disaster events during the implementation period and provided insights that have informed the development of the new Plan. The Plan was reviewed by stakeholders within the Council and led by the Community Planning and Partnerships team.

## ESTABLISHMENT OF THE DISABILITY INCLUSION ACTION PLAN WORKING GROUP

Council engaged a Disability Inclusion Action Plan Working Group in mid 2023 to inform the design, development, and implementation of the new Disability Inclusion Action Plan. The Working Group comprises of representatives from the local community with lived experience of disability, local service providers and stakeholders. The Working Group provide direct advice to Council's Youth and Inclusion Officer on disability inclusion practices and will continue to provide regular oversight of the delivery of the Plan throughout its implementation period. The Working Group will welcome new members and looks forward to an ongoing diversity of input.

## COMMUNITY CONVERSATIONS

Council conducted a series of in-person consultations and focus groups with the community from July to September 2023. We heard from a total of 204 individuals and 15 support organisations about what mattered most to them, what is currently working, and how Council can improve accessibility and inclusion for people with disability in our region.

In addition to the in-person consultations, an online survey was held for the community to provide feedback, to which a total of 31 responses were received. Of those respondents 57% identified as a person with disability, 14% were carers, 14% were support workers and 7% were both a carer and support worker.

Throughout 2023, Council's Community Planning and Partnerships Team engaged with the local community, including delivery of Community Hubs in four regional areas. Council provides sector support through its interagency Hawkesbury Connect and Hawkesbury Youth Interagency to community organisations and services across the region, involvement in community events, expos and programs, delivery of training and workshops with local community and sponsorship of community-led initiatives. The knowledge and experience shared with Council through this engagement has also informed the development of this Plan.

Further information on the community conversations and online survey can be found on Council's Have Your Say page here: [www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan](http://www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan)

**Image:** A woman in a wheelchair participating in a discussion with a man regarding emergency preparedness.







**Image:** A woman having fun on accessible exercise equipment at Ham Common.

# THE PLAN

## PURPOSE

The purpose of this Plan is to outline the actions that Council will undertake until 2026 to improve accessibility and inclusivity for people with disability across the Hawkesbury region.

## HOW THE PLAN WILL WORK

The Plan will focus on the four key areas identified in the NSW Government Disability Inclusion Plan. Each focus area includes a series of actions we will deliver, some in partnership with service providers, local businesses, or other government organisations.

### THE FOCUS AREAS ARE:

- 1 Improving community attitudes and behaviours toward those with disability.**
- 2 Improving systems and processes to be more accessible and inclusive.**
- 3 Increasing employment opportunities and improving support for those with disability seeking and engaging in employment.**
- 4 Building more liveable communities.**

## HOW WILL WE DELIVER THIS PLAN:

Everyone in Council has responsibilities for supporting initiatives that aim to increase access and inclusion. The actions that specific sections of Council are responsible for are outlined in the Action Plan below. Council's Community Planning and Partnerships team with advice from with the Disability Inclusion Action Plan Working Group, will oversee the delivery of this Plan. We will also:

- Review implementation every six months in line with other Council reporting mechanisms.
- Seek feedback on Council's progress from people with disability and other community members.
- Consult with the Disability Inclusion Action Plan Working Group to seek regular feedback on the DIAP.
- Seek ongoing feedback from Council staff.
- Modify our strategies and actions according to review and feedback.
- Provide an annual report on our activities to the community and the Minister for Disability Services.
- Conduct annual reviews and a final review at the conclusion of the Plan.

**Image:** A group of community members and local community services sharing in a discussion around a square table.



## FOCUS AREA 1

# IMPROVING COMMUNITY ATTITUDES AND BEHAVIOURS TOWARDS PEOPLE WITH DISABILITY.

### WHAT THE COMMUNITY AND SERVICE PROVIDERS SAID WE SHOULD DO

- Increase community awareness, discussion, and education.
- Provide or promote education and training opportunities for local businesses to increase access and inclusion, including employment procedures, practices and opportunities.
- Improve awareness of invisible disability (e.g. Neurodiversity, mental health diagnosis)

### WHAT COUNCIL WILL DO

- Deliver training to all Council staff around inclusive practices for working with people with disability.
- Develop messages and campaigns that highlight the case for disability inclusion.
- Review our communications and media strategies and processes to be more inclusive and accessible.
- Support and promote community events that assist in raising awareness and celebration of people with disability and diverse needs.
- Work with local businesses to increase their knowledge and understanding of accessibility.

Further information on the community conversations and online survey can be found on Council's Have Your Say page here: [www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan](http://www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan)

**"Greater community education around inclusion and respect toward those with a disability."**

– COMMUNITY SURVEY RESPONDENT



<b>Action Title/ Description</b>	<b>Measures</b>	<b>Directorate (Section)</b>	<b>Timeframe</b>
Integrate training on disability access and inclusion into all staff induction and orientation practices.	Updated induction and orientation processes to include access and inclusion training for new employees.	People and Development	Year 1
Introduce disability inclusion training for all Council staff.	# of Council employees attending disability inclusion training.	People and Development	Year 1/2
Support a range of community education projects and events that contribute to developing positive attitudes and behaviours towards people with disability.	# of projects and type of education events delivered to the community.	Community Planning and Partnerships  Communications and Events	Year 1/2/3
Share and develop messages and campaigns that highlight the case for disability inclusion.	# of shares and campaigns highlighting and celebrating disability inclusion.	Community Planning and Partnerships  Communications and Events	Year 1/2/3
Ensure visual communications include pictures of people with disability.	# visual communications and public documents have contained disability representation.	Communications and Events	Year 1
Ensure social media content includes an image description for all important information posts.	Inclusion of image descriptions on all important information posts on social media and webpages.	Communications and Events	Year 1
Community events that promote awareness and celebration of people with disability.	# of events delivered.	Community Planning and Partnerships	Year 1/2/3

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026

<b>Action Title/ Description</b>	<b>Measures</b>	<b>Directorate (Section)</b>	<b>Timeframe</b>
Partner with the 'Zero Barriers' project to educate and support local businesses and services to increase disability awareness and inclusion.	# local businesses supported.	Economic Development	Year 1/2/3
Provide support and resources for local businesses to increase disability awareness and inclusion.	# businesses supported. # Resources shared with business community.	Economic Development	Year 2

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026

## FOCUS AREA 2

# BUILDING MORE LIVEABLE COMMUNITIES

### WHAT THE COMMUNITY AND SERVICE PROVIDERS SAID WE SHOULD DO

- Improve accessibility at existing Council facilities and design future facilities according to universal design principles and accessibility standards.
- Increase service coverage of public and Community Transport particularly in geographically isolated communities and increase accessible parking across the region.
- Increase accessibility of disaster and emergency planning information and resources for people with disability.
- Make improvements to walkways and footpaths, particularly in high traffic areas across the region.
- Make improvements to accessible public bathrooms and associated signage.
- Support increased opportunities for social connection and recreational activities for people with disabilities.

**“Involve us in creation of accessible places and spaces.”**

– COMMUNITY SURVEY RESPONDENT

Further information on the community conversations and online survey can be found on Council's Have Your Say page here: [www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan](http://www.yourhawkesbury-yoursay.com.au/2023-2026-disability-inclusion-action-plan)



## WHAT COUNCIL WILL DO

- Partner with the 'Zero Barriers' project to educate and support local businesses and services to increase disability awareness and inclusion.
- Review the amount and type of accessible parking spaces in the Hawkesbury LGA, including examining whether it is necessary to provide additional accessible parking spaces.
- Continue to improve accessibility of public buildings, facilities, and open spaces for people with disabilities through renewal and new works, including identifying opportunities for universal design.
- Continue Council's footpath review and upgrade works and continue to improve the quality of the footpaths provided across the LGA.
- Improve accessibility to community events and exhibitions.
- Review community and event sponsorship programs to be more inclusive.
- Advocate for improved public transport and work with local Community Transport services to increase accessibility across the LGA.
- Continue to work with local Emergency Service providers and community services to improve accessibility and appropriateness of emergency preparedness information for people with disabilities.

**Image:** A man in a wheelchair entering a bus via an access ramp.



<b>Action Title/Description</b>	<b>Measures</b>	<b>Directorate (Section)</b>	<b>Timeframe</b>
Partner with the 'Zero Barriers' project to educate and support local businesses and services to increase disability awareness and inclusion.	# Businesses supported by Zero Barriers and Economic Development team.	Economic Development	Year 1
Assess the amount and type of accessible parking spaces in the Hawkesbury LGA, including examining whether it is necessary to provide additional accessible parking spaces.	Assessment of accessible parking across Hawkesbury region.  Outcome of assessment actioned in accordance with industry standards.	Building Services and Open spaces	Year 3
Continue to develop open spaces with considerations to the needs of people with disability.	# of open spaces with inclusions for people with disability.  # of existing open spaces upgraded improving accessibility.	Building Services and Open Space	Year 2
Continue to improve accessibility of public buildings, facilities for people with disability through renewal, upgrades, and new works, including identifying opportunities for universal design.	# Community facilities upgraded to increase accessibility.  # New projects designed with considerations and inclusions for people with disabilities.	Building services and Open Spaces	Year 3
Continue Council's footpath review and upgrade works and continue to improve the quality of the footpaths provided across the LGA.	# of footpaths upgraded in line with accessibility requirement standards.	Building Services and Open spaces	Year 3

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026

<b>Action Title/ Description</b>	<b>Measures</b>	<b>Directorate (Section)</b>	<b>Timeframe</b>
Conduct comprehensive assessments of all Council events to ensure accessibility including event registration processes.	# of accessibility assessments completed for Council events.	Community Planning and Partnerships  Communications and Events	Year 1
Develop accessible maps for Council's community events.	# of events with accessibility maps.  Increased engagement of people with disability at public events.	Community Planning and Partnerships  Communication and Events	Year 2
Review Council's Community and Event Sponsorship Programs to incorporate requirements for access and inclusion.	Updates to sponsorship program application process to include access and inclusion of people with disability.	Community Planning and Partnerships  Communications and Events	Year 1
Promote accessible local businesses, facilities and spaces online and at Visitor Information Centres.	# of local businesses, facilities and spaces promoted.  # of businesses registered with Zero Barriers.	Economic Development  Visitor Centre  Community Planning and Partnerships	Year 2/3
Provide operational support to local facilities, community-led social and volunteer groups.	# of community programs and services utilising Council facilities.  # of community programs supported by Council's Sponsorship programs.	Community Planning & Partnerships  Cultural Services  Communications and Events	Year 1/2/3
Continue to work with local Emergency Service providers and community services to improve accessibility and appropriateness of emergency preparedness information for people with disabilities.	# of occasions of support provided  # of Emergency preparedness information on <a href="http://www.yourhawkesbury-yoursay.com.au/prepared">www.yourhawkesbury-yoursay.com.au/prepared</a>	Community Planning and Partnerships  Infrastructure Operations	Year 1/2/3

## FOCUS AREA 3

# INCREASING EMPLOYMENT OPPORTUNITIES & IMPROVING SUPPORT FOR THOSE WITH DISABILITY SEEKING & ENGAGING IN EMPLOYMENT.

### WHAT THE COMMUNITY AND SERVICE PROVIDERS SAID WE SHOULD DO

- Increase knowledge and support for local businesses to employ people with disability.
- Increase knowledge and training for Council staff, particularly roles that are community facing.
- Review Council's recruitment processes and positions to be more inclusive of people with disability.

### WHAT COUNCIL WILL DO

- Review Council's recruitment and onboarding processes to be more accessible to people with disability.
- Continue to provide support, education, and resources to local businesses to improve accessibility across the region.
- Explore avenues and resources to increase workforce diversity within Council.

**"Offer a range of assessment options instead of a traditional interview for seeing if someone will be suitable for a role."**

– COMMUNITY SURVEY RESPONDENT



Action Title/ Description	Measures	Directorate (Section)	Timeframe
Amend Council's recruitment and onboarding processes to be more accessible to people with disabilities.	# of increased engagement from diverse talent pool  Updated recruitment processes in line with inclusive employment guidelines.	People and Development	Year 3
Amend internal data collection systems to improve support for Council employees with disabilities.	Employee data system upgraded to measure information consistent with inclusive employer standards.	People and Development	Year 2
Deliver disability inclusion training for all Council employees.	# of employees who attended disability in inclusion training.  # of sessions delivered by Council on disability inclusion.	People and Development	Year 2
Incorporate DIAP and disability inclusion in Council's induction program.	Amendments made to induction material to align with Council's DIAP principles.	People and Development	Year 2
Continue to support access to education, and resources for local businesses to improve accessibility across the region.	# of businesses supported with accessibility resources and training.	Economic Development	Year 1/2/3

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026

## FOCUS AREA 4

# IMPROVING SYSTEMS AND PROCESSES TO BE MORE ACCESSIBLE AND INCLUSIVE.

### WHAT THE COMMUNITY AND SERVICE PROVIDERS SAID WE SHOULD DO

- Improve the accessibility of Council's website and other important information and resources.
- Increased community participation and co-design options that focus on improving accessibility.

### WHAT COUNCIL WILL DO

- Ensure all important information and resources are available in accessible formats.
- Council's Youth and Inclusion Officer will continue to work with the Disability Inclusion Action Plan Working Group who will continue to provide regular oversight of the delivery of the Plan throughout its implementation.

**"More readily available information that is easier to navigate on Council's website and social media pages."**

– COMMUNITY SURVEY RESPONDENT

Action Title/ Description	Measures	Directorate (Section)	Timeframe
Ensure internal and external software systems and processes are accessible to staff with disability.	Internal and external software systems compliant with webpage accessibility guidelines.	Information Services	Year 3
Provide service users with access to communications support such as interpreting services and assistive technology as required.	Promotion of accessible communication support provided to community members and service users as required.	Business Transformation and Customer Experience Cultural Services	Year 1/2/3
All feedback and complaint mechanisms are accessible and provide different options to communicate with Council e.g. in person, phone, online.	Multiple complaints and feedback processes are available.  # usage of each complaint process  # of complaints open/closed	Business Transformation and Customer Experience	Year 2
Align DIAP outcomes with Council overall Community Strategic Plan (CSP) and CSP Delivery Plan.	Alignment of DIAP outcomes with Council's Community Strategic Plan.	Business Transformation and Customer Experience  Community Planning and Partnerships	Year 2
Disseminate important community information in accessible formats (e.g. easy read formats).	Public information is available in multiple formats to increase accessibility.  # of accessible formats implemented.	Business Transformation and Customer Experience  Communications and Events  Community Planning and Partnerships  Cultural Services	Year 3

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026

<b>Action Title/ Description</b>	<b>Measures</b>	<b>Directorate (Section)</b>	<b>Timeframe</b>
Ensure all public communications relating to people with disabilities include image descriptions e.g. social media posts, webpages.	Inclusion of image descriptions on all webpages and social media posts relating to people with disability.	Communications and Events	Year 2
Utilising Council's biennial community engagement survey to seek community feedback regarding access and inclusion.	Biennial community includes questions relating to access and inclusion.  Update provided to DIAP Working Group	Business Transformation and Customer experience	Year 1/3
Continue to utilise Council's marketing resources to promote local services, events, and projects.	# of services, events and projects promoted using Council's marketing resources.	Communications and Events  Community Planning and Partnerships	Year 1/2/3
Provide up to date and relevant local support service information on website and promotional material.	Service information regularly updated and available on Council's website.	Community Planning and Partnerships  Cultural Services  Communications and Events	Year 1/2/3
Work with community services to record and raise service access barriers with relevant agencies.	# of occasions of support provided to local services.  # of matters addressed through service engagement.	Community Planning and Partnerships	Year 1/2/3
Convene forums for local service providers to build connections and strengthen referral pathways and improved integration between service systems.	# of interagency meetings held and attendance.  # of meetings with local services to improve service collaboration.	Community Planning and Partnerships	Year 1/2/3
Promote local mental health services to increase access for residents across the Hawkesbury region.	# of services promoted on website and social media.	Community Planning and Partnerships	Year 1/2/3

**LEGEND** | Year 1=2024 | Year 2=2025 | Year3=2026



# HOW WE WILL REPORT ON THIS PLAN

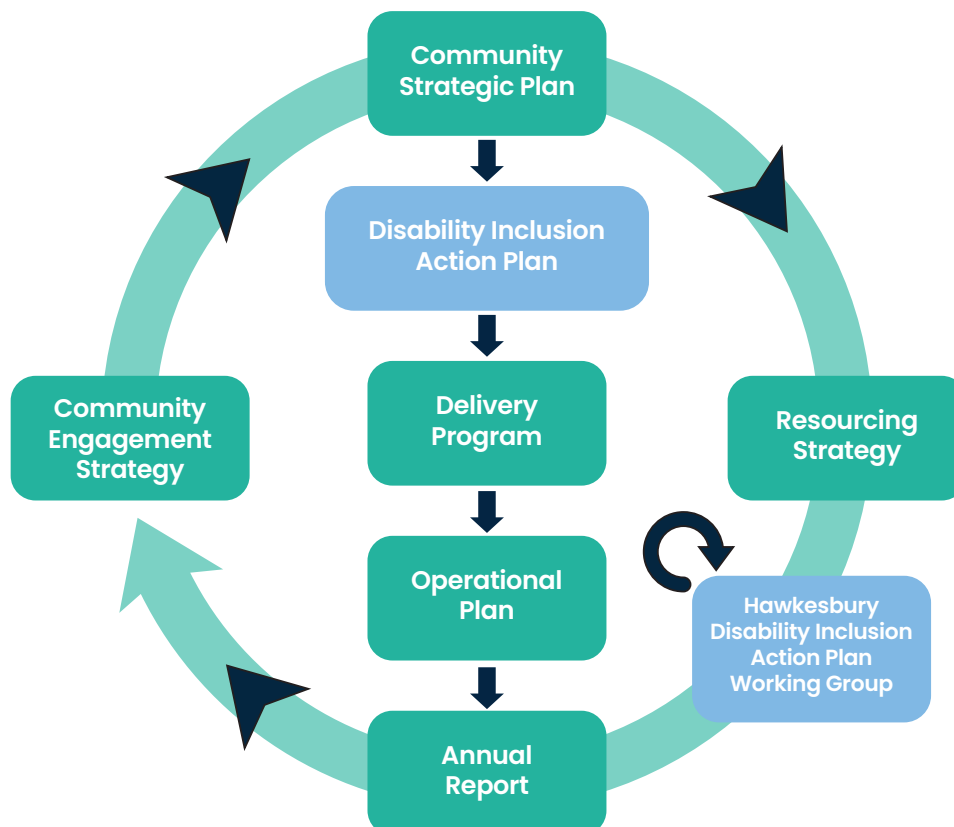
Council will embed the actions within this DIAP into its annual Operational Plans.

Council will also report on the commitments outlined in this DIAP annually as part of Council’s Annual Report and a copy will be provided to the Disability Council NSW.

Council is committed to continuous improvement and is keen to draw on ongoing community feedback and work in partnership with relevant organisations to ensure goals are met.

To support the implementation of this DIAP, Council will continue to work with the Disability Inclusion Action Plan Working Group, who will meet quarterly to review and provide oversight of the DIAP progress.

Council may also engage other experts, partners, and stakeholders with lived experience of disability to assist with the DIAP implementation and specific activities as required.





**Image:**  
A group photo of four Council staff and volunteers smiling together.

# COPIES OF THIS PLAN

Copies of this plan are available from Council's website [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au) or from:

Hawkesbury City Council  
320 George Street  
WINDSOR NSW 2756

Telephone: (02) 4560 4444  
Email: [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

An Executive Summary of this plan, is also available at [hawkesbury.nsw.gov.au](http://hawkesbury.nsw.gov.au)

## ENQUIRIES

Community Planning and Partnerships  
Hawkesbury City Council  
PO Box 146  
WINDSOR NSW 2756





**HAWKESBURY CITY COUNCIL**

Phone: 02 4560 4444

366 George Street,

(PO BOX 146) Windsor 2756

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[www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au)