

Draft Disability Inclusion Action Plan 2026-2030



Adoption of Plan

This Disability Inclusion Action Plan was adopted by the City of Canada Bay on <Insert Date>, 2026.

Acknowledgement of Country

We acknowledge the Aboriginal and Torres Strait Islander peoples, in particular the Wangal people, as the first inhabitants and traditional custodians of the lands where we live, learn and work.

Acknowledgements

The Council thanks all those people who committed their time to provide input and feedback during the development of the City of Canada Bay's *Disability Inclusion Action Plan 2026-2030*

Our Commitment

The City of Canada Bay Council is an equal employment opportunity employer and is committed to a safe workplace. The City of Canada Bay Council is a child safe organisation that recognises and advocates for the rights of children and young people.

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Vision

Canada Bay is an accessible and inclusive place for all.

Our diverse community enjoys a range of inclusive and accessible social, recreational, cultural and employment opportunities and is actively involved in the life of our City.

1.0 Guiding Principles

Council provides a range of services and programs and manages buildings and places to meet the diverse needs of our community.

We have developed four principles to guide our decisions and the way we work to improve access and be more inclusive for people living with disability.

1. Be inclusive

Being inclusive gives everyone the right to equally participate in daily life. It means we welcome everyone.

Disability results when barriers are created. Barriers make it difficult for people to go about their daily lives, and can be in our physical and social environments, as well as through our attitudes and the way we communicate.

Council has an ongoing responsibility to remove barriers to make sure everyone has equal access to places, services, employment, volunteering opportunities, information, and to contribute to our community.

This means we value the perspective, experiences and contributions of people from our diverse community.

Inclusive communities are:

- Equitable
- Diverse
- Heard
- Valued
- Welcoming
- Accommodating
- Places of belonging

2. Treat people with dignity and respect

Everyone in our community is worthy of respect.

Treating people with dignity and respect means valuing every individual as part of our community. We treat people equitably.

Council has an ongoing responsibility to make sure all people have the same rights, privacy, autonomy and self worth, without humiliation or disrespect.

Dignified and respectful communities are:

- equitable
- valued
- inclusive
- aware
- independent
- supportive of individual rights

3. Create accessible spaces and services

Great places, services and programs are accessible. They provide equitable, independent and dignified access for all.

Canada Bay Council will increase accessibility to public and community places, services, information and programs.

This means we will strive to do better rather than just meet minimum requirements.

Accessible communities are:

- equitable
- mobile
- informed
- inclusive
- dignified
- respectful
- achieved by universal design.

4. Be accountable

Change occurs when people are responsible and take action.

We continue to deliver accessible places, programs and services, but also embed access and inclusion within our processes as we conduct our work, creating cultural change.

This means, we do what we say we will do and make it part of our everyday work.

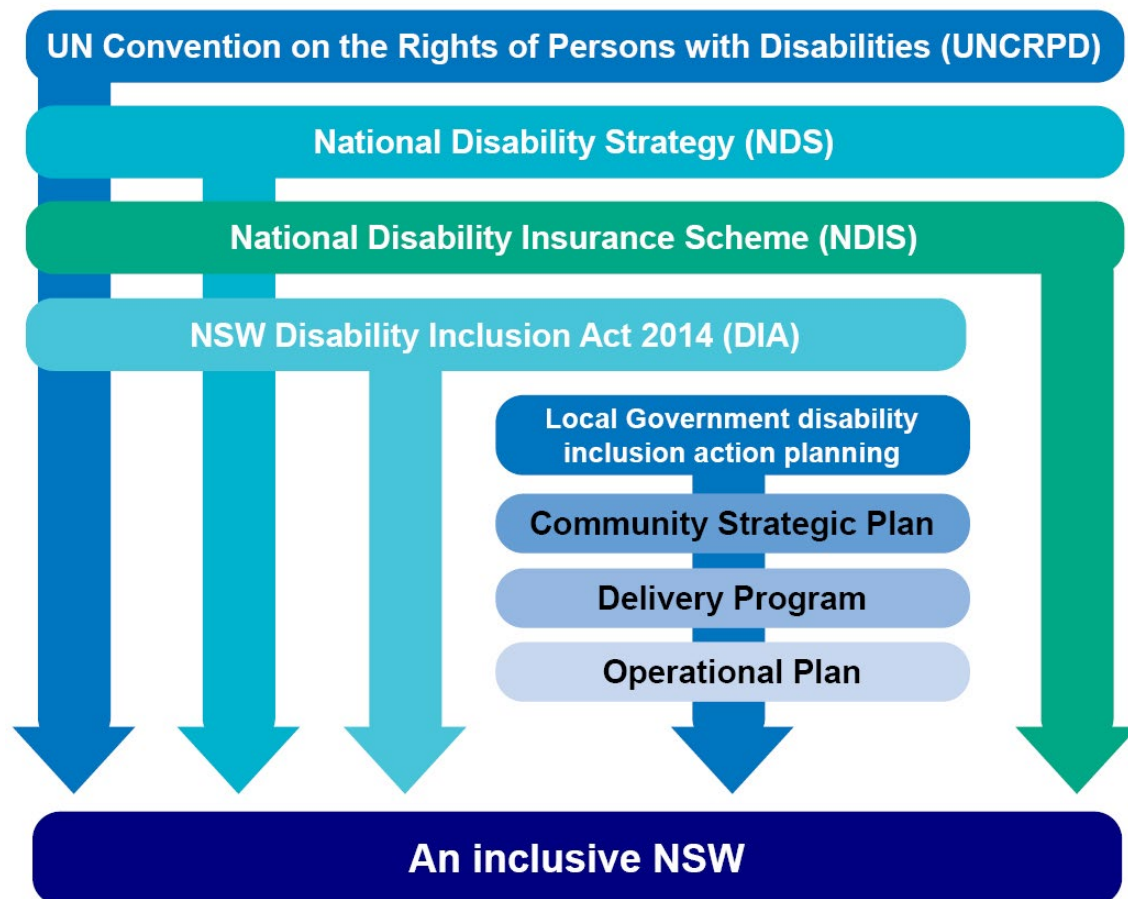
Accountability is achieved by:

- commitment
- motivation
- understanding
- prioritising
- resourcing
- solutions
- being equitable.

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2.0 Policy and legislative context

The role of planning and supporting people living with disability is governed by a range of legislation, policy and standards.



United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

In 2008, Australia became one of the original signatories of the UN convention on the Rights of People living with disability (UNCRPD). Its purpose is:

“To promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”

The UNCRPD acknowledges that people living with disability have the same human rights as those without disability. Participating governments must ensure these rights can be exercised and that barriers are removed.

To achieve this, Council needs to ensure it does not directly or indirectly prevent participation by people living with disabilities.

Australia's Disability Strategy 2021-2031 (ADS)

The Strategy is a 10 year policy framework to improve the lives of people living with disability through seven outcome areas:

- Employment and financial security
- Inclusive homes and communities
- Safety, rights and justice
- Personal and community support
- Education and learning
- Health and wellbeing
- Community attitudes

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Disability Royal Commission was established in 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability.

The inquiry found that people with disability experienced much higher rates of violence, abuse, neglect and exploitation than people without disability and made 222 recommendations to the Australian government to improve laws, policies, structures and practices that support people living with disability.

National Autism Strategy 2025-2031

The Strategy aims to improve outcomes for all Autistic people focussing on four key outcome areas:

- Social inclusion
- Economic inclusion
- Diagnosis, services and supports
- Health and mental health (via the National Roadmap to Improve the Health and Mental Health of Autistic People)

The Strategy is supported by the First Action Plan 2025-2026, which has 22 commitments. Supported by government funding, it will provide peer support programs, evidence-based tools and guidance, community awareness and education initiatives and pre and post diagnosis resources as well as studies to understand the prevalence of autism.

NSW Disability Inclusion Act 2014 & Disability Inclusion Amendment Act 2022

The Disability Inclusion Act 2014 requires all government departments and local councils in NSW to have a Disability Inclusion Action Plan (DIAP).

The Disability Inclusion Amendment Act 2022 required DIAPs to be reviewed every 4 years and consult people with disability at all stages of development, implementation and evaluation.

NSW Disability Inclusion Plan 2026-2029

This Plan is the NSW Government's commitment to identifying and breaking down the barriers which prevent people living with disabilities from enjoying the same opportunities and choices as everyone else.

It aligns with *Australia's Disability Strategy* and obligations under the United Nations Convention on the Rights of Persons with Disabilities.

The Plan has 4 focus areas that aim to create long term change and require consistent efforts from government and the wider community. The focus areas are:

1. Developing positive community attitudes and upholding the rights of people with disability
2. Creating liveable and safer communities
3. Supporting access to meaningful employment and independence
4. Improving access to mainstream services through better systems and processes.

Other relevant legislation, Policies, Standards

A brief description of the other relevant legislation, plans, policies and standards are at Appendix A. They include:

- Universal Design
- Commonwealth Disability Discrimination Act 1992 (DDA)
- Disability (Access to Premises – Buildings) Standards 2010
- National Dementia Action Plan 2024-2034
- NSW Ageing and Disability Commission
- NSW Anti-Discrimination Act 1977 (ADA)
- Carers (Recognition) Act 2010 NSW

- Local Government Act 1993 and Local Government (General) Regulation 2005
- NSW Government Sector Employment Act 2013 (GSE)

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3.0 Understanding Disability

Social Model of Disability

Council uses a social model of disability. Disability results when barriers are created. Barriers make it difficult for people to go about their daily lives, and can be in our physical and social environments, as well as through our attitudes and the way we communicate.

Barriers must be removed to enable people living with disability including people experiencing temporary or chronic health conditions, to participate on an equal basis in our community.

This contrasts with the medical model of disability where people living with disability are thought to be different to “what is normal” and the disability is seen as a problem of the individual, that needs to be fixed.

Human Rights Model

The human rights model of disability specifies that disability is natural and valid and that people with disability have the same rights as everyone else.

Australia agreed to the United Nations Convention on the Rights of Persons with Disability (UNCRPD). This means that Council and the community have the responsibility to ensure people living with disability can exercise their rights, make informed decisions, and have their dignity respected.

Intersectionality

People living with disability are not a single, uniform group.

It is important to note that people have overlapping identities and experiences. The concept of intersectionality recognises the complexity of people’s identity and experiences. A person living with disability will also identify and be influenced by their age, gender, sexuality, socio-economic status, faith, race and cultural background and experiences.

An intersectional approach encourages listening and being open to different perspectives. Understanding this can help enable and build inclusive communities, as we see the whole person, beyond disability, to understand and address individual barriers to participation.

This is particularly important given the diverse nature of our community, which comprises 119 different ancestries including Aboriginal and Torres Strait Islander peoples and where 39.5% of our residents speak a language other

than English at home. The City of Canada Bay has a higher proportion of persons aged 60 or older (22.2%) than in Greater Sydney (20.5%).

Defining Disability and Use of Language

Disability can take many forms. It can be physical, mental, intellectual, neurological and/or sensory. When we use the term disability, we refer to all forms of disability. We also recognise that disability can be short-term or long-term, temporary or permanent, and can be present at birth or acquired later in life.

We understand that people prefer to use different words to talk about disability. Both person first language and identity first language is used in Australia.

Person-first language, for example, “people living with disability”, is often used to emphasise the person, not the disability. People living with disability are people first, who have families, work and participate in community activities.

Identity-first language, for example “deaf person”, is used because a person embraces and is proud of their identity and culture. They are a whole person, disability or condition included and this is part of their core identity.

In this plan, we generally use person first language but it is always important to respect the preferences of the person when we are quoting and highlights the different preferences in how language is used.

Disability discrimination

Disability discrimination occurs when people living with disability are treated less favourably than people without disability. Disability discrimination can be direct or indirect.

It is against the law to discriminate based on disability.

3.1 Disability in Australia

In 2022 the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (SDAC), reported that 5.5 million people, approximately 1 in 5 Australians are living with disability.

Of the people living with disability, the Survey found approximately:

- 75% had a physical disability
- 25% had a mental or behavioural disability including
 - 9.4% Psychological development, behavioural, cognitive and emotional conditions – such as Autism and Attention Deficit Hyperactivity Disorder
 - 7.4% anxiety, phobias, panic attacks, obsessive compulsive and post traumatic stress disorder
- 10% aged 15 years and over had experienced discrimination
- 61% aged 15-64 years participated in the labour force, compared to 85% for people living without disability
- 45% had completed year 12 or equivalent, 19% had a Bachelor degree or above
- 25% used communication aids including 17% using a hearing aid, and 18% using mobility aids.

The Survey also found:

- People living with disability were more likely to live in households with a lower household income than people living without disability
- Disability increases with age. 52% of people aged 65 years and over live with disability.

In Australia:



1 in 5 Australians
live with disability



have a physical
form of disability



have a mental or
behavioural form
of disability



over 15 years of
age experienced
discrimination



participated in
the labour force



completed year 12,
had a diploma, or a
university degree



People born in 2018
can expect to live 21%
of their life with a disability



unemployed people with disability
experience difficulties finding
employment



employed working aged people with
disability do not require additional
support

1 in 4 people aged 15–24 living with disability
would like more work hours

The Australian Institute of Health and Welfare report: People living with disability in Australia (AIWH 2024), found that people born in 2018 can expect to live 21% of their lives with some level of disability. This includes disability as a result of temporary injuries, as well as disability as a result of growing older, and severe or profound disability. The report also found that in 2018:

- 23% of employed people aged 15-24 living with disability would like to work more hours
- 93% of unemployed people aged 15-64 with disability experience difficulties finding employment
- 88% of employed working-aged people with disability do not require additional support from their employer to work
- 33% of adults living with disability experience high or very high levels of psychological distress, almost three times more than adults living without disability
- Younger adults (18-24 years) living with disability are more likely to experience higher level of psychological distress than older adults with disability.

3.2 What does this mean for Canada Bay?

In 2018, the ABS model estimates that 10,022 people (10.6%) live with disability in households across Canada Bay. Based on 2024 population estimates, if Canada Bay had a total population of 100 people, this would equate to:

- 10 people living with disability;
- 4 people living with profound or severe limitations;
- 5 people living with moderate or mild limitations; and
- 7 people are carers of people with disability

Some suburbs have higher rates of disability, and this generally corresponds to areas with older populations (ABS 2021). They are:

- Concord (6.5%)
- Rhodes East, including Concord Hospital (5.5%)
- Russell Lea – Rodd Point (5.5%)
- Chiswick (5.5%)
- Abbotsford – Wareemba (5.4%)
- Five Dock – Canada Bay (5.3%)

In 2021, the Census data reveals that 25.9% of residents had at least one long-term health condition. The most common conditions are:

- Arthritis (6.4%)
- Asthma (5.7%)
- Mental Health (5.3%)
- Diabetes (3.8%)
- Heart Disease (3.3%)
- Cancer including remission (2.7%)

Other conditions include dementia, kidney disease, lung condition and stroke.

Service Provision

Most disability services are located outside our local government area boundaries, and service clients on an area wide level. With the limited number of local services it is paramount that Council works closely with peak bodies and disability services.

While Council does not operate or manage services for people with disability, it works towards providing an environment that supports people living with disability to access suitable housing, transport and employment to reduce their need for services.

Access to services can be impacted by a number of barriers. People living with disability may experience barriers when accessing services that do not adequately recognise or respond to cultural difference such as language barriers, cultural stigma and access to information in appropriate formats and services that are not culturally safe or responsive. These barriers can result in reduced access to supports and a reluctance to engage with services.

First Nations people are also disproportionately affected. In 2022-23, the National Aboriginal and Torres Strait Islander Health Survey (NATSIHS) found that disability services often fail to meet the cultural needs of First Nations People by not providing services that are culturally safe, inclusive and aligned with First Nations priorities.

There is also an increasing aging population. Barriers include challenges accessing online information, mobility limitations, chronic health conditions and cognitive decline.

4.0 Developing the Plan

This *Disability Inclusion Action Plan* (DIAP) builds on the strategies and actions of the previous DIAPs, and is guided by the *NSW Disability Inclusion Action Planning Guidelines*.

4.1 Research and Analysis

The Plan has been informed by a review of the existing plan with input from staff across Council. Sessions were held to review the status of each action and to reflect on experiences in carrying out the plan.

Council also reviewed relevant legislation and State and Government Policies. The Plan aligns with the four focus areas of the *NSW Disability Inclusion Plan*:

1. Developing positive community attitudes and upholding the rights of people with disability
2. Creating liveable and safer communities
3. Supporting access to meaningful employment and independence
4. Improving access to mainstream services through better systems and processes

What have we achieved?

All actions contained in the City of Canada Bay Disability Inclusion Action Plan (DIAP) 2021-2025 have been completed or are ongoing and are included in the draft DIAP.

Some of Council's achievements include:

- Focus Area 1: Attitudes and behaviours
 - Supported Ebenezer Mission to hold an annual celebration for the International Day of People with Disability at Rhodes to raise awareness and showcase the skills of people living with disability
 - Delivered a number of face-to-face and eLearning trainings for staff including disability and inclusion training; mental health training. Appointment of mental health and wellbeing officers; subscription to "headspace" app; appointment of respectful workplace officers
 - Promotion of access and inclusion practices including Braille stickers on bins and inclusive videos on transition to school project.

- Focus Area 2: Liveable Communities
 - Incorporated new and improved accessible play equipment, pathways and seating and increase in accessible parking spaces at various parks such as Queen Elizabeth Park, Livvi's Place in Five Dock, Charles Heath Reserve playground and Brett Park playground. A new Changing Places facility was opened at Majors Bay Reserve and video made and promoted to the community.
 - Sensory spaces were created for neurodivergent community members at Ferragosto, Halloween Festival in Concord and a ChillOut Zone for the Pride Basketball event in Concord Oval Recreation Centre.



- The Maker Space at the Lab in Rhodes continues to host a regular program for young people with Autism. An audit of the maker space was undertaken by Accessible Arts with suggested improvements to make the space more accessible for people with living with disability.
- Launch of Auslan video version of the picture book *Our Library* featuring Emma Memma at Concord Library.

- All abilities sports day and programs have been hosted at Concord Oval Recreation Centre and Five Dock Leisure Centre, including an inclusive rugby match (collaboration between West Harbour Rugby and Let's Get Going); an inclusion sports day for adults which introduced participants to local sports and ways to engage locally, beyond the event (delivered by Disability Sports Australia); WheelChair Blues Rugby game; and All Abilities Netball delivered by the Inner West Netball Association.
- Continued to deliver and fund accessible programs including bay connections, BayRider bus services, Bayside kids, Gymability, programs for people living with disability across the library network.
- Venue fact sheets and venue user guides were updated listing accessibility features.
- Audit and delivery of additional accessible car parking spaces at Concord Community Centre; Majors Bay Shopping Centre, Waterview Street Carpark and Marlborough Street Carpark. Introduced a new parking permit scheme in Five Dock Town Centre, which improved availability of parking spaces.
- Pedestrian Access and Mobility Plan adopted in July 2021. New pedestrian crossings completed include Gale Street, Shoreline Drive, Tennyson Road, Harris Road, Frederick Street, Cabarita Road. New footpath upgrade at Salton Reserve. Pedestrian crossing upgrades completed at Stanley Street and Rawson Avenue. New footpath links completed along Stuart Street and MacKenzie Street, as well as Concord Avenue, in Concord West, and along Links Avenue and Cumming Avenue in Concord.
- Renewal and upgrades of bus stops including Majors Bay Road and Brewer Street.
- NDIS information about a range of disability services was promoted at local events and workshops such as the Drummoyne Community Centre Open Day; information session: My Life My Journey for community members to discuss ways to access the NDIS and how to exercise choice and control.



Photo 1 (above): More inclusive events

Photos 2 and 3 (below): Auslan interpreter at community event (left); Family enjoying accessible facilities (right).



- Focus Area 3: Employment
 - Supported a new Social Enterprise Café at Concord Library which provides work experience for people living with disability
 - An Inner West Region Vocational Support Network (VSN) launched, and committee formed. Action plan developed with event planning underway to support young people to gain employment.
 - Reviewed and updated Council's employment strategies, plans and policies to improve inclusive employment practices such as reasonable adjustments, recruitment and selection, diversity statement and workforce strategy.
- Focus Area 4: Systems and Processes
 - Completed audit of the accessibility features of Council's website. Enhancements were made to improve accessibility by 20%. This takes our WCAG 2.1 compliance from 62 to 82% (based on website data sampled by me2accessibility).
 - An accessible and inclusive communications guide for staff was published and promoted across the organisation
 - As part of the Plug and Play initiative, a community event portal was created which includes practical tips, tools and resources to create inclusive and accessible events.
 - Supported the re-establishment of the Inner West Disability Forum, hosting networking days with local service providers and participants. These actions support collaborative ways to support people with disability in the community and to stay aware of current changes in the sector, that inform service delivery.

4.2 Engagement

Between October and December 2025, a number of engagement activities were undertaken to seek feedback from people with diverse lived experiences of disability, including carers, family members, support workers, and people who support inclusion in our community. This included:

- Promotion of events and activities on Council's Collaborate website, emails to local service providers and interested residents, print newsletter, Council's e-newsletter, posters in Council libraries, venues and recreation centres, local shopping centres and local shops and businesses, as well as letters to local Parent & Citizens Associations through the schools network and on social media.

- An online survey, available on Council's Collaborate website, including in community languages and easy read. Hard copies were available at drop in sessions
- Drop in sessions, included a post it note activity, were held at:
 - Halloween Festival on Majors Bay Road
 - Inner West Disability Forum, The Concord
 - International Day of People with Disability Festival at Rhodes Foreshore Amphitheatre
 - Five Dock Library
 - The Connection
 - Five Dock Leisure Centre
 - Concord Library
 - Drummoyne Civic Centre
 - Youth Space
- Two focus group sessions for organisations, including disability specific and other community service providers; Drummoyne Preschool; and Concord High School learning support staff.
- Workshop with the City of Canada Bay Access and Inclusion Committee, facilitated by external consultant, Urbis Pty Ltd.
- Eight confidential staff interviews facilitated by Urbis Pty Ltd.
- Consultation with Council's internal DIAP working group

Over 100 people participated in the engagement process, with the majority of people providing feedback through Council's online surveys and focus group sessions.

A summary of the issues identified for people living with disabilities and their carers is at Attachment 2, and key issues are highlighted in the Section below.

What you told us

Developing positive community attitudes and upholding the rights of people with disability:

75% of survey respondents rated attitudes and behaviour towards people living with disability as "good" or "excellent". Key issues raised to consider include:

- Low awareness of invisible, psychosocial & intellectual disabilities.
- Community stigma, assumptions, condescending attitudes.
- Local businesses unaware of accessibility needs.
- Need for inclusive language and behaviour across community and Council.

"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."

"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."

Creating liveable and safer communities:

58% of survey respondents rated liveability and accessibility as "good" or "excellent". Key issues raised to consider include:

- Limited inclusive events, activities, quiet spaces, sensory spaces.
- Poor physical access: footpaths, crossings, ramps, pathways, steep gradients.
- Lack of accessible toilets & accessible parking.
- Limited accessible public transport & bus connections.
- Parks/playgrounds not accessible; dog management concerns.
- Need clearer accessibility information (venues, events, facilities).

"...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."

"..People with disability just want to do "ordinary" things like everyone and be included."

Supporting access to meaningful employment and independence:

57% of survey respondents rated employment as “poor” or “very poor”. Key issues raised to consider include:

- Misconceptions about capability; inaccessible recruitment.
- Lack of flexible work options, career development, job pathways.
- Need for Council to lead by example in inclusive employment.
- Support needed for school leaver transitions & re-entry after acquired disability.

“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.”

Improving access to mainstream services through better systems and processes:

59% of survey respondents rated ease of access to information and sharing ideas and opinions with Council as “hard” or “very hard”. Key issues raised to consider include:

- Website/navigation difficult; unclear accessibility information.
- Lack of clear feedback channels, multiple formats, non-digital options.
- Need for better customer service responsiveness.
- Need for accessible documents, Auslan presence, easy-read options.

“Needs patience, time and flexible environment for someone with PwD (Person with Disability) to express themselves in a safe environment”

5.0 Our Plan

1. Developing positive attitudes and behaviours and upholding the rights of people with disability

Misconceptions, negative attitudes and behaviours, and a lack of knowledge about disability can affect many aspects of life for people living with disability. By adopting positive attitudes and behaviours, we can challenge stigmas and work towards greater inclusion.



The expected outcomes are:

- The City of Canada Bay staff have increased awareness and knowledge about inclusion
- Increased community awareness of the abilities, skills and contributions of people living with disability
- Increased representation of our diverse community in Council publications
- The diversity of our community is celebrated.

Action	Lead team	Timing	Resources	Measure
1.1 Provide specialised staff training and promote available webinars that include: • skills in running a sensory space • knowledge in creating accessible documents and materials and other digital access training • inclusive language and communications • plain English writing • understanding of invisible disabilities, for example, neurodivergence and psychosocial disability, mental health and resilience	People and Culture (lead); Community Development	2026-2030	Training budget / Annual Operating Budget	At least 1 new training program provided a year Increase participant confidence in knowledge or skills gained following training
1.2 Promote and ensure completion of relevant mandatory and other disability related training courses for all staff.	People and Culture	2026 - 2030	Annual Operating Budget	Increase in the number of employees who have completed training Inclusion training is part of Council's staff induction program
1.3 Provide training for staff to deliver accessible and inclusive programs to enable targeted recreation programs for people living with disability	Recreation Management (lead)	2026-2030	Annual Operating Budget	Number of staff with qualification increase 1 additional staff per year
1.4 Increase the number of photos that represent our diverse community.	Communications and Engagement (lead); Community Development	2026-2030	Annual Operating Budget	At least 50 quality diverse images added to the photo library including local and stock imagery to be promoted and used by Council staff.

Action	Lead team	Timing	Resources	Measure
				Community-facing publications or material with more than 8 photos contains images of our diverse community
1.5 Develop and deliver articles including positive stories in newsletters and social media posts to raise awareness of access and inclusive practices in the community.	Communications and Engagement (lead); All	2026-2030	Annual Operating Budget	At least three articles in Council's newsletters and three social posts per year
1.6 Increase internal awareness of access and inclusion opportunities and DIAP progress.	Communications and Engagement (lead); People and Culture; Community Development	2026-2030	Annual Operating Budget	At least three articles per year in internal communications
1.7 Deliver initiatives that increase community awareness and understanding of invisible disabilities. For example, the Sunflower campaign, promotion of Sensory Space.	Community Development (lead); Place and Events	2026 - 2030	Annual Operating Budget	At least six initiative per year
1.8 Increase family awareness and understanding of disability and inclusive practice (with a focus on invisible disabilities) by delivering and sharing targeted information and resources in Council's early childhood education and care (ECEC) centres.	Children's Services (lead); Communications & Engagement	2026 - 2030	Annual Operating Budget	At least 6 inclusive/disability-focused resources or communications per year, for example, newsletters, social posts, fact sheets.
1.9 Strengthen sector capacity by embedding expert input into Early Childhood Education and Care Network meetings to build	Children's Services	2026 - 2030	Annual Operating Budget	Host at least 2 guest speakers per year at ECEC Network meetings.

Action	Lead team	Timing	Resources	Measure
knowledge of disability, inclusion, and referral pathways.				

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2. Creating liveable and safer communities

People living with disabilities are part of our community. Creating liveable communities ensures that everyone can participate in all aspects of community life.

Council will advocate and work towards buildings, facilities, places, events, services and programs that are inclusive and accessible to everyone.

This enables community participation, choice, independence and inclusiveness.



The expected outcomes are:

- Improved inclusive opportunities for people to move around
- Improved access to buildings and facilities
- Improved public spaces
- Improved services and programs
- Increased opportunities for people to participate in activities

Action	Lead team	Timing	Resources	Measures
2.1 Audit and prioritise accessible improvements in our capital works program.	Project Management Office (lead); All City Assets	2026-2030	Annual Operating Budget	Capital works program reviewed and updated
2.2 Continue to improve footpaths, kerb ramps, crossings and pedestrian accessibility aligned with PAMP priorities.	Traffic & Transport	2026-2030	Capital works budget	Number of upgrades completed
2.3 Review and revise Council's processes to ensure accessibility needs are considered when planning, designing, constructing and maintaining Council's facilities and spaces	PMO (lead); Open Space; Building Services and Fleet; Transport & Traffic; SASI	2026-2030	Annual Operating Budget	Review of Council's processes completed. Documentation revised if required
2.4 Incorporate accessible parking, toilets and seating when planning or renewing Council's parks and facilities	Open Space; All City Assets	2026-2030	Annual Operating Budget	All renewed sports grounds and facilities comply with the DDA and meet universal design principles.
2.5 Advocate for improved accessible public transport, bus connections	Traffic & Transport (lead)	2026-2030	Annual Operating Budget	Advocacy to improve public transport accessibility
2.6 Continue to upgrade bus stops to meet standards as part of the Accessible Bus Stops Program and promote to the community	Traffic & Transport	2026-2030	Annual Operating Budget	Number of bus stop upgrades
2.7 Continue to update the National Public Toilet Map to clearly identify accessible toilets and facilities including those with an MLAK key and promote through Council website. Prepare a Public Toilet Strategy aligning with the Infrastructure Strategic Plan.	Building Services and Fleet	2026-2030	Annual Operating Budget	National Public Toilet Map updated. Public Toilet Strategy prepared.

Action	Lead team	Timing	Resources	Measures
2.8 Review and revise Council's processes to ensure inclusivity and accessibility are considered when planning, designing, and delivering Councils programs, activities and promotions. For example, processes for accessible formats such as captioning, AUSLAN, National Relay Service and EOI/procurement processes	All	2026-2030	Annual Operating Budget	Review of Council's processes completed. Documentation revised if required
2.9 Provide programs for people with diverse disabilities, including people with non-visible disability, people with mental health conditions, people with an intersectional experience of disability and carers. This may include quiet reading programs, storytime, Gymability, Strong Programs, Bushcare program, and other inclusive programs	Library Programs; Recreation Management ; Open Space	2026-2030	Annual Operating budget	Number of inclusive and accessible programs delivered Number of bookings and participant numbers
2.10 Deliver skills building programs and workshops for young people which are inclusive for people living with disability including neurodivergent and psychosocial disability	Community Development	2026-2030	Annual Operating Budget	Programs, training, workshops delivered. Participation levels, diversity of engagement, feedback from young people
2.11 Identify and implement strategies to connect children and carers, including those living with disability, with relevant information and supports through hubs, workshops, activities and resources	Community Development	2026-2030	Annual Operating Budget	Implement an Inclusive Children & Family Hub Program Families engaged, diversity of participation, parent feedback

Action	Lead team	Timing	Resources	Measures
				accessibility adjustments Number of workshops, activities and resources delivered
2.12 Promote services and supports for unpaid carers	Community Development	2026-2030	Annual Operating Budget	Number of promotions
2.13 Continue to support and promote accessible sporting and recreation activities	Open Space; Recreation Management	2026-2030	Annual Operating Budget	Number of activities promoted
2.14 Promote grant opportunities to disability and other organisations, including promoting disability led projects	Community Development (lead) Place and Events; Waste and Sustainability	2026-2030	Annual Operating Budget	Number of grant applications received for disability-focused or disability-led projects. Number of disability and community organisations provided with information about grant opportunities, including disability-led projects.
2.15 Investigate working with an adaptable housing provider to improve accessibility in Council's affordable housing stock	Property	2028-2030	Annual Operating Budget	Process developed and investigation completed.
2.16 Review provisions in the Development Control Plan relating to accessibility and waste management in developments	Waste and Sustainability ; Strategic Planning;	2027-2030	Annual Operating Budget	DCP reviewed and amendments made Number of Development Applications

Action	Lead team	Timing	Resources	Measures
	Statutory Planning			incorporating accessible waste management design

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3. Supporting access to meaningful employment and independence

Accessing employment can be challenging for people living with disability. Many people want to work, yet barriers, such as access to training, transport and business systems, often hinder their attempts to find suitable employment.



The expected outcome is:

- Council's employment opportunities are inclusive
- Raise awareness of the benefit of employing people living with disability
- People living with disability are supported to undertake their role
- Inclusive culture in the workplace is promoted

Action	Lead team	Timing	Resources	Measures
3.1 Recruitment training to include disability awareness, such as: • awareness of invisible disabilities • using objective interview techniques • using DDA compliant language in job ads, interviews and position descriptions • offering reasonable adjustments, including flexible working arrangements for employees on the job • understanding available supports for employees on the job • legal aspects such as disclosure.	People and Culture (lead); Community Development	2026 - 2030	Recruitment Budget	Completion and implementation of recruitment training
3.2 Strengthen inclusive recruitment by ensuring all job advertisements actively encourage applicants from diverse backgrounds including people with disability and clearly communicate the organisation's commitment to equity and inclusion.	People and Culture (lead); All hiring managers	2026-2027	Annual Operational Budget	100% of job ads have consistent wording
3.3 Explore ways to support existing staff living with disability within the workplace.	People and Culture (lead); Community Development	2026-2030	Annual Operational Budget	Staff consulted and options identified.
3.4 Improve employment outcomes for people living with disability including:	Community Development;	2026-2030	Annual Operating Budget	At least two of activities/ programs /events / initiatives established per year

Action	Lead team	Timing	Resources	Measures
- supporting the Inner West Vocational Support Network to deliver actions for young people such as training and supported employment pathways - increasing awareness of government supports available to encourage local businesses to employ people living with disability	Place and Events; People and Culture			Number of local businesses and young people provided with information about available employment support.

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4. Improving access to mainstream services through better systems and processes

Everyone in our community should have equitable access to information.

There is a need to be flexible and provide a range of options to access information and services as well as various options to provide feedback and input.



The expected outcomes are:

- Council's documents and online information are accessible and easy to use
- Inclusion is embedded into Council's work processes

Action	Lead team	Timing	Resources	Measures
4.1 Produce Council materials in line with the Accessible and Inclusive Communications Guide. This includes: - Review and update Council webpage content - Promotional materials - Other Council documents for example, the Integrated Planning and Reporting documents	All	2026-2030	Annual Operating Budget	Council information is updated to be more accessible in line with the Accessible and Inclusive Communications Guide. Documents are available in multiple formats
4.2 Establish and promote multiple accessible feedback channels and reporting mechanisms (phone, in person, paper forms, easy read, QR-code, web form + non digital options).	All	2026-2028	Annual Operating Budget	Number of channels offered
4.3 Incorporate accessibility considerations in the development and design of new website to improve website user experience. This may include contrast, font size, navigation, disability landing page or quick link and user testing.	Communications and Engagement (lead); ICT; Digital Business Solutions	2026-2030	Annual Operating Budget	Compliance with WCAG standards Market research and surveys completed. Positive user testing outcomes
4.4 Review Waste App for WCAG compliance	Sustainability & Waste	2026-2027	Annual Operating Budget	App audit completed and alternative pathways in place.
4.5 Develop an accessibility user guide for Collaborate website and integrate into staff training.	Communications and Engagement	2027-2030	Annual Operating Budget	Develop and distribute Collaborate accessibility guide.
4.6 Provide clear accessibility information including listing accessibility features to all our venues, facilities, events and programs (hearing loops, ramps, paths, accessible bathrooms, sensory spaces)	All	2026-2030	Annual Operating Budget	Accessibility details included in listing on websites and promotional materials

Action	Lead team	Timing	Resources	Measures
4.7 Share knowledge, information and resources on disability inclusion across the organisation by establishing an internal webpage. This may include links to legislation, guidelines (inclusive comms guide), information (easy read guides), videos, supplier lists and relevant organisations	Community Development (lead); Procurement	2026-2027	Annual Operating Budget	Page established and information updated as required.
4.8 Adapt customer service practices and communication methods to meet the diverse needs of people with disabilities	Customer Experience (lead); All	2026 - 2028	Annual Operating Budget	Customer service practices reviewed to identify and resolve accessibility barriers
4.9 Consider opportunities to embed greater inclusion and accessibility in community engagement activities	Communications and Engagement	2026-2028	Annual Operating Budget	Review the Engagement Strategy
4.10 Continue to attend the Inner West Disability Forum and Dementia networks that drive events and projects across the region including sector development and communication channel to people living with disability	Community Development	2026-2030	Annual Operating Budget	Attend at least two meetings per year
4.11 Continue staff DIAP working group to champion change within the organisation.	Community Development (lead); All	2026-2030	Annual Operational Budget	Regular meetings to progress actions in the DIAP.
4.12 Continue to Engage Council's senior leaders and management in the delivery of the outcomes of the DIAP by providing updates and status reports to leadership meetings	Library and Community Services (lead); All	2026-2030	Annual Operational Budget	Senior Executive sponsor of DIAP working group. Regular reporting to senior leadership team.

Action	Lead team	Timing	Resources	Measures
4.13 Include DIAP actions in Council's Operating Plan and Delivery Program and Annual Report	Corporate Strategy	2026-2030	Annual Operating Budget	DIAP actions are tracked and included in Council's plans.

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6.0 Monitoring, reviewing and reporting

Council will monitor and report on the implementation of the Disability Inclusion Action Plan 2026-2030 to ensure accountability and transparency.

This will include:

- Reporting implementation progress of DIAP Actions annually with reports made available to the community online.
- DIAP Actions included as agenda items in the City of Canada Bay Access and Inclusion Committee Meetings
- Access and inclusion agenda items and discussion at regular leadership meetings.
- Discussion and update of progress at quarterly internal DIAP staff working group to discuss ideas, improvements and to progress actions.

Appendix A – Other relevant legislation, policies and standards

Equal Access through Universal Design

Universal design is a holistic concept that links with sustainability, health, wellbeing, injury, crime prevention and ageing in place. Council embraces the concept in its planning and design of open space, buildings and services.

Commonwealth Disability Discrimination Act 1992 (DDA)

This Act states that discrimination against people living with disability is unlawful. The DDA covers many areas of life including employment, education, access to premises and provision of goods, services and facilities. Council has an obligation to ensure that its services and programs are accessible.

Commonwealth Aged Care Act 1997

The Aged Care Act 1997 allows government funding to be provided for aged care.

Disability (Access to Premises – Buildings) Standards 2010

These Standards ensure reasonably achievable access to buildings, facilities and services within buildings; and give certainty to building certifiers, developers and managers so that if standards are complied with they cannot be subject to a successful complaint under the Disability Discrimination Act.

National Dementia Action Plan 2024-2034

The National Dementia Action Plan is Australia's national dementia policy framework. It aims to improve the lives and care of people with dementia, their carers and families. The Action Plan aims to increase dementia awareness, reduce the population's risk of dementia and improve service coordination for those affected.

NSW Ageing and Disability Commission

The NSW Government introduced the Ageing and Disability Commissioner Act 2019 and established the NSW Ageing and Disability Commissioner (Commissioner) in July 2019. The role of the Commissioner is to protect adults living with disability and older people in NSW from abuse, neglect and exploitation in family, home and community settings. The Commissioner is required to monitor the implementation of the National Disability Strategy in NSW.

NSW Anti-Discrimination Act 1977 (ADA)

This Act relates to discrimination in places of work, the public education system, delivery and goods and services including services such as banking, health care, property and night clubs.

Local Government Act 1993 and Local Government (General) Regulation 2005

The Act provides the legal framework for local government to ensure that it is accountable to the community, for example for engagement and sound decision –making relating to disability inclusion.

Carers (Recognition) Act 2010 NSW

This Act provides recognition of carers and the role that carers play in providing daily care and support to people living with disability, medical conditions or who are frail aged.

NSW Government Sector Employment Act 2013 (GSE)

This Act and the associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management.

The GSE Act repealed the requirement for Equal Employment Opportunity Management Plans under the ADA. Strategies for workplace diversity are now required to be integrated with workforce planning across the government sector.

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