



Hawkesbury City Council

attachment 1  
to  
item 123

Disability Inclusion Action Plan  
2017-2021

date of meeting: 11 July 2017

location: council chambers

time: 6:30 p.m.



# Disability Inclusion Action Plan

## 2017-2021





This document contains important information.  
If you do not understand it, contact the  
Telephone Interpreter Service on 131 450.



### **Hawkesbury City Council**

Address: 366 George Street  
Windsor NSW 2756  
Mailing Address: PO Box 146  
WINDSOR NSW 2756  
Phone: (02) 4560 4444  
Fax: (02) 4587 7740  
Email: [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)  
Council Website: [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au)  
Office Hours: Monday to Friday 8:30am-5pm



## Mayor's Foreword

I am proud to present the Disability Inclusion Action Plan 2017-2021, particularly as it has been developed in partnership with the Hawkesbury community. This Plan provides a practical framework by which Council and the Community can work together to improve access and inclusion for all residents and visitors to our City.

Council's journey to create a more inclusive and accessible community began in 1993 with the establishment of an Access Committee, and the adoption of its first Access Policy in 1994. Since that time, Council has worked to improve access awareness across a range of Council services.

Council's whole of community approach to improving inclusion drove the development of the Hawkesbury Access and Inclusion Plan 2014-2017. The implementation of the initial Plan saw Council extend its reach beyond the services and built environment for which it is solely responsible, to also foster partnerships with community groups and businesses. These partnerships delivered initiatives which enhanced access and inclusion within the Hawkesbury.

While implementation of the 2014-2017 Plan has seen major achievements in improving access to services and facilities, the consultations undertaken in the development of this Plan revealed that there is still much work to be done.

The Hawkesbury Disability Inclusion Action Plan 2017-2021 has been developed with reference to the social model of disability, which defines 'disability' as the result of the interaction between people living with impairments and an environment filled with barriers. Accordingly, Council recognises its responsibility both in taking a leadership role to advocate for the removal of obstacles to the equal participation of all people and their access to the services and facilities they need, and embedding access and inclusion principles across all Council functions.

The Hawkesbury Disability Inclusion Action Plan is Council's declaration of commitment to continue working with the community to address and overcome the physical, attitudinal and social barriers to participation for people with a disability, to create a truly inclusive Hawkesbury.



Councillor Mary Lyons-Buckett  
Mayor  
City of Hawkesbury



## 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)

## Enquiries

Community Programs Coordinator  
Hawkesbury City Council  
PO Box 146  
WINDSOR NSW 2756

Telephone: (02) 4560 4502  
Email [meagan.ang@hawkesbury.nsw.gov.au](mailto:meagan.ang@hawkesbury.nsw.gov.au)



## Table of Contents

Mayor's Foreword1 .....	i
Copies of this Plan .....	ii
Enquiries .....	ii
Executive Summary .....	1
Vision for an Inclusive Hawkesbury.....	1
Policy Statement.....	2
Demographic Profile .....	3
Definitions: Disability, Access and Inclusion.....	4
Disability .....	4
Access .....	4
Inclusion .....	4
Policy and legislative context .....	5
Developing and Delivering Hawkesbury Disability Inclusion Action Plan 2017-2021 .....	7
Council's Role and when it is likely to apply .....	8
Focus Area: Attitudes and Behaviour .....	10
Focus Area: Liveable Communities.....	12
Focus Area: Systems and Processes .....	16
Focus Area: Employment.....	21
Implementation and Monitoring .....	22
Appendix A: Hawkesbury Mental Health Forum .....	23
Hawkesbury Mental Health Forum - Summary.....	24
Feedback.....	25
Appendix B: Community Consultations .....	32
Consultation - Aboriginal Seniors Group .....	33
Consultation – Bridges Disability Services .....	35
Consultation – Bridges Disability Services continued.....	36
Consultation – North West Disability Services.....	40
Consultation – New Haven Farm .....	42
Consultation – Hawkesbury Community Care Forum.....	44



## Executive Summary

### Vision for an Inclusive Hawkesbury

Council recognises that access and inclusion are fundamental to creating a healthy and cohesive Hawkesbury.

Council's vision for the Hawkesbury as defined in Council's Community Strategic Plan 2017–2036 is

*"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."*

Council has undertaken work to ensure access principles are embedded within Council practices and policies. Council's Access and Inclusion Advisory Committee oversaw development of the Access and Inclusion Plan 2014 – 2017, a plan that provided Council with guidance on how access principles should be applied across Council activities. Through the implementation of the Hawkesbury Access and Inclusion Plan 2014 – 2017 Council has:

- increased the availability of accessible recreation facilities
- improved accessible parking amenities, both in Council and private car parks
- developed and rolled out the Access and Inclusion Checklist, a tool to assess the accessibility of services and facilities
- improved accessible amenities in public spaces
- audited all Council owned public toilets and identified works necessary to have these amenities meet accessibility requirements
- created an Awards program for local business who demonstrate good access practices
- improved access to library services through the purchase of assistive equipment
- created opportunities for businesses to gain Council funding to contribute to works which improve access to services and facilities.

The Hawkesbury Disability Inclusion Action Plan 2017–2021 identifies the strengths the Hawkesbury has in terms of inclusive built environment and community, as well provides Council with a clear set of actions and strategies to be undertaken in the coming years to improve inclusion for the whole of community. In implementing the Disability Inclusion Action Plan, Council will continue to work together with the community to improve access and inclusion for all.

#### Focus Areas for the Hawkesbury Disability Inclusion Action Plan 2017-2021

- Attitudes and Behaviour
- Liveable Communities
- Systems and Processes
- Employment





## Policy Statement

Hawkesbury City Council is committed to the principles of access and inclusion and their observance in the way that Council does business, delivers service and programs, and engages with the community. Council recognises that access and inclusion are fundamental to creating a healthy and cohesive community.

Council has adopted policies to encourage the development of accessible facilities and services (in 1994) and promote the ability of all residents to enjoy the rights and responsibilities which they are entitled to as members of the Hawkesbury community (in 2000). In 2012, these policies were reviewed with Council adopting a revised Access and Inclusion Policy to set out the framework by which Council will work with the community to eliminate barriers which may prevent residents and visitors from participating fully in community and civic life.

The Policy recognises that Council is in a position to influence the planning, design and upkeep of accessible infrastructure and the built environment through its development assessment, development control and asset maintenance responsibilities. The Policy accepts that Council can also influence events, services or programs which are held on Council property are hosted by Council or financially sponsored by Council. For other areas where Council does not have direct responsibility, the Policy acknowledges that Council will need to work in partnership with developers, the business sector and community groups to achieve good access and inclusion outcomes for the community.

The Disability Inclusion Action Plan commits Council to operate in accordance with the following core access and inclusion principles.

1. People will experience Council's public buildings, venues and outdoor spaces as accessible, people friendly and welcoming spaces.
2. People can move around the city using a pedestrian pathway and road network that is linked to public transport.
3. People have the opportunity to participate in planning an accessible and growing city and enjoy a well-designed built environment.
4. People experience the Hawkesbury as a socially cohesive and connected community which supports them to play an active part in the life of the city.
5. People can participate in an inclusive democracy and have their say on issues that affect them.
6. People can easily communicate and do business with Council.
7. People can have confidence in their dealings with Council staff.
8. People have the opportunity to source information about improving access and inclusion.
9. People can compete for employment opportunities at Council on equitable terms.

## Demographic Profile



### PEOPLE

#### POPULATION

**66,135**

(Average yearly growth 0.9%)

#### AREA

**2,776km<sup>2</sup>**

#### POPULATION DENSITY

**24** persons per km<sup>2</sup>

### If the Hawkesbury was a village of 100 people

**50** Are Male

**50** Are Female

**49** Males & **51** Females  
In the Greater  
Sydney Area

**19**

With a  
Disability

**18**

In the Greater  
Sydney Area

**4**

People need  
assistance  
due to their  
disability

**4**

In the Greater  
Sydney Area

**21** Are 14 or younger

**12** Are aged 65+

**12** Are aged 25-34

**19** are 14 or younger &  
**13** are 65+ In the Greater  
Sydney Area

**15** are aged 25-34  
In the Greater  
Sydney Area



**12**

Provide  
unpaid care

**11**

In the Greater  
Sydney Area

**3**

Aboriginal &  
Torres Strait  
Island People

**1**

In the Greater  
Sydney Area

**18**

Were born  
Overseas  
**6** from NESC

**26**

In the Greater  
Sydney Area

**6** Are unemployed

**5**

In the Greater  
Sydney Area

**25**

Have Vocational  
(Trade)  
Qualifications

**15**

In the Greater  
Sydney Area

**20**

Have Degrees  
or Diplomas

**33**

In the Greater  
Sydney Area



## Definitions: Disability, Access and Inclusion

### Disability

The *Discrimination Act 1992* provides for a wide-ranging definition of the term disability which covers any impairment of a physical, intellectual, psychiatric, neurological, or sensory nature. Under this Act disability means:

- total or partial loss of the person's bodily or mental functions or the total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness or capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body, or a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- presently exists, or previously existed but no longer exists; or
- may exist in the future (including because of a genetic predisposition); or
- is imputed to a person.

### 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

Refers to an environment where all people feel valued, their differences are respected, and their basic needs are met so they can live in dignity. A socially inclusive society is one which recognises and supports the intrinsic value of all human beings by creating and sustaining conditions that foster equity, empowerment, awareness, competence and the integration of a person into the community.



## Policy and legislative context

Local Government disability inclusion action planning relates to the following international, national and state legislation

<b>Convention on the Rights of Persons with Disabilities</b>	The Convention on the Rights of Persons with Disabilities offers sufficient standards of protection for the civil, cultural, economic, political and social rights of persons with disabilities on the basis of inclusion, equality and non-discrimination. It makes clear that persons with disabilities are entitled to live independently in their communities, to make their own choices and to play an active role in society.
<b>Disability Discrimination Act 1992</b>	<p>The <i>Disability Discrimination Act 1992</i> makes it illegal for any person, business or authority to discriminate on the basis of a person's disability.</p> <p>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>
<b>The Disability Inclusion Act 2014 (NSW)</b>	<p>The <i>Disability Inclusion Act 2014 (NSW)</i> provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:</p> <ul style="list-style-type: none"><li>• the same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;</li><li>• independence and social and economic inclusion within the community; and</li><li>• choice and control in the pursuit of their goals and the planning and delivery of their supports and services.</li></ul>
<b>NSW Anti-Discrimination Act 1977</b>	The <i>Anti-Discrimination Act 1977</i> prohibits racial, sexual and other types of discrimination and promotes equality of opportunity for all people. The Act covers discrimination in employment, education and other areas on the grounds of sex (including, breastfeeding and pregnancy), race (including colour, ethnicity and national identity), marital and domestic status, disability, homosexuality, age, transgender status and carers' responsibilities (in employment only).



In addition to this legislation, disability standards have been prepared to set out the required accessibility guidelines for public infrastructure and buildings. These include:

<p><b><i>Disability Standards for Accessible Public Transport 2002</i></b></p>	<p>Apply to the providers of any structure or facility that is used by passengers in conjunction with travelling on a public transport service. New bus stops and associated infrastructure such as shelters must comply with the Standard, as should existing bus stops that undergo substantial refurbishment or alteration.</p>
<p><b><i>Disability (Access to Premises - Buildings) Standards 2010</i></b></p>	<p>The Disability (Access to Premises - Buildings) Standards 2010 set performance requirements and provide references to technical specifications to ensure dignified access to, and use of, buildings for people with disability.</p>







## Developing and Delivering Hawkesbury Disability Inclusion Action Plan 2017-2021

Council conducted a series of focus groups and online surveys to consult with people with a disability, disability service providers and Council staff about the issues facing people with a disability living in the Hawkesbury LGA.

In addition to the focus groups and online surveys, Council hosted a mental health-specific forum in recognition of the impact a psychosocial disability has on a person's ability to participate in community life. Actions arising from the mental-health specific forum that are not within the scope of the Disability Inclusion Action Plan, such as health services and programs that address the consequence of some psychosocial disabilities (e.g. suicide response / prevention, drug and alcohol treatment programs) are captured in Appendix A and the future work Council will undertake in response to these key issues is documented against each recommendation.

The consultation undertaken to develop the DIAP revealed that the community feels Council has made access improvements that are of benefit to the community through:


- provision of accessible outdoor recreational spaces, including parks and exercise equipment
- offering quality accessible facilities, including the Central Library, Gallery and Museum
- improving the accessibility of its consultative processes through town meetings and listening kiosks.

The Hawkesbury Disability Inclusion Action Plan identifies the key strategies and actions that Council intends to prioritise over the next four years and the outcomes that are expected from the implementation of these actions. The key issues and findings from the community consultation process have informed the content of the Plan.

The role that Council will play will vary for each of these strategies. Although being facilitated by Council, the vision for inclusion is intended for the community and key stakeholders of Hawkesbury, and is not just focused on all of the activities internal to the Council. Whilst Council has a custodial role in initiating, preparing and implementing the Disability Inclusion Action Plan, other partners, such as State agencies and community groups may also be engaged in delivering the long-term objectives of this Plan. The varying roles that Council will perform in delivering on these strategies are explained in the table below, and then highlighted in the strategy tables for each Focus Area.

## Council's Role and when it is likely to apply

<p><b>Manager/Leader</b> Council manages, leads, delivers and communicates commitment, progress and outcomes</p>	<p>Where Council has direct responsibility and capability to deliver the outcomes required. This will involve dedicated resources, agreed timeframes and clear responsibilities.</p> <p>External funding or other resources may be required to make the project happen. In taking on this role, Council also must be aware of the high level of community interest in outcomes, and needs to communicate its commitment to making it happen, the timeframe, progress and outcomes</p>
<p><b>Critical Partner</b> Council is an informed critical partner in the delivery of a project with mutual benefits for the partners</p>	<p>Where Council has a direct responsibility to deliver the outcomes, and either partnerships are required in order to proceed, or the delivery of outcomes is enhanced by partnerships. Council needs to define its preferred position on outcomes, and enter the partnerships with the aim of value-adding and providing benefits for all parties</p>
<p><b>Advocate</b> Council develops an informed position and influences others who have the responsibility to make the decision and act</p>	<p>Where Council does not have the resource or the direct responsibility to enact or make the decision. Council develops a position on the strategy/issue with a defined path forward and advocates to the responsible partners for the changes to occur. In this way, Council is part of developing the solutions rather than just presenting the issues</p>
<p><b>Supporter</b> Where a project is initiated externally to Council, Council provides low level assistance to enable the project to be realised</p>	<p>Where others are responsible for the decisions, actions taken and outcomes, that align with the overall Community Strategic Plan, then Council might provide support by way of in-kind support or additional resourcing etc. The responsibilities and actions are those of the initiating party</p>
<p><b>Facilitator</b> Council makes it easier, and builds the capacity of others to deliver</p>	<p>Where Council develops the capacity of others (community groups, business groups, government agencies etc), to find their own acceptable solutions. For example, several community groups may wish to run a community project: Council could facilitate by being a neutral third party to call meetings initially, perhaps assist sourcing funds from government, develop meeting or event processes etc.</p> <p>The responsibility for action and ownership of outcomes lies with the community groups, business groups or agencies</p>



The focus areas identified in the NSW Disability Inclusion Plan provide a framework for the Hawkesbury Disability Inclusion Action Plan.

The focus areas and their aims are:

**Focus Area 1: Attitudes and Behaviour**

- To build community awareness of the rights and abilities of people who live with disabilities, and to support the development of positive attitudes and behaviour towards people who live with disabilities.

**Focus Area 2: Liveable Communities**

- To increase participation of people who live with disabilities in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

**Focus Area 3: Systems and Processes**

- To ensure that people who live with disabilities can easily and efficiently access mainstream government services and other opportunities in the community.

**Focus Area 4: Employment**

- To increase the number of people who live with disabilities in meaningful employment, thereby enabling them to plan for their future and exercise choice and control with economic security.

## Focus Area: Attitudes and Behaviour

### What Council has done

- Trained Executive and Management staff in disability awareness.
- Established the Hawkesbury Access and Inclusion Award for local businesses that demonstrate good access practices.
- Supported local events that celebrate community diversity.

### What Council will do in the next four years (2017–2021)

Outcome 1	Outcome Measure
People with disabilities experience positive interactions in their dealings with Council	1.1 Community satisfaction with the way Council consults with the community 1.2 Community satisfaction with the way Council responds to customer requests

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Amend Community Engagement Policy to specify inclusive engagement strategies	Manager / Leader	Community Services Corporate Services and Governance	X		X		1.2.2	Council's Community Engagement Policy details tools and approaches that facilitate inclusive community engagement
Disability inclusion and awareness training to be delivered to Council staff	Manager / Leader	Human Resources		X			1.2.3	Number of staff trained Increase in staff awareness of disability inclusion principles (survey)
Review Customer Service processes and where required, train Customer Service staff in use of technology used to assist in communication with people with disability	Manager / Leader	Customer Service Community Services Human Resources	X	X			1.2.3	Number of customer service processes reviewed (count) Number of staff trained in use of assistive technology (count) Increased satisfaction with access to Council services and facilities (biennial survey)

Outcome 2	Outcome Measure
Increase in the awareness and understanding of the needs of people with disabilities in the Hawkesbury	2.1 Community satisfaction with Council support of Community organisations 2.2 Community satisfaction with Council partnerships with residents, community groups & institutions.

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Support a range of community events that contribute to developing positive attitudes and behaviour towards people who live with disabilities	Manager / Leader Critical Partner / Supporter	Community Services Corporate Communication Cultural Services	X	X	X	X	2.3.3 5.6.1	Number of events held in conjunction with disability awareness / celebration weeks (count)
Work in partnership to deliver and/or support a range of initiatives to educate community on the needs of people with disability	Manager / Leader Critical Partner / Supporter	Community Services Corporate Communications	X	X	X	X	2.3.1 2.4.1	Number of education initiatives delivered to the community (count)



## Focus Area: Liveable Communities

### What Council has done

- Constructed new accessible recreational facilities
- Developed Council's customer service administration space and central library compliance with current access standard requirements.
- Developed and rolled out the Access and Inclusion Checklist, a tool to promote the accessibility of services and facilities.
- Improved access to library services through the purchase of assistive equipment.
- Offered opportunity for local business to access Council sponsorship to fund works which improve access to services and facilities.

### What Council will do in the next 4 years (2017–2021)

Outcome 3	Outcome Measure
Increased participation of people with disabilities in all aspects of community life	3.1 Satisfaction with Council services & facilities 3.2 Community satisfaction with bus and train services 3.3 Increase in percentage of residents who feel safe in public spaces 3.4 Community satisfaction with parks, playgrounds and reserves

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Identify pedestrian / public transport sites where assistive technology is required and work with State Government to deliver access improvements	Advocate	Community Services	X	X			2.4.1 4.1.3	Number of access audits undertaken. Number of notifications and access improvement requests sent to State Government
Continue to develop outdoor spaces with consideration to the needs of people with disabilities	Manager / Leader Critical Partner	Parks Construction & Maintenance	X				4.3.1 4.3.2	% of Master Plans developed that are reviewed by Access and Inclusion Advisory Committee

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Investigate appropriate location for outdoor recreation space that can be fenced for safety	Manager / Leader	Parks Community Service		X			4.3.2 5.6.2	Complete review of parks locations suitable for installation of fencing Park sites to be considered for fencing referred to Hawkesbury Access and Inclusion Advisory Committee
Continue to promote access awareness initiatives to recreation providers in the Hawkesbury	Supporter / Facilitator	Community Services Corporate Communication	X	X	X	X	2.2.2	Number of access awareness initiatives promoted to recreation providers in Hawkesbury Number of accessible active recreation programs available in the Hawkesbury
Continue to undertake access audits in conjunction with recreation providers in the Hawkesbury	Critical Partner	Community Services	X	X			2.2.2	Number of access audits undertaken in conjunction with recreation providers Number of access improvements undertaken to facilities and programs in response to access audits
Increase night lighting in town centres to improve perception of safety	Critical Partner / Advocate	Community Services Building Services		X	X		2.1.2	Community Safety Audits undertaken in town centres Number of sites for improved outdoor lighting identified Funding application submitted to undertake community safety improvement works

Outcome 4	Outcome Measure
The Hawkesbury business community applies good access principles in their operations.	4.1 Community satisfaction with Council support of business development

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Continue to deliver access awareness training through Hawkesbury business groups	Critical Partner	Community Services Strategic Activities	X		X		5.8.2	Number of access awareness training information sessions delivered to Hawkesbury business groups Increased satisfaction with non-Council services and facilities (bi-annual survey)
Continue to undertake access audits in conjunction with the business community	Critical Partner	Community Services	X	X	X	X	5.7.3	Number of access audits undertaken Number of Access Improvement applications received through Community Sponsorship program Number of access improvements resulting from access audits Increased satisfaction with non-Council services and facilities (bi-annual survey)
Promote the Access Improvement Grant to local business community	Manager / Leader	Corporate Communication Strategic Activities Community Services	X	X	X	X	5.7.3	Number of information sessions delivered Number of circulars distributed regarding Access Improvement Grant Increased satisfaction with non-Council services and facilities (bi-annual survey)

Outcome 5	Outcome Measure
Improved access to services for Hawkesbury residents	5.1 Community satisfaction with Council lobbying of state/federal government funding and improved service levels 5.2 Community satisfaction with Council support of volunteers 5.3 Community satisfaction with available housing choices

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Advocate for increased affordable and accessible transport options for people with disability	Advocate	Community Services	X	X			4.1.2	Number of actions taken by Council relating to transport options for people with disability
Advocate for and support operation of mental health mobile outreach services	Advocate / Critical Partner	Community Services	X	X			1.4.1 2.4.1	Number of actions taken by Council relating to mental health mobile outreach services
Provide support for operation of social and volunteer groups	Supporter / Facilitator	Community Services Cultural Services Corporate Communications	X	X	X	X	2.3.2	Number of actions taken by Council relating to the operation of social groups Number of actions taken by Council relating to the operation of volunteer groups
Advocate for increased respite accommodation in the Hawkesbury area	Advocate	Community Services		X			2.4.1	Number of actions taken by Council relating to respite accommodation in the Hawkesbury
Continue to work with housing providers to increase safe, accessible housing stock in the Hawkesbury	Advocate / Supporter	Community Services Strategic Planning Property Services	X	X			5.3.2	Number of actions taken by Council in partnership with housing providers Availability of accessible safe housing in the Hawkesbury

## Focus Area: Systems and Processes

### What Council has done


- Achieved Third Party Verification status against the Disability Service Standards in 2015.
- Convened Hawkesbury Access and Inclusion Advisory Committee to provide a mechanism through which Council can be informed of disability, access and inclusion issues.

### What Council will do in the next 4 years (2017 – 2021)

Outcome 6	Outcome Measure
<b>People with disabilities can easily and efficiently access Council services</b>	6.1 Community satisfaction with the way Council communicates with residents
	6.2 Community satisfaction with services & facilities provided by Council

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Complete review Community Engagement Policy	Manager / Leader	Community Services	X	X			1.2.2	Completed review of Council's Community Engagement Policy by Hawkesbury Access and Inclusion Advisory Committee
Continue to utilise Council marketing tools to promote local services and initiatives	Manager / Leader	Corporate Communications Community Services					1.2.1	Number of services and initiatives promoted using Council marketing tools
Review the systems and processes used by Council to interact with the community to ensure accessibility	Manager / Leader	Corporate Communications Community Services	X	X	X		1.2.2 5.1.2 5.1.4	Number of Council systems reviewed by Hawkesbury Access and Inclusion Advisory Committee Number of amendments to improve the accessibility of Council's systems and processes
Develop local service information directories - online, resource card	Critical Partner	Cultural/Library Services Information Services Community Services		X	X		1.2.3 2.4.1	Update of Council Community Directory delivered Development of resource card for mental health services






Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Complete review of Council information to determine what is essential for the community to readily access Where required, investigate options for conversion of this information into accessible formats	Manager / Leader	Customer Services Community Services Information Services	X	X	X		1.2.2 5.1.2 5.1.4	Number of Council systems reviewed by Hawkesbury Access and Inclusion Advisory Committee Number of amendments to improve the accessibility of Council's systems and processes Number of accessible information resources produced

Outcome 7	Outcome Measure
That people with disability can access easily access mainstream government services and other opportunities in the community	7.1 Community satisfaction with access to services and facilities for people with a disability
	7.2 Community satisfaction with programs for people from diverse cultures

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Advocate to Department of Education to increase support for people with disabilities as well as special education units within Hawkesbury schools	Advocate	Community Services		X			2.4.1	Number of actions taken by Council relating to supported education in the Hawkesbury
Work with service system to ensure mental health is part of the assessment process under NDIS and MAC	Advocate	Community Services		X	X		2.4.1	Improved screening for mental health support requirements in assessment for NDIS Improved screening for mental health support requirements in assessment for NDIS
Update and promote Council's online Community Directory	Critical Partner	Cultural/Library Services Information Services Community Services		X	X		1.2.3 2.4.1	Update of Community Directory completed Council Community Directory promoted
Work with the local service system to record and raise service access issues with relevant funding agency	Advocate	Community Services	X	X	X	X	2.4.1	Number of identified issues raised with funding agencies

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Explore opportunities for IT education and support to be delivered to Hawkesbury residents to improve their capacity to navigate the service system online	Advocate / Facilitator	Community Services Cultural/Library Services	X	X	X	X	2.3.3 2.4.1	Number of IT education programs held
Convene forums for service providers to build referral pathways and improved integration between service systems	Critical Partner / Supporter / Facilitator	Community Services	X	X	X	X	2.3.1 2.4.1	Number of forums convened
Work with mental health support agencies to investigate opportunities for increased provision of mental health support services in the Hawkesbury	Advocate / Supporter / Facilitator	Community Services	X	X	X	X	2.3.1 2.4.1	Number of initiatives undertaken in partnership to increase access to mental health support services
Work with Aboriginal organisations and community to improve access to culturally competent support services for Aboriginal members of community	Critical Partner / Advocate / Facilitator	Community Services	X	X	X	X	2.3.3 2.4.1	Number of Aboriginal cultural education and initiatives delivered locally Number of initiatives undertaken in partnership to increase access to Aboriginal services in the Hawkesbury



Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Work with organisations who support Culturally and Linguistically Diverse (CALD) communities organisations to improve access to culturally competent support services for CALD members of community	Critical Partner / Advocate / Facilitator	Community Services	X	X	X	X	2.3.3 2.4.1	Number of CALD education and initiatives delivered locally Number of initiatives undertaken in partnership to increase access to CALD services in the Hawkesbury

## Focus Area: Employment

### What Council has done

- Hosted Hawkesbury Disability Employment Expo in partnership with disability service providers.
- Supported delivery of employment support training to people with disabilities in partnership with disability service providers.
- Established the Hawkesbury Access and Inclusion Award for local business who have a positive and proactive approach to employment of people with a disability.

### What Council will do in the next four years (2017–2021)

Outcome 8	Outcome Measure
A range of employment opportunities are available for people with disabilities in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles.	8.1 Community satisfaction with local employment opportunities 8.2 Community satisfaction with training and career opportunities

Actions	Council Role	Section Responsible	Year				CSP Strategy	Output Measures
			1	2	3	4		
Continue to work with support agencies to investigate employment opportunities for people with disability	Facilitator	Community Services	X	X	X	X	2.5.1 5.7.3	Number of actions taken by Council relating to employment for people with disability in the Hawkesbury
Investigate work placement or workplace training opportunities in Council	Critical Partner	Human Resources Community Services					1.6.1	Number of placement or workplace training opportunities provided for people with disability within Council



## Implementation and Monitoring

Council is committed to achieving the actions and long-term objectives set out in the Hawkesbury Disability Inclusion Action Plan.

The implementation of the Hawkesbury Disability Inclusion Action Plan is the responsibility of all areas of Council.

The Hawkesbury Access and Inclusion Advisory Committee will oversee and monitor implementation of the Plan.

Each year, Council will report on its progress against the Hawkesbury Disability Inclusion Action Plan as part of its Annual Report. The section of Council's Annual Report relating to the implementation of the Plan will be provided to the Minister for Disability Services and the NSW Disability Council.

The Plan will be reviewed and updated every four years.



A decorative graphic consisting of several overlapping, wavy lines in various shades of blue, creating a sense of movement and depth. The lines originate from the left side and flow towards the right, with some lines curving upwards and others downwards.

## **Appendix A**

# **Hawkesbury Mental Health Forum**



## Hawkesbury Mental Health Forum - Summary

- Council hosted two Forums - 30 March 2017 at Hawkesbury Leisure and Learning Centre
- 85 people were in attendance - including mental health consumers, carers, Councillors, service providers, health providers (Hawkesbury and Nepean), Nepean Blue Mountains Primary Health Network (NBMPHN)
- Focus areas for the Forum (as developed by a representative from the NBMPHN Consumer Advisory Committee):
  - Older Adults
  - Youth
  - Mental Health in Schools
  - Drug and Alcohol
  - Community Attitudes and Behaviours
  - Services and Supports
- Council's response to issues identified will be one or a combination of the four following options
  1. **Fed into the Disability Inclusion Action Plan (DIAP)**
  2. **Submitted to Nepean Blue Mountains Primary Health Network (NBMPHN) LifeSpan Project**

Issues that relate specifically to suicide prevention will be forwarded for consideration for resourcing under the NBMPHN LifeSpan Project
  3. **Forwarded to the PHN Consumer Advisory Committee/NBMPHNPHN Mental Health Working Group**

Both the Committee and Working Group function as advisory committees to the Board of NBMPHN and NBMLHD, enabling issues to be considered at an Executive level within Health.
  4. **Instigate further work to be undertaken by Council in partnership with external agencies**

These actions may include resourcing local mental health networks, supporting establishment of partnerships between hospital / health and community organisations and advocating for improved health, education and clinical support services.

## Feedback

Older Adults	Council Action
Transport / isolation	1
Getting practical support – mowing	1
Complex needs	4
Isolation	1
Social isolation	1
Lack of knowledge of services	1
Access - contacting services – consumers mobile phone services	1
Relying on technology to access services e.g. My Aged Care	1 & 4
Lack of communication to consumers / people with mental health	4
Housing for older adults / mental health	1
Transitioning mental health to aged care – becomes aged-related issues	4
Dismissing mental health as ageing	4
Lower end spectrum not diagnosed	4
Recognising mental health issues / GPs	3 & 4
Mental health literacy – advocating for self / not talked about / not accessing services	3 & 4
Services need to go to them / access issues	1
Lack of emergency services	3 & 4
Lack of respite	1 & 4
Transport / disasters	1 & 4
Access to portals not used e.g. technology	3 & 4
Geographical isolation	1
Pride / privacy	4
Loneliness	4
Lack of communication / support	1
Self worth / purpose in life / burden	4
Grief and loss	2, 3 & 4
Online expectations / access	1
Info at GPs	1, 2, 3 & 4
Physical paper info	3 & 4
COTA and other talks	4
Paper / services outline	3 & 4
Council newsletters / prescription slips etc could be used to promote services	1, 3 & 4
Advocating for transport services	1
Feedback – Older Adults	Council Action
Finding ways to connect e.g. shared housing	1 & 4
Support for computer literacy	1
Support to go to groups at community centres	1
Health professionals / services to phone access	3 & 4
Mental health info asked by ACAT	4
Targeting carers	3 & 4

Older Adults	Council Action
Support services cards / directories	1, 3 & 4
Council information	1
Frontline staff – GPs, Council, mental health	1, 2 & 4
Service hubs	1, 3 & 4
Older People Mental Health Unit	4
OT help to make adjustments to residents to enable delivery of home services	4
Carers education and support	1, 2, 3 & 4
Services for respite for carers	1, 3 & 4

Youth	Council Action
High tech forums using text questions like QANDA	4
Schools under resourced	3 & 4
Bullying issues	2, 3 & 4
Teacher support structure	2, 3 & 4
Schools are overbooked and full of so many projects	4
Young people speaking with young people rather than counselling	2 & 4
What are the youth mental health services? Where are they? Who are they? Headspace?	1 & 4
Suicide family support – children & families	2 & 4
Peer workers	2, 3 & 4
Education and prevention – when to go to get help	2, 3 & 4
Bullying aid	4
Access to transport	1
Safe environments	1 & 4
Parent and group parents education	2, 3 & 4
Spending time developing support	2 & 4
More talks	1, 2, 3 & 4
Once a week sporting/events/forums	4
Growing awareness - more aware	1, 2, 3 & 4
Where to go	1, 3 & 4
School teachers are failing more and more	4

Mental Health in Schools	Council Action
Teacher support structure	2, 3 & 4
Kids are reaching out with nowhere to go	2, 3 & 4
Cultural shift through whole community approach – mental health literacy, social media platforms and specific strategies for youth mental health	1, 2, 3 & 4
More Hawkesbury stories for Hawkesbury people	4
Digital transformation	4
Access to services, outreach, knowledge of who is providing what and where	1, 2, 3 & 4
Greater structure and support for school programs	2, 3 & 4



Mental Health in Schools	Council Action
BETYR PROGRAM Youth Mental Health State Government program – previously run in Kellyville fully funded. Yearly program to tackle stigma around mental health	2, 3 & 4
Headspace in Hawkesbury	2, 3 & 4
More clinics for consultations and assessments	4
More specialised services in the Hawkesbury	2, 3 & 4
Safe environment / parent and grandparent education	2, 3 & 4
Teacher education and support	2, 3 & 4
After-school forums that use interesting ways to engage YP	2, 3 & 4
Greater outreach of MH support services	1, 2, 3 & 4
Youth worker programs in schools and having the resources to provide case management and build relationships between teacher, parent and students	3
Big brother / peer mentoring program	2, 3 & 4
AUNTY DEE – ONLINE platform with information and support	4
Beyond Blue	4
Council actually man the system	4
Promotion of Mental Health Help – NBMLHD online tool – 5 clicks to get to the services you need	1, 2, 3 & 4
Positive access internet language strategies – internet language system	4
Social media campaigns	1 & 4
Getting teachers involved in interagencies and having the knowledge to make referrals	1, 2 & 3
Develop a we are all in community approach – combine with ‘Are you OK Day’	1, 2 & 4
Hawkesbury Friend Program	4
Cyber safety – no off switch	4
Bullying	4
No safe space	2 & 4
Lack of counsellors	2, 3 & 4
Gender of counsellor	3 & 4
Not full time	3 & 4
Ratio of student	3 & 4
4 degree (Counsellor qualification required)	3 & 4
Connection and Stigma	1, 2, 3 & 4
Services knowing about services	1, 2, 3 & 4
Referral pathways	1, 2, 3 & 4
Communication between agencies	1, 2, 3 & 4
Positive / proactive programs (early intervention)	1, 2, 3 & 4
Forums – agencies	1, 2, 3 & 4
Networking – community and youth	1, 2, 3 & 4
Sharing info	1, 2, 3 & 4
Pooling resources	1, 2, 3 & 4
MH bus / hub / space	1, 2, 3 & 4
Hard to get information / support from outside services into schools	2, 3 & 4

<b>Mental Health in Schools</b>	<b>Council Action</b>
Sexting / cyber-bullying parents and teachers now knowing how to manage	2, 3 & 4
Lack of understanding from adults about cyber environment	2, 3 & 4
Education for whole of family about access to technology	2, 3 & 4
Police programs for parents and children on cyber-safety	2, 3 & 4
Early intervention for anxiety programs	2, 3 & 4
Get on track in time	2, 3 & 4
School readiness	2, 3 & 4
What services are where	1, 2, 3 & 4
Make Mental Health bigger part of curriculum	2, 3 & 4
Self-harm (including in class)	2 & 3 & 4
Penrith Access Team	2, 3 & 4


<b>Drug and Alcohol</b>	<b>Council Action</b>
Safe injecting unit in the Hawkesbury	4
GP support and help – back them up	3 & 4
What services are in the Hawkesbury	1 & 4
Upskill workers	4
Isolation an issue	4
Case management support skills	4
Invite programs into schools	4
Dual diagnosis clinic needed in Hawkesbury	4
Counselling services needed	4
Hawkesbury Mental Health Workers Group	4
More communication between agencies	4
Trauma clinic needed	4
Limited early intervention programs	4

<b>Community Attitudes and Behaviours</b>	<b>Council Action</b>
Free events and social outings	1
Promote support available including mental health, aged care, drug and alcohol	1, 2, 3 & 4
Lack of knowledge	1, 2, 3 & 4
Indifference	1, 2, 3 & 4
Fear of unknown / negative experience	1, 2, 3 & 4
Stigma	1, 2, 3 & 4
Positive outlooks / energy of change / conversation has started	1, 2, 3 & 4
Family day of celebration of wellness living in the Hawkesbury	1, 2, 3 & 4
Topics covering mental health issues	1, 2, 3 & 4
Positive promotion of lifestyle	1, 2, 3 & 4
Road show / pop up stalls promoting wellness / access to mental health services	1, 2, 3 & 4
Promotion of events and initiatives using Gazette, rates notices and mainstream services	1, 2, 3 & 4

Community Attitudes and Behaviours	Council Action
Increase / promote positive attitudes	1, 2, 3 & 4
Education	1, 2, 3 & 4
Programs / events / forums to promote positive behaviours	1, 2, 3 & 4
Police	2 & 4
Support groups for immediate / crisis situations (after hours)	2, 3 & 4
Education / public events	1, 2, 3 & 4
Be more open, transparent and visible	1, 2, 3 & 4
Mental Health Month event in the Hawkesbury	1, 2, 3 & 4
Use Hawkesbury Radio and Gazette to promote community message	1, 2, 3 & 4
Positive living in the Hawkesbury	1, 2, 3 & 4
Services for respite for carers	1 & 4
Interventions seen as quick fix and disjointed	3
Ownership – stigma	2 & 4
Safe housing	1 & 4
Too many gaps	1, 2, 3 & 4
Undiagnosed mental health	2 & 3
Unaffordable diagnosis & treatment	3 & 4
Bulk billing for all services	3
Cultural aspects – getting cultural advocates	1, 3 & 4
Acceptance of diversity	1 & 4
Mental health first aid	1, 2, 3 & 4
Social media	1 & 4
Lack of knowledge	1, 2, 3 & 4
Indifference	1, 2, 3 & 4
Fear of unknown / negative experience	1, 2, 3 & 4
Stigma	1, 2 & 4
Positive outlooks / energy of change / conversation has started	1, 2 & 4
Family day of celebration of wellness living in the Hawkesbury	1, 2 & 4
Topics covering mental health issues	1, 2 & 4
Positive promotion of lifestyle	1, 2 & 4
Road show / pop up stalls promoting wellness / access to mental health services	1, 2, 3 & 4
Promotion of events and initiatives using Gazette, rates notices and mainstream services	1 & 4
Increase / promote positive attitudes	1, 2 3 & 4
Education	1, 2, 3 & 4
Programs / events / forums to promote positive behaviours	1, 2, 3 & 4
Police	4
Support groups for immediate / crisis situations (after hours)	2 & 4
Education / public events	1, 2, 3 & 4
Be more open, transparent and visible	1 & 4
Mental Health Month event in the Hawkesbury	1
Use Hawkesbury Radio and Gazette to promote community message	1, 2 & 3

Community Attitudes and Behaviours	Council Action
Demystify through 'mainstream' community locations – GPs, hairdressers, chemists	1, 2 & 3
Information on services available needed – transport, Men's Shed,	1 & 4
Coordination of Volunteers	4
Life Stories Project	4
Attitudes – education, groups	1, 2, 3 & 4
Coordinating / knowing supports – service hubs, card, info groups	1, 2, 3 & 4

Services and Supports	Council Action
Undiagnosed mental health – GP education	2, 3 & 4
Unaffordable treatment locally for people with mental health issues	3 & 4
Lack of local services to support people with mental health issues	1, 2, 3 & 4
Promote local services and initiatives using range of local marketing tools – pharmacists script backs	
School programs needed – bullying, peer support, ongoing education, anxiety, support education for teachers, community services in schools	1, 2, 3 & 4
Mental health services needed locally – Headspace, Likemind, BETYR, AuntyDee, Older People Mental Health Unit	1, 2, 3 & 4
People are struggling and falling through gaps when transitioning between service systems – mental health > NDIS, NDIS > MAC	1, 3 & 4
Suicide / parenting support	2 & 3
Investigate mental health access ambulance as per Parramatta	3
Online service access is a barrier for older people and people with disabilities	1, 3 & 4
Trauma clinic – self harm program needed locally	2, 3 & 4
Mental Health 1st Aid training locally	1, 2, 3 & 4
Mental Health literacy needed	1, 2 3 & 4
Support update to service info - online, resource card	1, 3 & 4
Support family / carer of affected persons	2, 3 & 4
Integrate service systems	1, 2, 3 & 4
Mental Health bus locally	1, 3 & 4
Hubs space	1, 3 & 4
Develop survey for schools to determine need	4
D&A education, safe injecting unit, detox, rehab, ice clinic	3
Dual diagnosis clinic needed	2 & 3
Mental health workers group	1 & 4
limited early intervention programs	1, 2, 3 & 4
Stats for Hawkesbury D&A needed	3
Whole of health strategy needed	3 & 4
Walking psychology, YMCA recovery model	3 & 4
Lack of bulk-billed assistance	3 & 4
NBMLHD online navigation tool – promote	1, 2 3 & 4
Cultural aspects – advocates	3



Services and Supports	Council Action
A Hawkesbury 'Wellness Day' with pop up stalls in range of visible and accessible localities – promoting wellness and access to services	1, 2 3 & 4
Education to community – COTA, groups, parents, grandparents.	1 & 4
Whole community approaches	1, 2 3 & 4
Address Stigma –schools and community	1, 2 3 & 4
Lack of knowledge – disability, mental health,	1, 3 & 4
Social media – online forum	1, 2, 3 & 4
Tell Hawkesbury stories	1, 2, 3 & 4
Peer workers	2 & 3
Use mainstream business and services to demystify and education on disability including mental health	1, 2, 3 & 4
COTA and other talks	4
Paper / services outline	2, 3 & 4
Council newsletters / prescription slips etc could be used to promote services	1
Advocating for transport services	1, 3 & 4
Attitudes – education, groups	1, 2, 3 & 4
Coordinating / knowing supports – service hubs, card, info groups	1, 2, 3 & 4



A decorative graphic consisting of several overlapping, wavy lines in various shades of blue, creating a sense of movement and depth. The lines originate from the left side and flow towards the right, with some lines curving upwards and others downwards.


## **Appendix B**

# **Community Consultations**

## Consultation - Aboriginal Seniors Group

- Council attended Mad Mob Aboriginal Seniors Group 10 March 2017 at Hawkesbury Community Nursery.
- 14 people in attendance.

Feedback	Council Action
PHN Mental health Symposium – what will outcome be for Hawkesbury residents	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Mental health not issues in isolation	Forwarded to the NBMPHN
Council should educate community as advised by Aboriginal Community	DIAP – for inclusion in Reconciliation Action Plan
Accessible, sensory gardens, picnic tables	Actioned
Programs for people leaving prison e.g. Revolving Door	Out the scope of the DIAP – further work with relevant agencies needed
Social Inclusion programs locally	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Model in Tasmania – colocation of support services	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Council should have an Aboriginal worker	Outside of the scope of the DIAP – for inclusion in Reconciliation Action Plan
Council should make representations to FACS regarding the allocation of Aboriginal funding (only 6% of Aboriginal specific funding allocated through FACS to services versus over 50% of children in out of home care being Aboriginal)	Outside of the scope of the DIAP – further work with relevant agencies needed
Council should undergo cultural accreditation when rolled out locally	Outside of the scope of the DIAP – for inclusion in Reconciliation Action Plan
Council to support and encourage establishment of an Aboriginal cultural centre in the Hawkesbury	Outside of the scope of the DIAP – further work with relevant agencies needed
Council should be an active member of the Hawkesbury Aboriginal Advisory Committee	Outside of the scope of the DIAP – further work with relevant agencies needed
Council Cultural & Parks services to consult with Aboriginal Advisory Committee prior to construction and development of sites	Outside of the scope of the DIAP – for inclusion in Reconciliation Action Plan



Feedback	Council Action
Council and Police should work with Health, FACS re youth Aboriginal services in Richmond – HDHS has a D&A worker but someone allocated to probation and parole assistance is needed	Outside of the scope of the DIAP – further work with relevant agencies needed
Court Support Worker – can Council lobby to transfer legal matter to Court where Aboriginal Court Support is available?	Outside of the scope of the DIAP – further work with relevant agencies needed
Council to work with service partners to establish local equipment pool	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Pedestrian access issues on RMS roads to be addressed through working with Council	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Council to work with Aboriginal community to promote Aboriginal culture – gallery / museum	Outside of the scope of the DIAP – further work with relevant agencies needed
Council to be advised by Aboriginal community on community engagement	Outside of the scope of the DIAP – for inclusion in Reconciliation Action Plan
Council to undergo cultural awareness training	Outside of the scope of the DIAP – for inclusion in Reconciliation Action Plan
Council to support implementation of actions as recommended through the NMBPHN Co-design of Aboriginal Specific Mental Health and Drug & Alcohol Services	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents

## Consultation – Bridges Disability Services


- Council attended Bridges Disability Services 24 March 2017 at Hawkesbury Community Nursery
- 27 people in attendance

What's good about the Hawkesbury	Council Action
Quiet – not busy and more laid back than city	Taken as a comment
Restaurants	Taken as a comment
Bridges (Disability Services) supplies transport	Taken as a comment
People are friendly	Taken as a comment
River	Taken as a comment
New buildings and services	Taken as a comment
Safe	Taken as a comment
Accessible exercise equipment	Taken as a comment
Meals on Wheels	Taken as a comment
Golf Course	Taken as a comment
Socialising	Taken as a comment
Markets – like to see more	Taken as a comment
Garage Sale Trail	Taken as a comment
Pubs with bands	Taken as a comment
Historical Buildings	Taken as a comment
Gyms	Taken as a comment
Pools – like to see open all the time	Taken as a comment
Good community services	Taken as a comment
Library	Taken as a comment

## Consultation – Bridges Disability Services continued

What needs improving in the Hawkesbury?	Council Action
More lights (Chapel St)	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More security in pubs	Outside of the scope of the DIAP – further work with relevant agencies needed
Better bicycle access	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Roads	Outside of the scope of the DIAP – further work with relevant agencies needed
Traffic problems North Richmond – need bypass	Outside of the scope of the DIAP – further work with relevant agencies needed
Public Transport especially over river – bus replacement doesn't line up with train timetable	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Not enough housing for people with disabilities	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Unsafe areas at night	Will be addressed Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Too much restricted parking	Outside of the scope of the DIAP – taken as a comment
Footpaths need repair – Windsor and Richmond	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
School Zone on Macquarie St	Outside of the scope of the DIAP – taken as a comment
Crossing outside Coles (Windsor) unsafe to use	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Special needs school	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents






What needs improving in the Hawkesbury?	Council Action
Save Thompson Square	Outside of the scope of the DIAP – taken as a comment
More jobs and work experience	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
More guards on trains at night	Outside of scope the of the DIAP – further work with relevant agencies needed
More travel training and life skills	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Coles car park (Windsor) mark humps (clearer) and more lighting	Incorporated under DIAP Outcome 4 The Hawkesbury business community applied good access principles in their operations
Lots of trolleys dumped	Outside of the scope of the DIAP – taken as a comment
Unsafe on Ham Common at night	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life

## Consultation – Vision Support Group

- Council attended Vision Support Group 6 March 2017
- 15 people in attendance

Feedback	Council Action
Tree root on corner Richmond Library	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Printable material – large print	Incorporated under DIAP Outcome 1 People with disabilities experience positive interactions in their dealings with Council
Council initiatives to be accessible	Incorporated under DIAP Outcome 1 People with disabilities experience positive interactions in their dealings with Council
Shuttle bus? Accessible towns / other providers	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Footpaths / trees, private plants / Lennox St	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
How to get grass mowed? Terrace Rd ACTION – check if Terrace Windsor is Council owned on the verge	Outside of the scope of the DIAP – taken as a comment
Mark bus stops more clearly - check how informal bus stops are used	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Can Council work with Drivers / Companies around notification purposes when buses coming? Having people 'put their hand out' does not work for Vision Impaired people.	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Inaccessible toilets in shopping centres	Incorporated under DIAP Outcome 4 The Hawkesbury business community applied good access principles in their operations



Feedback	Council Action
Drop off & Pick up on Kable St GP side of Kable St	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Work with shopping centre providers – food court tables and toilets are a hazard and/or inaccessible	Incorporated under DIAP Outcome 4 The Hawkesbury business community applied good access principles in their operations
Awareness campaign – schools and community	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Council committees – hold membership specific for older people (older persons committee?)	Outside of the scope of the DIAP – taken as a comment
Tactile markers on blended crossings – Richmond and Windsor Mall	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Check footpath at South Windsor – opposite side of shops on Main St	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life

## Consultation – North West Disability Services

- Council attended North West Disability Services 13 April 2017
- 19 people were in attendance

Feedback	Council Action
More Public Transport	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Want to be able to use UWS bus to Secret Garden	Outside of the scope of the DIAP – taken as a comment
Kids should be able to use school Opal Card beyond home	Outside of the scope of the DIAP – taken as a comment
More shelters at parks	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Better public toilets	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Ham Common – paths need repair	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More toilets, more shelters	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More BBQs at Hanna Park	Outside of scope of DIAP – taken as a comment
Needs to be easier to raise issues with Council	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Better Footpaths in University	Outside of the scope of the DIAP – taken as a comment
Footpaths connecting North Richmond to Richmond	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life


Feedback	Council Action
Footpaths connecting Kurrajong to Kurmond	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More accessible night activities needed	Outside of the scope of the DIAP – taken as a comment
More outdoor recreation e.g. lawn bowls, mini-golf	Outside of the scope the of DIAP – taken as a comment
Love new building (Opal Cottage)	Taken as a comment
Like a regional park like Rouse Hill	Outside of the scope of the DIAP – taken as a comment
Moe indoor activities e.g. carpet bowls	Outside of the scope of the DIAP – taken as a comment
Taps in parks can't be seen and they're a trip hazard	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More activities on river e.g. Paddle Boats	Outside of the scope of the DIAP – taken as a comment
Assistive technology for vision impaired / hearing impaired especially at bus stops, pedestrian crossing lights	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More transport	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Cable Car up and over mountain	Outside of the scope of the DIAP – taken as a comment
Outdoor spaces – some secure area needed	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
CCTV around building	Outside of the scope of the DIAP – taken as a comment

## Consultation – New Haven Farm

- Council attended New Haven Farm Home Ltd 1 May 2017
- 6 people were in attendance

Feedback	Council Action
More steam trains	Outside of the scope of the DIAP - taken as a comment
Ways to talk to Council	Taken as a comment
Is Zig Zag still operating?	Outside of the scope of the DIAP - taken as a comment
Social groups are good	Taken as a comment
Need to go to employment (supported) out of area	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Like the riverboat (Paddle Wheeler)	Taken as a comment
Gym is good – Active 8 – Zumba	Taken as a comment
Hawkesbury Show good	Taken as a comment
Windsor Bowling	Taken as a comment
New Haven are hosting a Family Fun Day 28 May 2017	Taken as a comment
Being close to the town and other services is good – we can walk to a lot of places	Taken as a comment
Can we get a train museum like Thirlmere	Outside of the scope of the DIAP - taken as a comment
New Haven is a good facility	Taken as a comment
Like Hawkesbury Oasis	Taken as a comment
Would like another video store in Richmond as Windsor is a long way to go to have a look at videos	Outside of the scope of the DIAP - taken as a comment
Go to a lot of activities out of area – New Haven have transport	Taken as a comment
Go to bush dancing in Blue Mountains	Taken as a comment
Cooking courses – Penrith	Taken as a comment





Feedback	Council Action
More social groups	Taken as a comment
Disco is good (Richmond Club)	Taken as a comment

## Consultation – Hawkesbury Community Care Forum

- Council attended Hawkesbury Community Care Forum 8 March 2017
- 14 people were in attendance

Community Attitudes and Behaviour - Feedback	Council Action
Disability awareness and training	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
ATO – disability employment options eg. outside disability sector	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Old fashioned values – around disability eg, sexuality, capability, opportunities	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
People with disability not visible	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
Parented restrictions and family	Taken as a comment
Employers not looking as employability of people with disability	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Cultural barriers eg sexual education	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
Holding visible inclusive activities	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury

Community Attitudes and Behaviour - Feedback	Council Action
More opportunities for inclusive activities at Mens Shed, CWA, U3A, Senior centre RSL, Seniors Club	Incorporated under DIAP Outcome 7 That people with disability can easily access mainstream government services and other opportunities in the community
More effort to encourage disability organisations to integrate/reverse integrate	Incorporated under DIAP Outcome 7 That people with disability can easily access mainstream government services and other opportunities in the community
Schools – clinic room taken away (Glossodia, South Windsor Primary School)	Incorporated under DIAP Outcome 7 That people with disability can easily access mainstream government services and other opportunities in the community
Sports clubs – any wheelchair rugby? Partner with Windsor Leagues Club or Oasis Centre	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life

Systems and Processes - Feedback	Council Action
Boring!!!	Taken as a comment
Are Council's systems and processes accessible, implemented and reviewed (continuous improvement)	Incorporated under DIAP Outcome 1 People with disabilities experience positive interactions in their dealings with Council

Employment - Feedback	Council Action
Eligibility, Criteria, Disability type, Level	Taken as a comment
Policies/targets	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles Taken as a comment
Public Commitment	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles

Employment - Feedback	Council Action
Meaningful work – how to integrate	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Opportunities to volunteer	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Speak to Nova (not here)	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Individual organisations don't have active plans to employ people with disabilities – increase awareness campaigns.	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
Council as role model employing people with disability	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Supported employment options here?	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles
Employment support in NDIS plans?	Incorporated under DIAP Outcome 7 That people with disability can easily access mainstream government services and other opportunities in the community
What is TAFE doing for assisting people with disabilities and education?	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles

Employment - Feedback	Council Action
Council to work with JobQuest Training , pre employment and placements	Incorporated under DIAP Outcome 8 A range of employment opportunities are available for people with disability in the Hawkesbury, including mainstream, trainee, supported employment and volunteer roles

Liveable Communities - Feedback	Council Action
Access/mobility	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Resources	Taken as comment
Seating	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Re-charge stations	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Infrastructure for flood zone – input from people with various disabilities	Incorporated under DIAP Outcome 2 Increase in the awareness and understanding of the needs of people with disability in the Hawkesbury
Transport (rural)/distance/cost/possible lobbying/awareness programs.	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Transport – lack of public transport	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
For appointments - Better use of volunteers (tap into retirees eg grey army, little bridge)	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Medical transport very expensive	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
More bus servicers required for outreach	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents

Liveable Communities - Feedback	Council Action
Access- Main street in Windsor – difficult mobility. High ramps, signage, uneven surfacers, step, no ramps, no alternatives to footpaths, steps into shops.	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
More accessible parking (ratio correct)	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Rural areas in Hawkesbury don't have footpaths. Wilberforce, street lighting	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Library great!! Caters for everyone.	Taken as comment
Not much evening activity	Taken as comment
Richmond movies – steps – access issues.	Incorporated under DIAP Outcome 4 The Hawkesbury business community applies good access principles in their operations
Housing - Wentworth Housing – accessible?	Incorporated under DIAP Outcome 5 Improved access to services for Hawkesbury residents
Partnership with real estate agents	
Priority for affordable accessible housing with housing development applications (ratios?). Marrickville a good example.	
Ensure Council newsletters etc discuss accessibility and inclusion to increase public awareness.	Incorporated under DIAP Outcome 6 People with disabilities can easily and efficiently access Council services
Increase community sports initiatives for people with accessibility requirements	Incorporated under DIAP Outcome 3 Increased participation of people with disabilities in all aspects of community life
Ensure strengths-based language in all Council communications – more away from 'disability'.	Incorporated under DIAP Outcome 6 People with disabilities can easily and efficiently access Council services
Campbelltown/Camden Council volunteer bus drivers	Taken as comment



