

# Disability Inclusion Action Plan 2026-2030



## Community Consultation Report

February 2026

## Contents

|                                                              |    |
|--------------------------------------------------------------|----|
| Background .....                                             | 3  |
| Consultation methods.....                                    | 3  |
| Notification methods .....                                   | 3  |
| Consultation summary .....                                   | 4  |
| Results.....                                                 | 4  |
| Feedback summary .....                                       | 5  |
| Survey results – 101 submissions .....                       | 6  |
| Detailed Feedback by theme .....                             | 8  |
| Easy-read survey results – 7 submissions.....                | 13 |
| Respondent demographics .....                                | 13 |
| Feedback by theme.....                                       | 13 |
| Email feedback – 1 submission .....                          | 15 |
| Post-it note activity results – 29 submissions.....          | 15 |
| Service provider focus group feedback – 11 attendees .....   | 16 |
| Concord High School focus group feedback – 6 attendees ..... | 17 |
| Appendices.....                                              | 19 |
| A. Survey questions.....                                     | 19 |
| B. Notification methods.....                                 | 22 |
| C. Communications report.....                                | 26 |
| Social media .....                                           | 26 |
| D. Detailed survey results .....                             | 28 |

## Background

The Disability Inclusion Action Plan (DIAP) is a 4-year plan that outlines how Council will help make the area a better place for people living with disability. All Councils are required to have a DIAP and to review it every 4 years.

To help create the DIAP 2026-2030, Council sought feedback from people with diverse lived experiences of disability, including carers, family members, support workers, and people who support inclusion in our community. This consultation was guided by the NSW Government's Disability Inclusion Action Plan Guidelines, which outline four key themes: services, information, employment, and promoting the rights of people with disability.

Feedback was open from 17 October – 7 December 2025 and is summarised in this report.

## Consultation methods

- Survey (online, print and easy-read versions) with gift voucher giveaway (see appendix A)
- Drop-ins:
  - Halloween Festival on Majors Bay Road – Friday, 31 October from 5pm
  - Five Dock Library – Thursday, 6 November from 4-7pm
  - The Connection – Thursday, 13 November from 2-7pm
  - Five Dock Leisure Centre – Sunday, 23 November from 11am-2pm
  - Concord Library – Monday, 24 November from 10am-3pm
  - Drummoyne Civic Centre – Tuesday, 25 November from 3-7pm
  - Inner West Disability Forum, The Concord – Thursday, 4 December from 3-6pm
  - International Day of People with Disability Festival at Rhodes Foreshore Amphitheatre – Saturday, 6 December from 11am
- Post-it note activity
- Service provider focus groups:
  - Five Dock Library – Tuesday, 4 November from 2-4pm (this focus group was cancelled due to low registrations and participants were invited to the focus group on 12 November)
  - Concord Library – Wednesday, 12 November from 9.30-11.30am
  - Concord High School Staff – Wednesday, 19 November from 2-3pm
- Workshop with Council's Access and Inclusion Committee – Thursday, 20 November from 2-4pm. This session was facilitated by an external consultant.
- Confidential staff interviews facilitated by an external consultant.
- Email

## Notification methods

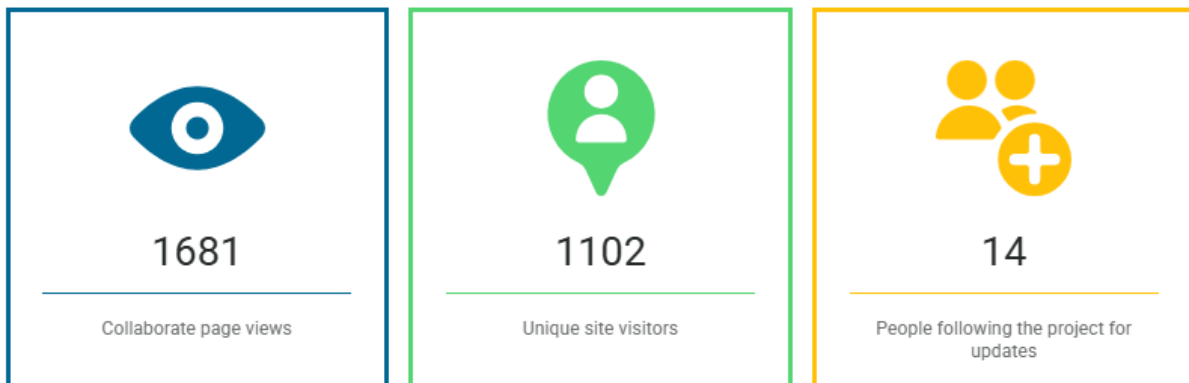
The following methods were used to notify the community of the opportunity to provide feedback:

- Project page on Collaborate Canada Bay:  
<https://collaborate.canadabay.nsw.gov.au/diap2026-30>
- Email to 3,462 Collaborate members
- Council print newsletter (November 2025)
- Council enewsletter (What's On, October 2025)
- Poster in Council libraries, venues and recreation centres, local shopping centres and local shops and businesses.
- Digital flyer sent to 341 local service providers and Council's Schools Network
- Social media

See appendix B for more information.

## Consultation summary

### Collaborate reach



### Digital promotions reach

This consultation was promoted via:



See appendix C for more information.

## Results

- 101 surveys (including 16 hard copy surveys submitted at drop-in sessions)
- 7 easy-read surveys (including 3 hard copy surveys submitted at drop-in sessions)
- 1 email
- 29 post-it note submissions
- 11 attendees at the service provider focus group
- 6 attendees at the Concord High School focus group.

## Feedback summary

Feedback for each theme highlighted that although the City of Canada Bay generally performs well, there is room for improvement across all areas – in particular, in relation to employment and access to information.

### Attitudes and behaviours

Most survey respondents (75%) rated the attitudes and behaviours towards people living with disability as 'good' or 'excellent', and this sentiment was echoed in the easy-read survey results.

Feedback from survey respondents on their experience included:

- There is a lack of awareness/understanding (13%), particularly around the needs of people who are neurodiverse (11%)
- People are generally respectful (11%) and helpful (11%)
- Some people lack empathy (8%)
- Accessible parking is used by cars without a permit (4%).

The main suggestions for improvement included:

- Community education
- Inclusive facilities
- Increase awareness and understanding through staff training and education at schools/preschools
- Promote visibility of people living with disabilities within the community (eg. through social media) with positive framing of people with disability
- Community engagement
- More events and inclusion of inclusive spaces at events.

### Liveability and accessibility

Feedback shows that the City of Canada Bay area is generally seen to be a liveable and accessible place for people living with a diverse range of disabilities, however 42% of survey respondents rated liveability and accessibility as 'poor' or 'very poor'.

Feedback from survey respondents on their experience included:

- Footpaths (22%), parks (8%) and public toilets (6%) are often not accessible
- There is a lack of transport links (8%)
- There is a lack of accessible parking (8%).

The main suggestions for improvement included:

- Improve footpaths and public spaces
- Create more accessible parking
- Hold inclusive events/activities eg. playgroups
- Improve transport connections and provide more free community transport
- Partner with local groups/disability organisations and provide more notice ahead of events to accommodate service provider programming.

### Employment

Most survey respondents rated employment opportunities for people living with disability as 'poor' or 'very poor' (57%).

Feedback from survey respondents on their experience included:

- Opportunities are extremely limited (15%)

- Employers have an unconscious bias (6%)
- Some businesses are inclusive where they can be (6%)
- Discrimination is evident in some workplaces (4%).

The main suggestions for improvement included:

- Educate local businesses and people living with disability
- Create more opportunities for people with disability to work or get work experience at Council
- Create grants for businesses to hire people with disability
- Hiring quotas for people with disability
- Create or support a platform to advertise jobs
- Provide free training or mentoring programs for people living with disability, and programs to help school leavers find employment.

### Access to information and sharing of ideas, opinions and concerns

Most survey respondents (59%) noted it is 'hard' or 'very hard' for people with disability to access information and share their ideas, opinions and concerns with Council.

Feedback from survey respondents on their experience included:

- Council website is not clear (10%)
- Council is unresponsive to requests (8%)
- Information is hard to find (8%)
- All Council communications are online (4%)
- Difficulty accessing information is dependent on one's disability (4%).

The main suggestions for improvement included:

- Create more opportunities to communicate with Council (using a variety of mediums, analogue and digital)
- Provide more easy-read options
- Be more responsive to requests received from the community
- Make the Council website more accessible
- Maintain manual services
- Implement social media initiatives
- More community consultation, making it clear when there are opportunities to provide feedback
- Create a new role at Council to liaise with disability agencies.

### Survey results – 101 submissions

#### Breakdown of survey respondents

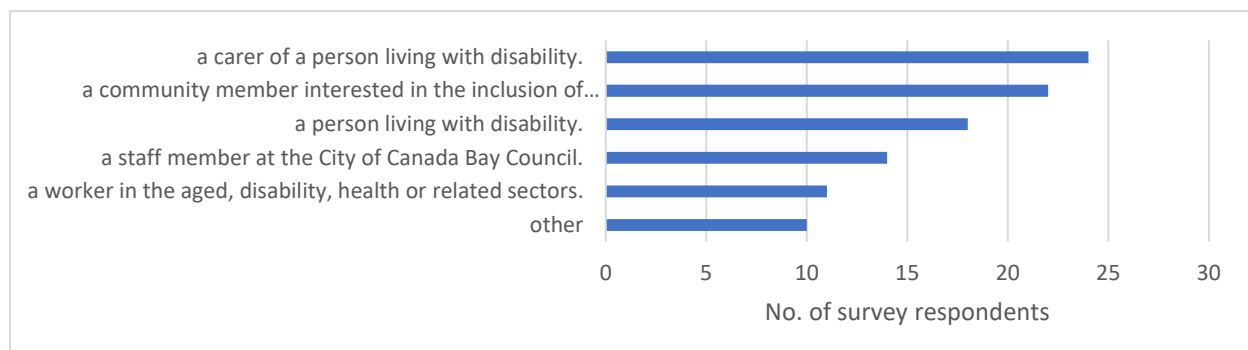


Figure 1 Breakdown of survey respondents

## Age

75% of respondents are 35 years or older.

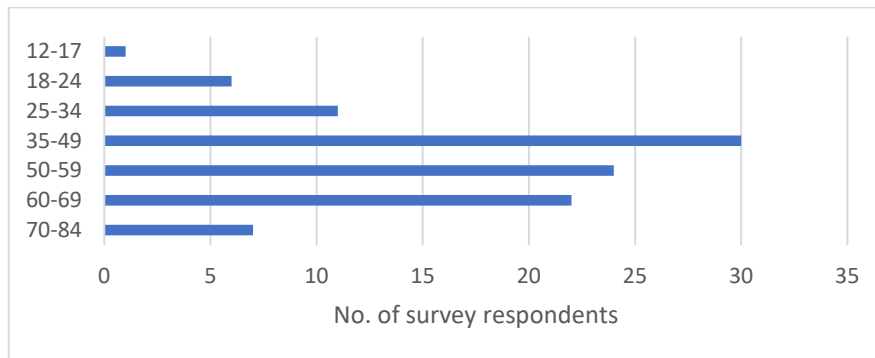


Figure 2 Survey respondents by age

## Suburb

Responses were received from residents across the Canada Bay area, with the most prominent suburbs being:

- Concord (18%)
- Rhodes (15%)
- Five Dock (11%)

19% of respondents do not live in the Canada Bay area.

## Gender

Most respondents (62%) identify as female. 27% of respondents identify as male. 4% of respondents preferred not to say. 1% of respondents identify as non-binary/gender diverse.

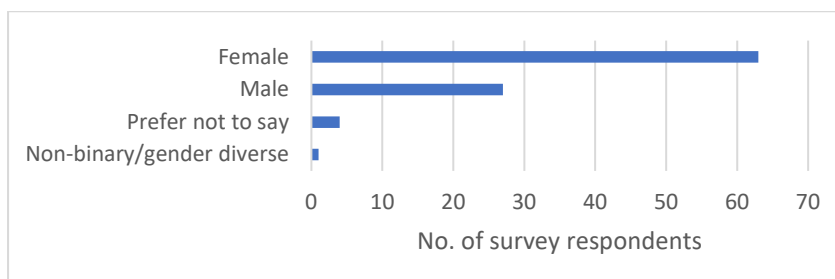


Figure 3 Survey respondents by gender

## Languages other than English spoken at home

57% of respondents only speak English at home. 36% of respondents speak a language other than English. 7% of respondents prefer not to say.

Other key languages mentioned:

- Korean (11%)
- Mandarin (11%)
- Cantonese (4%)

## LGBTQIA+ community

10% of respondents belong to the LGBTQIA+ community.

## Detailed Feedback by theme

In some cases, responses to the survey did not align with the theme of each question. Where these responses did not align the information will still be considered for the DIAP but this information has not been included in the figures for the consultation report.

### Attitudes and behaviours

Respondents were asked to rate the attitudes and behaviours of people in the City of Canada Bay towards people living with disability, as:

- Very poor – Attitudes and behaviours are consistently negative or unwelcoming
- Poor – Attitudes and behaviours are sometimes negative or lack understanding
- Good – Attitudes and behaviours are generally positive and respectful
- Excellent – Attitudes and behaviours are consistently inclusive, respectful, and supportive

#### Breakdown of responses by demographic.

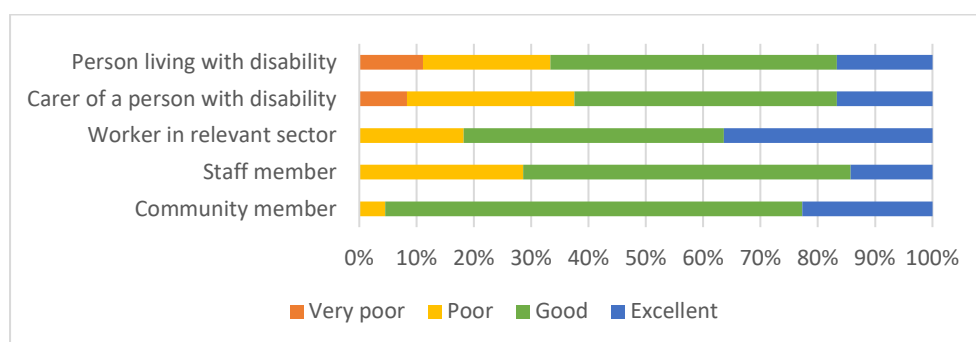


Figure 4 Attitudes and behaviours - breakdown of responses by demographic

### Experiences

72% of respondents shared their experiences of attitudes and behaviours towards people living with disability. The most common feedback noted:

- There is a lack of awareness/understanding (13%)
- There is a lack of understanding around neurodivergent disabilities (11%) *“There is a lack of understanding of neuro divergent people but people with visible physical disabilities are usually considered and respected by majority of people in the community.”*
- People are generally respectful (11%) *“I am a wheelchair user and I am very active in my community. Generally people ask if I need assistance when I am out and about and wait for my reply before helping. If I decline their help, people usually accept that and move on. This shows respect for my decision as an individual and I appreciate that.”*
- People are generally helpful (11%)
- People lack empathy (8%)
- Accessible parking is used by cars without a permit (4%)

Of respondents who identified as carers of people living with disability, the most common response was that there is a lack of awareness (4 respondents).

*“I think that only people who have a lived experience of having a family member with a disability fully understand what it is like and the many challenges that are ongoing.”*

### Ideas for improvement

64% of respondents shared their ideas to encourage positive community attitudes and behaviours. The most common suggestions included:

- Community education campaigns (21%) *“Campaigns like the hidden disabilities sunflower campaign are helping to raise awareness and it would be great if the council could run a campaign like this at a local level...”*
- Inclusive facilities (16%) *“Ensuring that venues and services are accessible, thus including everyone in community activities. I believe the more people with disability are included in the community, the more communication is encouraged which helps break down negative attitudes and hopefully negative behaviours. People with disability just want to do "ordinary" things like everyone and be included.”*
- Increase awareness and understanding (8%)
  - Encourage education at schools and preschools (5%)
  - Staff training (3%)
- Positive framing of people with disability (8%)
- Community engagement (5%)
- Promote visibility of people living with disabilities within the community (5%)
- Social media campaigns (5%)
- Events
  - Inclusive spaces at events (5%) *“Try to make events and "spaces/venues" as inclusive as possible, bearing in mind the additional challenges faced by those living with disabilities when attending events.”*
  - Hold more events (3%)
  - Educational workshops (3%)
  - Disability-led events (3%)

### Liveability and accessibility

Respondents were asked to rate how liveable and accessible the City of Canada Bay is for people with a diverse range of disability, as:

- Very poor – Our area is not accessible or liveable for people with disability. Most places and services are hard to use or not inclusive.
- Poor – Some efforts exist, but many barriers remain. Accessibility and inclusion are limited or inconsistent.
- Good – Our area is mostly accessible and liveable. Most places and services are inclusive and easy to use.
- Excellent – Our area is highly accessible and inclusive. People with disability can fully participate in community life with ease.

### Breakdown of responses by demographic.

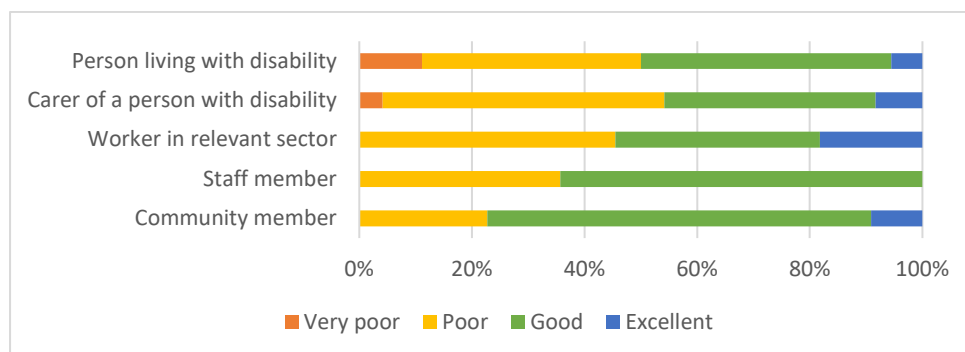


Figure 5 Liveability and accessibility - breakdown of responses by demographic

## Experiences

63% of respondents shared their experience of liveability and accessibility in the City of Canada Bay is. The most common feedback noted:

- Footpaths are not accessible and need improvement (22%)
- There is a lack of transport links (8%) *"Inability to get suitable public transport without lots of barriers. Old buses used to go straight to the city eg 439, but no longer exist. It is impossible to get anywhere without a private car."*
- There is a lack of disabled parking (8%)
- Parks are not fully accessible (8%)
- Public toilets are not accessible (6%) *"...there are some places people with mobility issues (or simply old/frail) find difficult to navigate because they have to walk a long way from the car park to the entrance, or there's a step up they can't navigate without assistance, or perhaps the toilets are difficult to access."*
- Area is mostly stroller-friendly (3%)
- There are limited quiet or low-stimulation spaces (3%)

## Ideas for improvement

59% of respondents shared their ideas to create a more accessible and liveable place for people with disability in the City of Canada Bay. The most common ideas included:

- Improve footpaths (17%)
- Create more accessible parking (15%) *"We often find that disabled parking is all used. And that the spaces are not much bigger than a regular space ... in our case this is a show stopper!"*
- Hold inclusive events/activities eg. playgroups, (7%)
- Provide shuttle buses/free transport (7%)
- Improve transport connections (5%)
- Partner with local groups/disability organisations (5%) *"More interaction between men's shed and younger people would be a good intergenerational activity and learning how to use tools as an example."*
- Do an audit of all venues and facilities (3%)
- Provide peer support/mentoring programs (3%)
- Inclusive play spaces (3%)

## **Employment**

Respondents were asked to rate employment opportunities for people living with disability in the City of Canada Bay, as:

- Very poor – There are very few or no employment opportunities. Barriers to work are widespread
- Poor – Some opportunities exist, but they are limited or not inclusive. Support is minimal
- Good – There are generally good opportunities. Many workplaces are inclusive and supportive
- Excellent – Employment opportunities are strong and inclusive. People with disability are well supported in finding and keeping jobs

### Breakdown of responses by demographic.

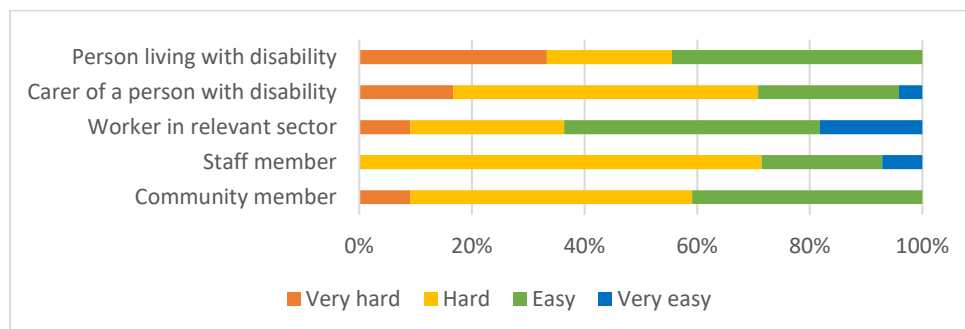


Figure 6 Employment - breakdown of responses by demographic

### Experiences

48% of respondents shared their experiences regarding employment opportunities for people living with disability. The most common feedback noted:

- Opportunities are extremely limited (15%)
- Employers have an unconscious bias (6%)
- Businesses are inclusive where they can be (6%)
- Discrimination is evident in some workplaces (4%)

*“Many workplaces lack understanding of mental health conditions, reasonable adjustments, or flexible arrangements. People often face stigma, misconceptions about capability, and insufficient support, making it difficult to gain or maintain meaningful employment.”*

Of the respondents who identify as a person living with disability, the most common feedback included:

- Opportunities are extremely limited (3 respondents)
- Employers have an unconscious bias (3 respondents)
- Discrimination is evident in some workplaces (2 respondents)

### Ideas for improvement

37% of respondents shared their ideas to create more employment opportunities for people living with disability. The most common suggestions included:

- Educate local businesses (22%) *“Provide information to local businesses regarding the positives regarding the employment of people with disability.”*
- Create more opportunities for people with disability to work or get work experience at Council (16%)
- Educational campaigns (14%)
- Create grants for businesses to hire people with disability (14%)
- A percentage of jobs should be for people with disability (11%)
- Create or support a platform to advertise jobs (8%)
- Provide free training or mentoring programs (5%)

### **Access to information and sharing of ideas, opinions and concerns**

Respondents were asked to rate how easy it is for people with disability to access information and share their ideas, opinions and concerns with Council, as:

- Very hard – It is hard to find information or communicate with Council
- Hard – Some information is available, but communication is not easy
- Easy – Information is mostly accessible, and communication is straightforward
- Very easy – It’s simple to get information and share ideas with Council

### Breakdown of responses by demographic.

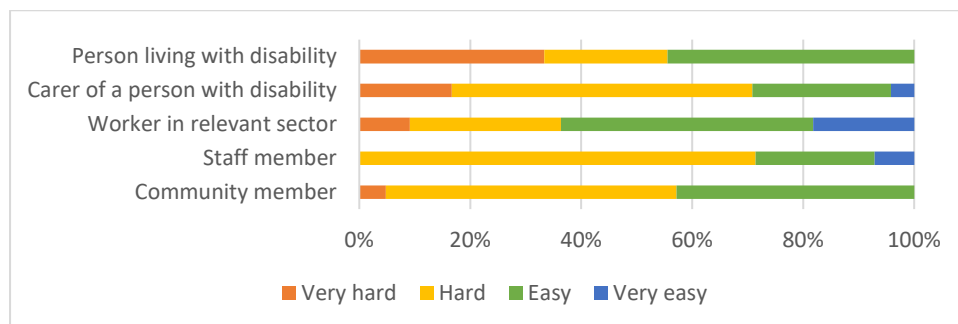


Figure 7 Access to information and sharing of ideas, opinions and concerns - breakdown of responses by demographic

### Experiences

49% of respondents shared their experiences in this area. The most common feedback noted:

- Council website is not clear (10%)
- Council is unresponsive to requests (8%)
- Information is hard to find (8%)
- All Council communications are online (4%)
- Difficulty accessing information is dependent on one's disability (4%)

### Ideas for improvement

46% of respondents shared their ideas for how to make it easier to communicate with Council and access information. The most common ideas included:

- Create more opportunities to communicate with Council (9%) *"Needs patience, time and flexible environment for someone with PwD (Person with Disability) to express themselves in a safe environment"*
- Provide more easy-read options (7%)
- Council needs to be more responsive to requests (7%)
- Make the Council website more accessible (4%)
- Maintain manual services (4%)
- Social media initiatives (4%)
- More community consultation (4%) *"Let's find out how people with disabilities and their carers want to talk to us. What topics are essential for us to have their input? What are they interested in?"*
- Create a new role at Council to liaise with disability agencies (4%)

Other ideas (mentioned by a single respondent):

- Have a person with disability on staff for people in the community to talk to
- Information needs to be more accessible
- Clear communication about Council's actions
- Improve communication mediums
- Point of information plaques need to be accessible for the blind
- Staff awareness and training
- Engage people with lived experience
- Use more pictures or videos
- Create a feedback station at libraries for better engagement
- Create community information boards.

## Easy-read survey results – 7 submissions

### Respondent demographics

- A person living with disability (3 respondents)
- A carer of a person living with disability (3 respondents)
- Someone in the community who helps everyone feel welcome (1 respondent)

### Suburb

- Concord West (1 respondent)
- Five Dock (1 respondent)
- Other (out of area) (4 respondents)

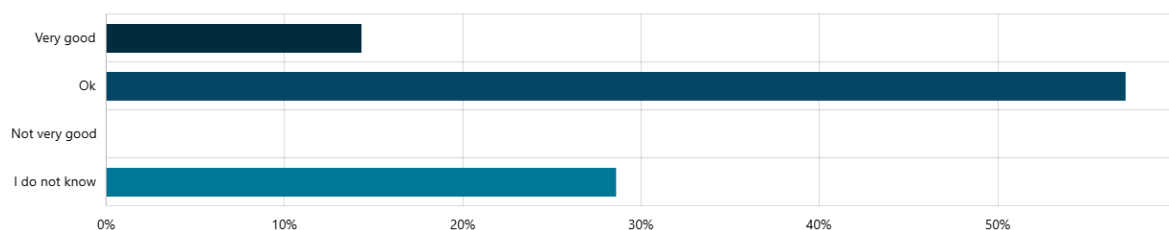
### Age

- 24 years and under (1 respondent)
- 25-29 years (1 respondent)
- 50-69 years (5 respondents)

## Feedback by theme

### Liveability and accessibility

Respondents were asked to rate how easy it is for people with disability to live and get around the City of Canada Bay, as 'very good', 'ok', 'not very good' or 'I do not know'.



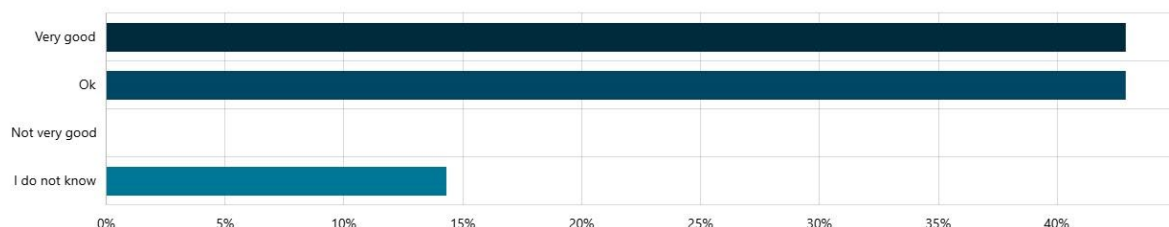
### Experiences

Feedback from survey respondents included:

- To keep doing well
- Not enough accessible parking spaces in Majors Bay Road.

### Attitudes and behaviours

Respondents were asked to rate how people in the City of Canda Bay treat people with disability as, 'very good', 'ok', 'not very good' or 'I do not know'.



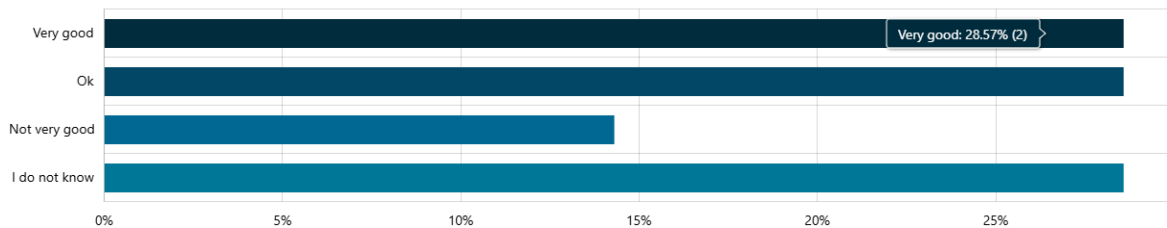
## Experiences

Feedback from survey respondents included:

- Accommodating and accessible and good use of public amenity and community facilities.

## **Employment**

Respondents were asked to rate how easy it is for people with disability to find a job in the City of Canada Bay as, 'very good', 'ok', 'not very good' or 'I do not know'.



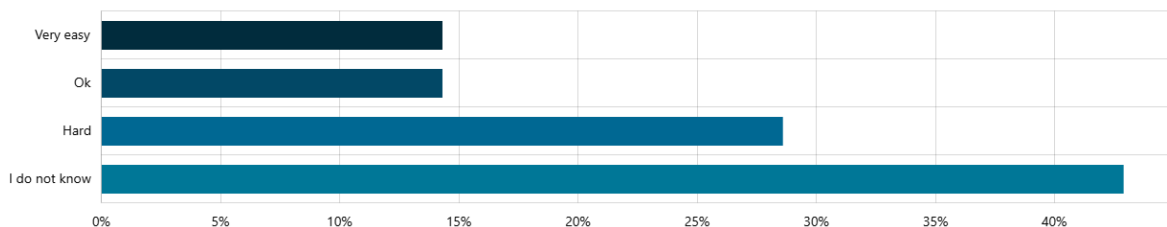
## Experiences

Feedback from survey respondents included:

- Auslan storytime at the library
- There needs to be space allowed for people with a disability to enter and exit motor vehicles.

## **Access to information**

Respondents were asked to rate how easy it is for people with disability to get information from Council as, 'very good', 'ok', 'not very good' or 'I do not know'.



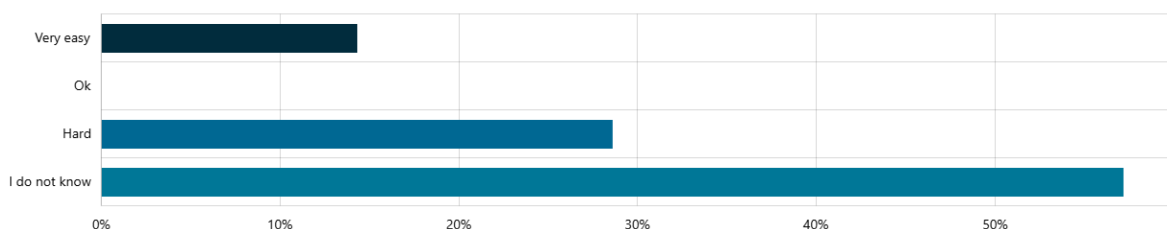
## Experiences

Feedback from survey respondents included:

- Assistance is needed to access information

## **Sharing ideas**

Respondents were asked to rate how easy it is for people with disability to share their ideas with Council as, 'very good', 'ok', 'not very good' or 'I do not know'.



## Experiences

Feedback from survey respondents included:

- Disability Inclusion Advisory Panel in Council every 2-3months. Let them speak what needs/access
- One response was out of scope noting 'I don't know'.

## **Other comments**

Respondents noted the following feedback when asked if there is anything else to make life better for people with disability in the City of Canada Bay:

- Visually, visiting the City of Canada Bay - it looks quite accommodating and facilities are great with air-con and open spaces.
- Auslan to perform at events
- More events and information
- Wider and more accessible footpaths, ramp access to buildings and more accessible parking spaces.

## **Email feedback – 1 submission**

One email was received. Feedback included:

- Adding an additional accessible car space at the City of Canada Bay Museum
- Adding an accessible toilet to the museum.

## **Post-it note activity results – 29 submissions**

The post-it note activity asked respondents to share their ideas for how to make the City of Canada Bay more accessible.

Submissions were collected at the Inner West Disability Forum, the Youth Space at Concord Library and at the International Day of People with Disability event in Rhodes.

Ideas are listed below, the number in brackets indicates how many times an idea was mentioned.

### Inner West Disability Forum (15 submissions):

- More accessible venues (2)
- Make public transport more accessible (2)
- Hire/engage people with disability to better inform Council programs/approaches (2)
- Provide better access to information about community resources/service providers (2)
- Regular reviews of the Council website to ensure information is up to date
- Improve relationships with service providers
- More accessible services
- Improve wheelchair accessibility
- Public-facing Council staff should be educated on accessible facilities they work at
- Include braille in more facilities
- Better accessible parking at Concord Hospital.

### Youth Space (8 submissions)



- More benches
- More bubblers
- More disabled parking
- More signs
- Better footpaths
- Chair ramps
- Education about different types of disabilities
- More activities for people with disability.

#### International Day of People with Disability event (6 submissions)

- More diversity of performance at events
- Carpark is difficult to access at the Drummoyne Medical Centre
- Include Auslan interpreters and captioning at longer events
- More events
- More activities for adults
- Educate businesses about rights e.g. service animals, uber drivers.

#### Service provider focus group feedback – 11 attendees

A focus group was conducted with representatives from local service providers. Attendees were separated into smaller groups and ideas were brought back to the main group for further discussion.

Groups were asked questions based on the four themes that guide the DIAP. A summary of the discussion is provided below, by theme.

#### **Attitudes and behaviours**

The focus group was asked, “*How do you perceive community attitudes towards people with disability, given your work in the sector with the participants?*” and “*What influences these attitudes?*”.

Attendees noted that:

- There is a lack of understanding of how people with intellectual disabilities exist in society
- Attitudes towards NDIS and as a result, service providers, has diminished due concerns about how funding is provided
- People with disability are perceived positively by customers of Ebenezer Café.

#### **Liveability and accessibility**

The focus group was asked, “*What are the biggest barriers to access in the City of Canada Bay?*” and “*What improvements would you like to see in public spaces, housing etc?*”.

Attendees noted that:

- Accessible design needs to be more holistic e.g. ramps leading into heavy foot traffic areas, lack of quiet spaces in the LGA, loud music and bright lights in cafes/restaurants/shops etc.
- Need to be more specific when labelling things as the term accessible is broad
- Provide more notice for community events through both analogue and digital platforms to accommodate service provider programming.

## Employment

The focus group was asked, *“What challenges do people with disability face in gaining and keeping employment?”* and *“What role can Council play in improving employment outcomes?”*.

Attendees noted that:

- People with disability face misconceptions and restrictions due to their capabilities in jobs that want to prioritise profit
- More workplaces like Ebenezer Café are needed as they provide opportunities to people with disability
- Bigger workplaces lack empathy and understanding to the adjustments that need to be made for people with disability
- Council should create programs for school leavers to find employment.

## Access to information and sharing of ideas, opinions and concerns

The focus group was asked, *“How accessible is Council communication for people with disability?”* and *“What would make it easier to share feedback or access information?”*.

Attendees noted that:

- Need to provide access to information through analogue and digital channels
- Council needs to communicate more clearly that we are asking for feedback as people are unaware of the opportunity.

## Concord High School focus group feedback – 6 attendees

A focus group was conducted with staff at Concord High School. The focus group comprised of two Learning and Support teachers and four Student Learning Support Officers (SLSO).

Groups were asked questions based on the four themes that guide the DIAP. A summary of the discussion is provided below, by theme.

### Attitudes and behaviours

The focus group was asked, *“How do you perceive attitudes towards students with disability?”* and *“What are your ideas to encourage positive community attitudes and behaviours?”*.

Attendees noted that:

- The school has generally positive attitudes towards students with disabilities
- Students with disabilities go to the library as it is quiet and a safe space
- Need to increase representation of people who use wheelchairs in society.

### Liveability and accessibility

The focus group was asked, *“What are the biggest barriers to access and inclusion in the City of Canada Bay?”* and *“What improvements have you seen or would like to see in public spaces, housing, transport, etc.?”*.

Attendees noted that:

- Areas around the school such as footpaths, bridge crossings and grassy areas are inaccessible due to poor design or overuse. This prevents autonomy or participation in events.
- Students with disabilities fearful of leaving school if they lose their support networks.

## **Employment**

The focus group was asked, *“What challenges do you think students with disability face in career planning and entering the workforce?”* and *“How do you think we can address these challenges?”*.

Attendees noted that:

- It is challenging to find work experience for students with disability
- Need for more social enterprises that will employ people with disability
- Post-school transition meetings are conducted by the NSW Department of Education.

## **Access to information and sharing of ideas, opinions and concerns**

The focus group was asked, *“How accessible is Council communication for people with disability?”* and *“What would make it easier to share feedback or access information?”*.

Attendees noted that:

- Students don't think of Council as a source of information
- Need more physical flyers to advertise Council activities.

## Appendices

### A. Survey questions

#### DIAP 2026-2030 - Feedback Form

To help us better understand the barriers and opportunities for inclusion in our community, we have put together a short survey.

We welcome contributions from people with diverse lived experiences of disability, including carers, family members, support workers, and people who support inclusion in our community.

Your answers are **confidential** and you will not be identified in any survey findings or reporting.

The survey results will be used to improve services, access, and inclusion across the City of Canada Bay.

You can skip any question you do not want to answer.

There are six core questions in the survey and six demographic questions about you.

01. Can you please indicate from the following list, whether you are:

| Select one answer only                                                                          |
|-------------------------------------------------------------------------------------------------|
| <input type="radio"/> a person living with disability.                                          |
| <input type="radio"/> a carer of a person living with disability.                               |
| <input type="radio"/> a worker in the aged, disability, health or related sectors.              |
| <input type="radio"/> a staff member at the City of Canada Bay Council.                         |
| <input type="radio"/> a community member interested in the inclusion of people with disability. |
| <input type="radio"/> Other (please specify)                                                    |

#### Attitudes and behaviours

02. How would you rate the attitudes and behaviours of people in the City of Canada Bay towards people living with disability? **Required**

| Select one answer only                                                                                             |
|--------------------------------------------------------------------------------------------------------------------|
| <input type="radio"/> Very poor - Attitudes and behaviours are consistently negative or unwelcoming.               |
| <input type="radio"/> Poor - Attitudes and behaviours are sometimes negative or lack understanding.                |
| <input type="radio"/> Good - Attitudes and behaviours are generally positive and respectful                        |
| <input type="radio"/> Excellent - Attitudes and behaviours are consistently inclusive, respectful, and supportive. |

03. Please share your experience

04. Please share your ideas to encourage positive community attitudes and behaviours.

#### Livability and accessibility

05. How would you rate the City of Canada Bay as a liveable and accessible place for people with a diverse range of disability? **Required**

Consider accessible buildings, parks, playgrounds, streets, housing, transport, way finding, quiet spaces and things to do.

| Select one answer only |                                                                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="radio"/>  | Very poor - Our area is not accessible or liveable for people with disability. Most places and services are hard to use or not inclusive. |
| <input type="radio"/>  | Poor - Some efforts exist, but many barriers remain. Accessibility and inclusion are limited or inconsistent.                             |
| <input type="radio"/>  | Good - Our area is mostly accessible and liveable. Most places and services are inclusive and easy to use.                                |
| <input type="radio"/>  | Excellent - Our area is highly accessible and inclusive. People with disability can fully participate in community life with ease.        |

06. Please share your experience.

07. Please share your ideas to create a more accessible and liveable place for people with disability in the City of Canada Bay.

### Employment opportunities

08. How would you rate employment opportunities for people living with disability in the City of Canada Bay? **Required**

| Select one answer only |                                                                                                                                       |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <input type="radio"/>  | Very poor - There are very few or no employment opportunities. Barriers to work are widespread.                                       |
| <input type="radio"/>  | Poor - Some opportunities exist, but they are limited or not inclusive. Support is minimal.                                           |
| <input type="radio"/>  | Good - There are generally good opportunities. Many workplaces are inclusive and supportive.                                          |
| <input type="radio"/>  | Excellent - Employment opportunities are strong and inclusive. People with disability are well supported in finding and keeping jobs. |

09. Please share your experience.

10. Please share your ideas to create more employment opportunities.

### Communication

11. How easy is it for people with disability to access information and share their ideas, opinions and concerns with Council? **Required**

| Select one answer only |                                                                                |
|------------------------|--------------------------------------------------------------------------------|
| <input type="radio"/>  | Very hard – It is hard to find information or communicate with Council.        |
| <input type="radio"/>  | Hard – Some information is available, but communication is not easy.           |
| <input type="radio"/>  | Easy – Information is mostly accessible, and communication is straightforward. |
| <input type="radio"/>  | Very easy - It's simple to get information and share ideas with Council.       |

12. Please share your experience.

13. Please tell us your ideas to make it easier to communicate with Council and access information.

### About you

14. Age **Required**

15. Suburb

16. Gender

| Select one answer only                          |
|-------------------------------------------------|
| <input type="radio"/> Female                    |
| <input type="radio"/> Male                      |
| <input type="radio"/> Non-binary/gender diverse |
| <input type="radio"/> Prefer not to say         |
| <input type="radio"/> Prefer to self-describe   |

17. Do you identify as Aboriginal and/or Torres Strait Islander?

| Select one answer only                                      |
|-------------------------------------------------------------|
| <input type="radio"/> Aboriginal                            |
| <input type="radio"/> Torres Strait Islander                |
| <input type="radio"/> Aboriginal and Torres Strait Islander |
| <input type="radio"/> No                                    |
| <input type="radio"/> Prefer not to say                     |

18. Do you speak a language other than English at home?

| Select one answer only                     |
|--------------------------------------------|
| <input type="radio"/> No                   |
| <input type="radio"/> Prefer not to say    |
| <input type="radio"/> Yes (please specify) |

19. Do you belong to the LGBTQIA+ community?

| Select one answer only                  |
|-----------------------------------------|
| <input type="radio"/> Yes               |
| <input type="radio"/> No                |
| <input type="radio"/> Prefer not to say |

## B. Notification methods

### Poster



# Help create our Disability Inclusion Action Plan 2026-2030

Council is creating a 4-year action plan to make our area more inclusive for people living with disability. The plan will improve access to venues, information, services and jobs, and promote the rights of people with disability.

**Help us develop the plan by completing our short survey, and you'll go in the draw to win 1 of 6 \$100 gift vouchers\*!**

We want to hear from:

- People with lived experience of disability
- Carers, families and support workers
- Anyone who supports inclusion in our community.

**How can you have your say?**

- Online survey: visit [bit.ly/diap2026-2030](https://bit.ly/diap2026-2030) or scan the QR code
- Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au) (Subject: DIAP 2026-2030)
- Chat to us in person:
  - Halloween Festival, Majors Bay Rd: Fri, 31 October from 5pm
  - Five Dock Library: Thu, 6 Nov from 4-7pm
  - The Learning Space at The Connection: Thu, 13 Nov from 2-7pm
  - Five Dock Leisure Centre: Sun, 23 Nov from 11am-2pm
  - Concord Library: Mon, 24 Nov from 10am-3pm
  - Drummoyne Civic Centre, Tues 25 Nov from 3-7pm
  - International Day of People with Disability event at The Connection, Rhodes: Sat, 6 Dec from 11am

**Feedback closes Sunday, 7 December 2025.**

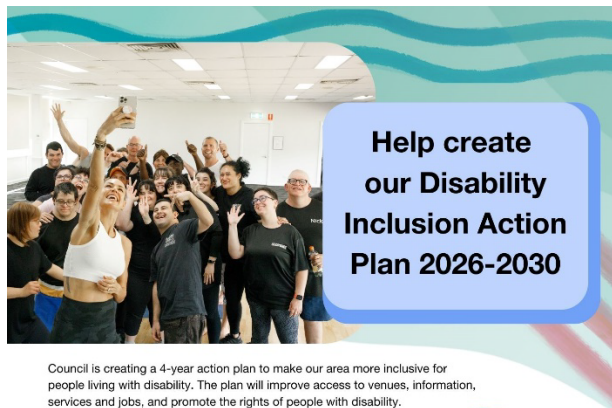
 City of  
Canada Bay

Complete the survey and go in the draw to win a \$100 gift voucher!\*  
\*T&Cs apply

Scan the QR code!  
扫描二维码!  
QR 코드 스캔!  
Scansiona il codice QR!



## Flyers – at Rhodes Central, libraries and community centres



**Help create our Disability Inclusion Action Plan 2026-2030**

Council is creating a 4-year action plan to make our area more inclusive for people living with disability. The plan will improve access to venues, information, services and jobs, and promote the rights of people with disability.

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  - International Day of People with Disability event at The Connection, Rhodes: Sat, 6 Dec from 11am

**Complete the survey and go in the draw to win a \$100 gift voucher\*!**  
\*T&Cs apply

Scan the QR code!  
扫描二维码!  
QR 코드 스캔!  
Scansiona il codice QR!

Feedback closes Sunday, 7 December 2025.

 City of Canada Bay



**Contribute to the City of Canada Bay's Disability Inclusion Action Plan for the chance to win\*!**

Scan the QR code!  
扫描二维码!  
QR 코드 스캔!  
Scansiona il codice QR!

Feedback closes Sunday, 7 December 2025.

 City of Canada Bay

## Council print newsletter – November 2025



### Disability Inclusion Action Plan 2026-2030

We're developing our next Disability Inclusion Action Plan to make our community more inclusive and accessible for people with disability.

We want your feedback on how to improve access to

venues, services, information and employment, and better promote and protect the rights of people with disability. Complete a short survey for the chance to win one of six \$100 gift vouchers!

Submit feedback online or speak with Council officers at drop-in sessions across the City of Canada Bay.

Visit [bit.ly/diap2026-2030](https://bit.ly/diap2026-2030) to learn more. Feedback closes Sunday, 7 December 2025.

## What's On newsletter – October

### Contribute to our Disability Inclusion Action Plan



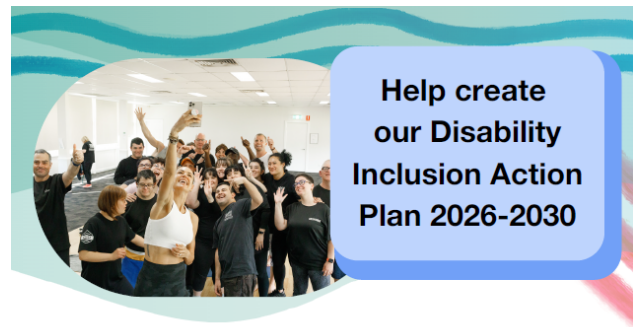
The Disability Inclusion Action Plan is a 4-year plan that outlines how Council will create a more inclusive and accessible community for people living with disability. Help us develop our new DIAP by completing a short survey, and you'll go in the draw to win 1 of 6 \$100 gift vouchers (T&Cs apply)! We welcome contributions from people with diverse lived experiences of disability, including carers, family members, support workers and people who support inclusion in our community.

You can also provide feedback in person at the following locations:

- Five Dock Library: Thursday, 6 November from 4–7pm
- The Connection, Rhodes (Studio 1): Thursday, 13 November from 2–7pm
- Five Dock Leisure Centre: Sunday 23 November from 11am–2pm
- Concord Library: Monday 24 November from 10am–3pm
- Drummoyne Civic Centre: Tuesday 25 November from 3–7pm
- Halloween Festival, Majors Bay Road: Friday 31 October from 5pm
- International Day of People with Disability Festival, Rhodes Foreshore Amphitheatre: Saturday 6 December from 11am

[Learn more](#)

## Flyer for service providers



Council is creating an action plan to make our area more inclusive for our diverse community. The plan will improve access to venues, information, services and jobs, and promote the rights of people with disability.

We are inviting service providers to join a focus group and provide your insight, experiences and knowledge.

#### Focus Group 1:

- Five Dock Library Bay Room, 4 November 2025, 2–4pm

#### Focus Group 2:

- Concord Library Function Room, 12 November 2025, 9:30–11:30am

Light refreshments will be provided.

Sign up at [bit.ly/diapserviceproviders](https://bit.ly/diapserviceproviders) or scan the QR code.

For any further questions please contact  
Mary Ciantar on 9121 0039 or  
[mary.ciantar@candabay.nsw.gov.au](mailto:mary.ciantar@candabay.nsw.gov.au)



City of  
Canada Bay



## Your Rhodes Update enewsletter – November



### Contribute to our Disability Inclusion Action Plan

We're developing our next Disability Inclusion Action Plan to make our community more inclusive and accessible for people with disability.

We want your feedback on how to improve access to venues, services, information and employment, and better promote and protect the rights of people with disability. Help us develop the plan by completing a short survey, and you'll go in the draw to win one of six \$100 gift vouchers! You can provide your feedback via the button below or chat to us in person at the following locations:

- The Connection, Rhodes (near Studio 1) on Thursday, 13 November from 2–7pm
- International Day of People with Disability Festival at Rhodes Foreshore Amphitheatre on Saturday, 6 December from 11am.

Feedback closes Sunday, 7 December 2025.

[Find out more](#)

## Digital screens – Five Dock, Drummoyne, Rhodes and Concord town centres

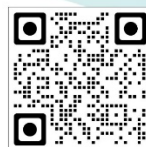


### Help create our Disability Inclusion Action Plan 2026-2030

City of Canada Bay is working on an action plan to make our area more accessible and inclusive for everyone.

Help us develop the plan by completing a short survey, and you'll go in the draw to win a \$100 gift voucher\*!

Feedback closes Sunday, 7 December 2025.



Scan the QR code to complete the survey.

\*T&Cs apply.

## C. Communications report

| Date            | Channel                           | Reach  |
|-----------------|-----------------------------------|--------|
| 20/10/25        | Facebook post                     | 511    |
| 24/10/2025      | Instagram post                    | 931    |
| 28/10/25        | Instagram post                    | 1,069  |
| 28/10/25        | Facebook post                     | 2,155  |
| 1/11/2025       | CCB News November                 | 33,000 |
| 3/11/2025       | What's On enews November          | 3,835  |
| 4/11/2025       | Instagram reel (video)            | 980    |
| 4/11/2025       | Facebook video                    | 1,143  |
| 5/11/2025       | Your Rhodes Update enews November | 1,897  |
| 20/11/2025      | Facebook post                     | 1,307  |
| 6/11-22/11/2025 | Social media ad (\$300)           | 17,359 |
| 1/12/2025       | Facebook post                     | 521    |
| 6/12/2025       | Instagram post                    | 940    |

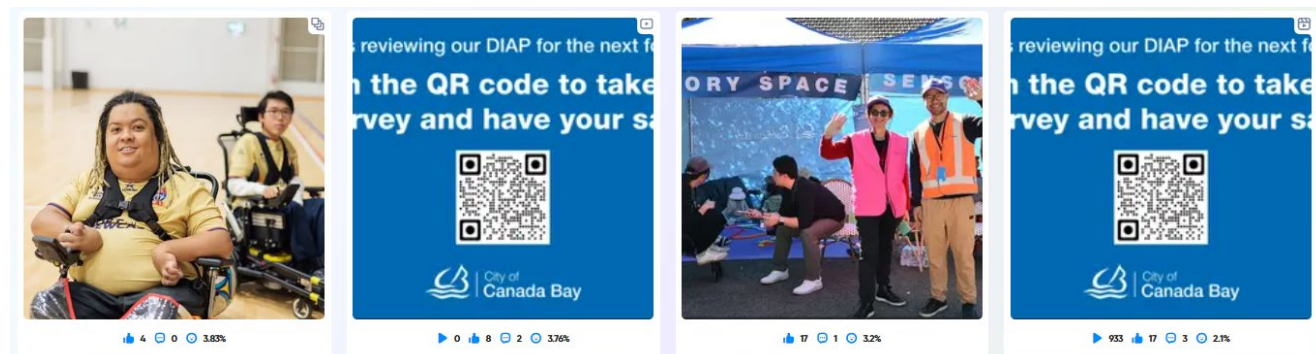
**Total reach:** 66,216

### Social media

#### Facebook summary

- 6 posts
- 203 post engagements
- 8,000 views/impressions
- 6,800 reach
- 134 clicks

#### Posts:





City of Canada Bay

Published by Nancy Merlo · November 4 ·

...

Help us develop our next Disability Inclusion Action Plan (DIAP)! 🧑🏻 🧑🏻

The DIAP guides Council's work to create a more accessible and inclusive community for everyone. We're proud of what we have achieved through our current DIAP but there's always more work to be done, and we want to hear your feedback.

Take our survey at [bit.ly/diap2026-2030](https://bit.ly/diap2026-2030) to contribute.



City of Canada Bay Libraries and 7 others

2 comments 4 shares

Like

Comment

Share

## Instagram summary

- 4 posts
- 78 post engagements
- 9,000 views/impressions
- 3,900 reach

Posts:



1.6K 19 0 2.86%



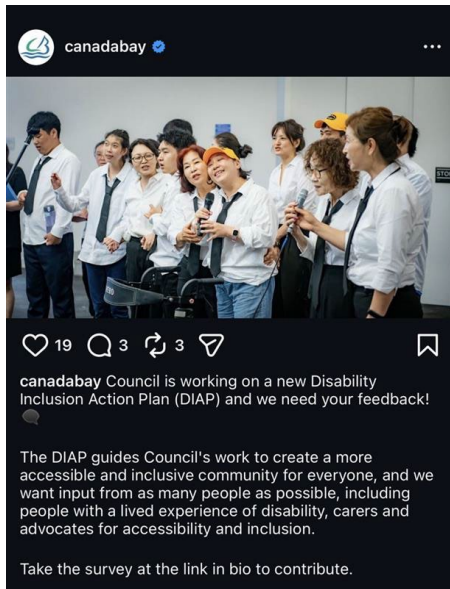
19 3 2.47%



15 1 1.5%



11 0 1.17%



#### Stories:

- 3 posts (1 photo and 2 videos)
- 1,200 views/impressions
- 1,000 reach

#### D. Detailed survey results

##### Respondent demographics – Suburb

| Suburb                                          | % of respondents |
|-------------------------------------------------|------------------|
| Drummoyne                                       | 7                |
| Abbotsford                                      | 5                |
| North Strathfield                               | 5                |
| Concord West                                    | 4                |
| Breakfast Point                                 | 2                |
| Chiswick                                        | 2                |
| Mortlake                                        | 2                |
| Canada Bay                                      | 1                |
| Rodd Point                                      | 1                |
| Russell Lea                                     | 1                |
| Strathfield within the City of Canada Bay area) | 1                |
| Wareemba                                        | 1                |

##### Respondent demographics – Languages other than English spoken

| Language               | % of respondents |
|------------------------|------------------|
| Tagalog                | 2                |
| Auslan                 | 1                |
| Bangla and Hindi       | 1                |
| Farsi                  | 1                |
| Italian                | 1                |
| Malayalam              | 1                |
| Sinhalese              | 1                |
| Tagalog and Vietnamese | 1                |
| Prefer not to say      | 6                |