

Disability Inclusion Action Plan

2026 - 2030



When something is ***accessible***, everyone can use it.

When something is ***inclusive***, everyone can take part.

When everyone is included, everyone feels ***welcome***.

Access and inclusion are for everyone.

Coonamble Shire Council

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Revision required	2030

Policy review

This policy shall be reviewed at four (4) yearly intervals at least, to ensure it meets all statutory requirements and the needs of council. It may also be reviewed at other times as determined by council.

Revision history

Version	Adopted by Council	Resolution No.	Responsible Officer
1	8/02/2017		
2			Tony Payne, Carmen Falvey

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Acknowledgement of Country

Coonamble Shire Council acknowledges the Wailwan and Gamilaraay peoples of the lands on which it meets and operates, and recognises their continuing connection to lands, waters and Country. Council pays its respect to Elders past, present and emerging.

Acknowledgement of Contributions

Coonamble Shire Council wish to acknowledge and thank all contributors that have led and supported the development of our Disability Inclusion Action Plan 2026 - 2030 (referred to hereafter as the DIAP, or the Plan). Your contribution ensures that the DIAP responds in the best possible ways to the needs of people with disability in our communities.

Among those who generously provided their expertise, lived experience, local knowledge, and hopes for the future were: people with disability and their families, carers, and friends; providers of formal disability and aged care services; disability advocacy organisations; human and community service providers; and Council staff.

Moving forward, the implementation and review of this and future DIAPs will be led and supported by Council's Internal Working Group (IWG), which is composed of staff with specific technical and functional expertise from across the organisation. Council will continue to build inclusive participation mechanisms into our consultation process, to ensure our work remains relevant and responsive to local needs.

Acronyms

DIAP – Disability Inclusion Access Plan

CSC – Coonamble Shire Council

IWG – Council's Internal Working Group

CSP – Community Strategic Plan

DIP – NSW Disability Inclusion Plan

ADS- Australia's Disability Strategy

NDIS – National Disability Insurance Scheme

IP&R – Council's Integrated Planning and Reporting Framework

ABS – Australian Bureau of Statistics

DCJ – NSW Department of Communities and Justice

A message from the General Manager

Welcome to Coonamble Shire Council's Disability Inclusion Action Plan (DIAP) 2026 – 2030.

I am pleased to share our updated DIAP with you — a plan that reflects Council's commitment to growing a more inclusive, connected, and accessible Coonamble Shire. It is a promise to keep working with our community and business partners to build a Shire where everyone belongs, where everyone is welcomed, and where everyone can thrive. There is much to be done, but we have a strong community spirit, and we know that even small changes can have a big impact.

This plan was shaped with the generous contributions of community members who shared their time, insights, lived experiences, and aspirations for the future of our community. To each of you: thank you.

Australia's Disability Strategy ultimately aims to improve the planning, design and delivery of policies, services and infrastructure at every level of government, but the DIAP goes one step further. This plan seeks to build on our existing strengths, to foster and advocate for a community and environment that supports people with disability of all ages so that they can be included in social and economic life to the extent of their ability; to be able to contribute as valued members of their community; and to achieve liveable outcomes. It is an opportunity for Council to work with our community partners to provide innovative solutions to respond to local challenges.

Put simply, when something is accessible, everyone can use it. When something is inclusive, everyone feels that they belong. And when we design with the principles of inclusion, everyone benefits. It's how we make sure every person can be part of our vibrant community life.

Warmly,

Greg Hill

General Manager, Coonamble Shire Council

(Suggested text only- Greg is welcome to write something else!

See key project messages for prompts)

(Add signature and photo of GM)

Policy and legislative context

International context

The *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD), ratified by Australia in 2008, acknowledges that people with disability have the same human rights as those without disability. The Convention commits participating governments to ensure these rights can be exercised and that barriers are removed. It requires mainstream services to be provided in a way that does not directly or indirectly prevent people with disability fully participating.

National context- the Australian government

In line with Australia's commitments under the UNCRPD, *Australia's Disability Strategy 2021-2031 (ADS)* is Australia's national disability policy framework. The Strategy outlines a plan for continuing to improve the lives of people with disability in Australia.

The strategy's vision is for an inclusive Australian society that ensures people with disability can fulfil their potential as equal members of the community. The strategy is based on the social model of disability, which recognises that societal attitudes, practices and structures can be disabling and act as barriers to full participation. These can prevent people from fulfilling their potential and exercising their rights as equal members of the community. The social model of disability is described in more detail on page 12.

The strategy is based on improving 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

The *National Disability Insurance Scheme (NDIS)* is an Australian Government initiative that provides funding and support to individuals aged 8 – 64 years with permanent and significant disabilities, helping them participate in everyday activities and improve their quality of life. The Scheme goes some way to addressing several of the outcomes at an individual level, but more needs to be done to address the broader societal barriers to inclusion.

All levels of government play a role in the provision of services, supports and infrastructure for people with disability. Governments are obliged to provide services to all citizens. They also need to make reasonable adjustments to ensure people with disability can access those systems and services.

The following additional pieces of federal legislation and strategic plans provide a framework and basis for disability inclusion action planning:

- *National Disability Insurance Scheme Act 2013*
- *Disability Discrimination Act 1992*
- *National Autism Strategy 2025 - 2031*
- *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability 2023*
- *Australian Standard (AS 1428) – Design for Access and Mobility (Access to Premises Standards Buildings) Standards 2010*
- *Disability Standards for Accessible Public Transport 2002*
- *Web Content Accessibility Guidelines 2.0*

NSW state government

The NSW Disability Inclusion Plan (DIP) 2026–2029 is a four-year, whole-of-government strategy to promote inclusion, accessibility, and social and economic participation for people with disability across New South Wales.

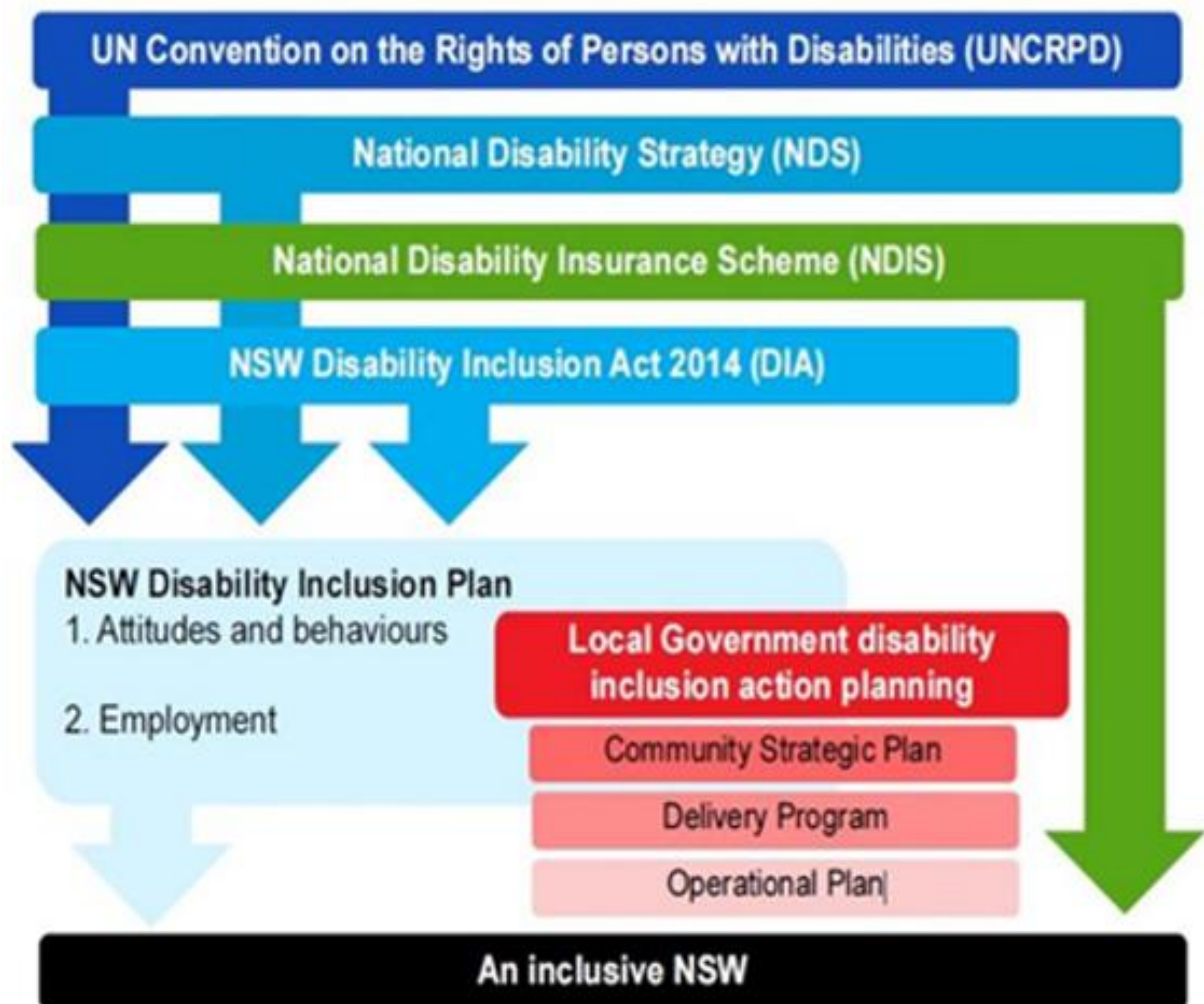
The NSW DIP sets the priority areas for government action which are reflected in the DIAPs of NSW government departments and other public authorities in NSW, including local councils. This ensures a unified purpose and clear goals across all levels of government.

The Disability Inclusion Act 2014 focuses on the accessibility of mainstream services and facilities to promote community inclusion for people with disability. It mandates all NSW Councils to have a DIAP that outlines the specific actions each will take at a local level to improve access and inclusion for people with disability.

Other relevant state legislation includes:

- *NSW Anti-Discrimination Act 1977*
- *NSW Government Sector Employment Act 2023*

Diagram 1 on page 8 demonstrates where this Plan fits within the state, national and global legislative and policy context for disability action planning.

Diagram 1: Legislative and policy context for Disability Inclusion Action Planning

Local government

Council's Integrated Planning and Reporting Framework

Local Government plays an important role in creating an environment which is inclusive of all people, through its planning role and through its involvement in many community activities and services. Communities look to local government to provide innovative solutions to respond to local issues.

A Disability Inclusion Action Plan (DIAP) can be considered a tool for councils to set inclusion priorities and goals in partnership with their communities, and to put a disability lens over all planning and activities, conscious that even small changes can have a big impact on people with disability. Planning for disability inclusion benefits not only people with disability but councils themselves, as organisations and employers, as well as the wider community.

The DIAP forms part of Council's Integrated Planning and Reporting (IP&R) Framework (see Diagram 2, page 9). The IP&R Framework guides the way councils plan, document and report on their activities. In addition to developing a DIAP, local councils are required to consider disability action planning in the development of their other IP&R documents. Central to the IP&R Framework are the Community Strategic Plan (CSP), Delivery Program, and Operational Plan.

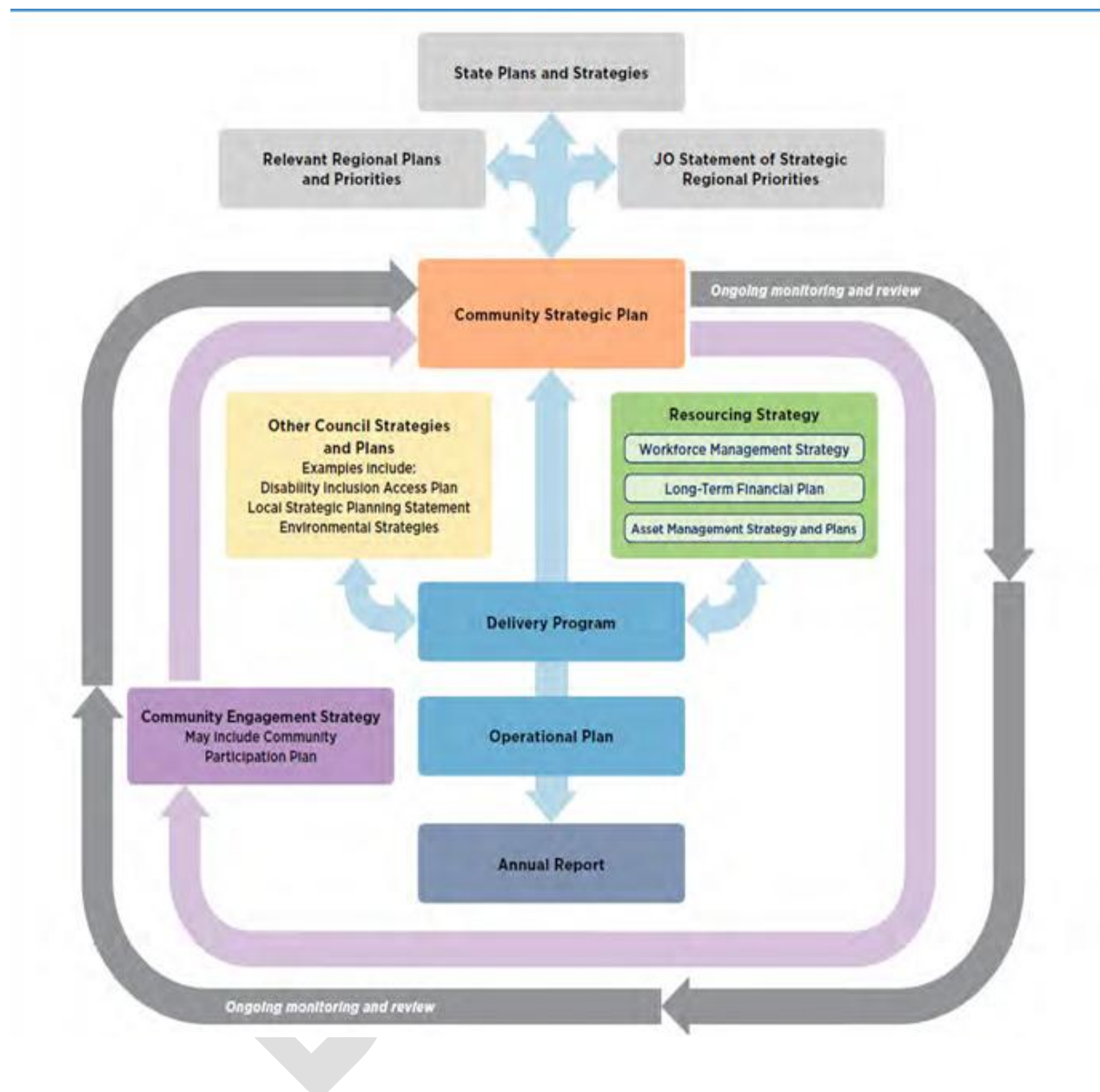
Other plans and strategies that typically sit within a council's IP&R structure include:

- Community consultation and engagement strategies
- Local strategic planning statements
- Environmental strategies
- Tourism development strategy
- Economic development strategy
- Workforce management strategy
- Long-term financial plan
- Asset management plan

Coonamble Shire Council's DIAP outlines the actions that Council will take to support the fundamental rights of people with disability to live full, meaningful lives and to participate fully in our community.

Our DIAP Internal Working Group (IWG) will lead the implementation of our Plan and report against its progress. Implementation and review of the Plan is discussed in further detail on page 49.

Diagram 2: Coonamble Shire Council's Integrated Planning and Reporting (IP&R) framework



Guiding Principle- Social Justice

The NSW State Government requires that each Council in NSW, develop its own Community Strategic Plan (CSP). This Plan sits above all other Council plans and policies in the IP&R framework.

The Vision for Coonamble Shire Council's 2035 CSP is *"we are a united, vibrant and capable community, focused on caring for each other and our Country, now and into the future"*. The CSP identifies the community's main priorities and aspirations for the future, to promote a positive lifestyle and improve liveability for our residents and visitors. It guides Council's activities for the next ten years and is based on the following principles of social justice:

- **Equity** - Fairness in decision making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of our community. Care should be taken to involve and protect the interests of people in vulnerable circumstances.
- **Access** - All people should have fair access to services, resources and opportunities to meet their basic needs and improve their quality of life.
- **Participation** - Everyone should have the maximum opportunity to genuinely participate in decisions which affect our lives.
- **Rights** - Equal rights should be established and promoted, with opportunities provided for people with diverse linguistic, cultural and religious backgrounds to participate in community life.

Council is committed to serving the community with integrity, efficiency, fairness, impartiality and the encouragement of mutual respect. We promote and strive to achieve an environment of respect and inclusion for all.

Our DIAP has been informed by the principles of social justice and the social model of disability (see page 12). Where DIAP actions align with the CSP's strategic directions and goals, this is indicated within the Plan on pages 30 – 48.

What is disability?

Disability is a natural part of human diversity and almost everyone at some point in their life will either experience some form of disability or will care for a person with disability. Over 5.5 million people—more than one in five people in Australia—have a disability and this proportion is increasing with an ageing population.

Persons are considered to have a disability if they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts their ability to do everyday activities.

People with disability are a very diverse group. The term encompasses people with varying types and levels of disability across all socioeconomic and demographic groups. It includes not only people with physical disabilities but also people with less visible disabilities including mental health conditions, sensory, neurodevelopmental, intellectual, physical, psychosocial, head injury, stroke or acquired brain injury.

Every person with disability is unique and will experience their disability in their own way. There can be wide variations of impact on daily living. A disability may affect mobility, the ability to learn things, or the ability to communicate easily. Some people may have more than one disability. A disability may be visible or hidden, permanent or temporary, or have a minimal or substantial impact on a person's abilities. Knowing this can improve our understanding of how experiences of people with disability vary.

Disability may be present from birth, acquired due to illness or accident, or come about with time as a person ages. There is a strong relationship between age and disability: as people grow older there is a greater tendency to develop conditions that cause disability. In the Australian population, 15% of people aged up to 64 live with disability and more than half of the population aged 75 and over is affected by disability.

A disability may affect mobility, the ability to learn things, or the ability to communicate easily. Some people may have more than one disability. A disability may be visible or hidden, permanent or temporary, or have a minimal or substantial impact on a person's abilities.

Disability and Intersectionality

An intersectional approach considers how race, gender, sexuality and ability interact to shape and inform a person's life experiences. It is a way of understanding how multiple forms of inequality or disadvantage can compound themselves and create further barriers to participation and inclusion. Compounding disadvantage can expose people with disability to overlapping forms of discrimination, marginalisation, and exclusion.

The social model of disability

The *Federal Disability Discrimination Act 1992 (DDA)* defines the **medical model of disability** in relation to a person who has:

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

Notice that this outdated model treats disability as an impairment or a deficiency, the responsibility for which sits solely with the individual.

The **social model of disability** is now the internationally recognised way to view and address 'disability', as per the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). This marks a significant paradigm shift in attitudes towards people with disability and approaches to disability issues.

The social model states that *disability is the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers*. In this context, disability is the result of the interaction between people living with impairments and the barriers they face in their environment.

Consider this: People with disability purchase consumer goods, have jobs, go on holidays, eat out at restaurants, access information and contribute to society in the same way as those without disability. The difference is that people with disability often come up against significant barriers while trying to do the things many of us take for granted. If the physical, attitudinal, communication and social barriers in the environment are removed, persons living with impairments can participate in society on an equal basis with others.

Disability Inclusion Action Plans can assist councils, along with their communities, to identify and remove barriers to participation.

Inclusion is everyone's responsibility.

Access and Inclusion

Access means you can go where you need to in the community: into buildings, on transport, in parks and to events.

It means there are toilets you can find and use.

It also means you can find and understand information about important things going on in the local community.

Inclusion means you feel part of the community and are treated with dignity and respect as a valued and equal member of society.

It means you feel welcome in your community and can enjoy the same experiences as others.

The Case for Inclusion

The National Disability Strategy (NDS) has changed the way we look at disability. At the very heart of the NDS is the belief that people with disability should be supported to maximise their individual potential, but that there is also a need for a community-wide shift in attitudes towards people with disability.

By setting an expectation that disability is a natural part of human diversity, communities can be expected to fully include people with disability in all aspects of life.

Inclusion is everyone's responsibility. And the case for an inclusive community is strong:

- Community inclusion isn't just important for wellbeing; it is a human right.
- Persons with different backgrounds, abilities, and interests all bring something unique and can contribute to the richness of society. As a community, we are richer with a diverse range of viewpoints and individual perspectives.
- Increased employment opportunities and outcomes unlock improved economic security, independence and well-being for people with disability and their families. Meaningful employment can provide independence, reduce reliance on benefits and improve the living standards of people with disability. This can have positive health impacts and contribute to a greater sense of self-worth.
- Improved physical access to businesses benefits people with disability, older people, parents or carers with prams and business owners themselves by expanding their business reach.

Conversely, *exclusion* leads to disadvantage and discrimination, which have far-reaching negative impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt beyond the individual, with families and the broader community being negatively impacted by a non-inclusive community.

Carers

A carer is a person who provides unpaid care and support to someone (usually a family member or friend) who has a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail due to age.

Carers play a vital role in supporting and assisting individuals with a disability to live their best life. The type of support that carers provide can vary from occasional help to regular care, to emotional and administrative support.

Carers make a significant contribution to Australian communities and families and to the economy. They are sometimes referred to as the 'hidden workforce' because:

- There are approximately 958,500 carers in NSW
- Carers provide 11.8 million hours of care per week in NSW
- To replace the care provided by carers in NSW, governments would have to spend more than \$25 billion each year

In Australia, in 2022:

- 1.2 million people in Australia were primary carers
- 391,300 carers were under the age of 25, up from 235,300 carers in 2018
- Females (12.8%) were more likely to be carers than males (11.1%)
- 43.8% of primary carers had disability themselves

(ABS 2024; Deloitte 2020; ABS 2022)

Caring for a family member or friend can be very rewarding, but it also has its challenges. Carers are more likely than other Australians to experience a range of health, wellbeing and socioeconomic issues, and many cannot access the support they need.

It is important to recognise the challenges of caring so that carers can seek support when they need it. It is also important for families, communities, service providers, governments and employers to understand the challenges of caring so that the support options available can be continually expanded and improved.

Common challenges that carers experience include health and wellbeing challenges, social isolation and financial hardship.

Carers may require counselling, coaching or respite care to support them in their caring role. Many carers appreciate peer support groups to recognise common issues, feel understood by each other and experience a greater sense of belonging and reduced isolation.

Our DIAP considers the need to improve access and inclusion for carers in our community, and to recognise the contribution they make to our community.

Abuse, neglect and exploitation

Data from the Ageing and Disability Commission (ADC) shows a continued rise in reports of abuse, neglect and exploitation of older people and adults with disability across the state. Many of the reports made to the ADC involve domestic and family violence, including coercive control, and can be driven by factors such as economic and housing pressures and social isolation. Worryingly, the abuse often occurs in places where our most vulnerable people should feel safest – in their family, home and community.

The ADC received 707 reports of alleged abuse, neglect or exploitation of an older person or adult with disability from the Western NSW region in 2019-2024 (note that data specific to Coonamble Shire was not available).

- 79% of reports received in this region related to an older person
- 21% related to an adult with disability
- Of reports relating to adults with disability, 55% were female
- Of reports relating to older people- 60% were female
- Of reports about adults with disability, 65% were made by a paid worker
- Of reports about older people
 - 38% came from a paid worker
 - 23% came from the child of the older person
 - 9% were from an older person experiencing abuse
- 76 reports were about an adult who identified as Aboriginal or Torres Strait Islander
- Reports about adults with disability most commonly involved a parent as the subject of allegation
- 46% of reports about older people involved family members, mainly adult children followed by the adult's spouse or partner, as the subject of allegation
- The most commonly reported types of abuse towards older people (OP) were verbal abuse, financial exploitation and failure to meet support needs
- The most commonly reported types of abuse towards adults with disability (AWD) were failure to meet support needs, preventing or restricting access to supports or services and verbal abuse.

(Western NSW LGA Stats 2019-2024)

Everyone deserves to feel safe and respected in their home and community. This means having the freedom to make decisions, know what is happening with your finances, staying connected to family and friends, and accessing support when needed. However, the abuse of older people and adults with disability is often poorly recognised and there is a need for increased awareness among the broader community.

Who are we? Our Coonamble Shire Community

The Coonamble Local Government Area (LGA) is in the Orana Region of Central Northern NSW, approximately 400 km north-west of Greater Sydney and 600 km south-west of Greater Brisbane. It is bounded by the Shires of Walgett to the north, Warrumbungle in the east, Gilgandra to the south and Warren in the west.

Coonamble Shire covers approximately 9,916 square kilometres of rural land, including natural landscapes, farmland, and small communities. Our Shire includes the township of Coonamble and the smaller villages of Gulargambone and Quambone. Most of the LGA's residents live in these settlements, with residents of rural properties accounting for the remaining 11% of the population.

Coonamble is situated on the Castlereagh River, which runs through the town. Water from the Great Artesian Basin is pumped into reservoirs throughout the town for domestic use. Coonamble functions as a service centre for surrounding rural areas. Its main industries are sheep, cattle, and grain farming, as well as local services including in teaching, health, and administration, according to the 2021 ABS Census.

The area experiences extreme weather conditions including drought, flooding and extreme heat and cold.

The LGA is situated on the traditional lands of the Wailwan and Gamilaraay peoples.



Population characteristics

The Coonamble LGA has a total population of 3,732 persons (ABS, 2021):

- Coonamble - 2,666 (71.4%)
- Gulargambone - 528 (14.1%)
- Quambone - 128 (3.4%)
- Remainder of LGA, surrounding rural land - 412 (11%)

Coonamble Shire's population has experienced long-term decline, particularly in townships and villages, while rural areas have grown. There are early signs of an emerging demographic renewal driven by younger families, alongside an ageing population with its inherent implications for increasing support needs and accessible homes and public spaces.

Indigenous profile

In 2021 (ABS Quick Stats), Coonamble LGA had a significantly higher proportion of Aboriginal and/or Torres Strait Islander residents (33.9%) compared to Regional NSW (6.6%), while the non-Indigenous population was much lower (52.3% versus 87.7%).

This highlights the strong cultural presence of Indigenous communities in Coonamble Shire and the need for community involvement in the design and provision of services, programs and physical assets to ensure cultural safety, access and inclusion.

Motor vehicles

8.1% of households did not have a registered motor vehicle, whilst 35% of households had 1 vehicle. Coupled with the inflated cost of living and the physical distance from many specialist health services, this has implications for access.

Wellbeing / Need for Assistance

In the 2021 Census, 7% of residents reported the need for assistance with core activities (self-care, mobility, or communication). This may be due to a disability, long term health condition (lasting six months or more), or old age, but does not include those requiring care for a profound or severe disability.

Coonamble LGA had a marginally higher proportion of residents needing assistance with core activities compared with the Regional NSW and a lower share of people reporting no need for assistance, which suggests a relatively higher prevalence of disability or support needs.

35.1% of residents reported having one or more significant chronic health conditions (for example, heart disease, COPD, dementia, mental health conditions, arthritis, etc.).

Disability and carers

ABS Health and Disability data for Coonamble Shire (2018) gives us a more accurate picture:

- Persons with disability- 27.8%
- Persons with profound/severe core activity limitation- 8.8%
- Persons with moderate/mild core activity limitation- 13.2%
- Persons who are carers- 20.2%
- Persons aged 15 years and over who are primary carers- 5.9%
- Persons who are non-primary carers- 10%
- Persons with disability aged 15 years and over who need assistance or have difficulty with household chores, meal preparation or property maintenance (accommodation support)- 11.7%
- Persons with disability who need assistance or have difficulty with personal/health care- 15.4%
- Persons with disability aged 16 years and over who need assistance or have difficulty with private transport- 10.2%
- Persons with disability aged 0-64 years whose need for assistance with core activities is fully met- 4%
- Persons with disability aged 0-64 years whose need for assistance with core activities is partly met or not met at all- 1.5%

CSC's *Urban Housing Strategy* (2026) identified a demand for housing that incorporates liveable design features and offers good access to shops, transport, and services, and for housing that can accommodate varying levels of support. The strategy suggests that aligning local housing provision with accessible, adaptable, and supported housing options will help ensure the needs of residents requiring assistance with everyday activities are met. The significant proportion of older homes across the Shire are unlikely to meet current accessibility standards, with modifications likely required.

What this tells us

- The increased proportion of young families has increased the need for early access to quality childcare and early childhood education. It also implies an increased requirement for allied health therapies such as speech therapy and occupational therapy, as well as early years diagnostic/ assessment services.
- There is a high proportion of carers in the community, indicating a need for formal and informal support services and networks to address the challenges that carers commonly face.
- The increased prevalence of people with disability, and particularly those requiring assistance, creates an increased demand for accessible shops, transport, services, public spaces and amenities.
- There is inadequate suitable housing for older people and adults with disability.

Developing the Disability Inclusion Action Plan

This Plan seeks to build upon Council's previous Disability Inclusion Action Plan. It provides information on how we are going to make Coonamble Shire a more inclusive and accessible place to live.

This new plan includes some new actions which address emerging issues identified by the community, whereas others are existing actions from the previous plan which have been carried forward, depending on the stage of implementation.

The DIAP is a living document that will have further actions added to it during its four-year life. This will ensure that Council continues to recognise and respond to the rights, needs and values of people with a disability.

Consultation and engagement strategy

Development of this Plan was informed in the first instance by research and available quantitative data.

However, to better understand the barriers to access and inclusion in a local context, and how disability is experienced in the local community, Council undertook a process of community engagement and mixed method consultation to seek feedback about specific issues that affect people with a disability, their families and communities in the local area.

Our commitment to undertaking meaningful consultation and engagement provided a range of opportunities for our communities to engage via surveys, topic-based consultations and many targeted consultations with people with disability, their families and carers, advocacy organisations, community groups, service providers, employment services, and Council staff.

The voices of people with lived experience, representative and advocacy organisations have been critical to the development of this plan.

The survey was available on Council's website, as well as in hard copy from several key community access points across the Shire. An Easy Read/ Plain English adaptation of the survey was also available online or in hard copy. Engagement activities took place in Coonamble, Quambone and Gulargambone. Consultations were conducted in person, over the telephone and via video conferencing. Both formal and informal engagement strategies were utilised to increase accessibility and comfort in participation. Submissions were received by mail, email, and via the electronic surveys.

For the purposes of this project, Council invited the community to consider a broad definition of disability, beyond visible physical presentations, and including chronic physical or mental health conditions, age-related functional decline, neurodevelopmental disorders, etc. Persons did not require a formal diagnosis of disability or to be eligible for the NDIS to identify as having a disability. Several community members expressed their appreciation for the inclusion of these conditions, pointing out that there was still a lack of general lack of

awareness and understanding of less visible disabilities including: people living with mental health conditions, people on the Autism spectrum and people with an intellectual disability.

Care was taken during the consultation process to acknowledge the challenges that councils inevitably face in developing and delivering upon a Plan that is realistic and achievable, given timeframe and budgetary restraints. Where community-identified projects are included in the Plan that do not currently have an allocated budget, they are listed as *grant-dependant* or *aspirational* goals.

Consultation snapshot (May - June 2026)

- **39** community members responded to the primary survey
 - **23** – online surveys
 - **16** – physical surveys
- **5** community members responded to the adapted Easy Read survey
- **12** community members submitted feedback via email
- **3** community members submitted feedback via telephone
- **11** informal community conversations
- **16** service provision staff* provided feedback in group discussion
- **18** service provision staff* provided feedback individually (via phone, videoconferencing, or in person)
(*Note that this included staff from disability and ageing services, in addition to broader human and community organisations servicing the Coonamble Shire region.)
- **4** persons representing local community groups provided feedback individually (via phone, videoconferencing, or in person)
- Internal targeted (function-specific) consultations with a selected staff from the following CSC teams:
 - Human resources/ recruitment/ training
 - Communications
 - Community Services/ community development
 - Libraries- Coonamble & Quambone
 - Customer service
 - Economic Growth and Development
 - Outdoor maintenance crew

Overall, we have captured over 120 individual pieces of feedback, which have been de-identified and summarised in this report according to the four DIAP themes. For a more in-depth look at the feedback from the surveys, please see **Addendum A**.

Additionally, six community members with lived experience of disability indicated an interest in participating in Council's consultation process in the future.

What you told us

Community survey

Survey respondents

- Indigenous persons accounted for 25.6% of respondents (25% for adapted survey)
- The most represented age groups were 25- 44 years and 45- 64 years
- Approx. 75% were women, 25% men (80% and 20% for adapted survey)
- 26.3% of respondents were carers
- All respondents spoke English at home

Types of disability

Original survey respondents had (or cared for someone with) the following disabilities:

- Physical disability – 52.9%
- Age-related functional decline – 32.4%
- Chronic health condition – 32.4%
- Psychosocial disability or mental health condition – 26.5%
- Neurodevelopmental condition (including Autism, ADHD) – 23.5%
- Intellectual or cognitive disability – 20.6%
- Hearing impaired – 17.6%
- Vision impaired – 11.8%
- Neurological disability – 8.8%
- Dementia – 5.9%
- Epilepsy – 2.9%

The adapted Plain English survey showed a different pattern:

- Physical disability – 100%
- Chronic health condition – 80%
- Intellectual or cognitive disability – 60%
- Psychosocial disability or mental health condition - 20%
- Neurodevelopmental condition (including Autism, ADHD) – 20%
- Intellectual or cognitive disability – 20%

(Note that respondents of both surveys could nominate multiple conditions.)

Respondents that completed the Plain English survey reported greater levels of co-morbidity and more significant barriers to participation in community life across all four key action areas.

Positive community attitudes and behaviours

Living in the Coonamble Shire

General consultation told us that the *Coonamble Shire is a strong, resilient and caring community*:

- "We are a proud community, and we go out of our way to help our own."
- "The Coonamble community are very supportive of the disability community- there is always someone looking out for others."

However, some persons with lived experience of disability (including caring for a person with disability), added:

- “There is a general lack of understanding about invisible disabilities, like Autism.”
- “People living with disabilities should be included directly in Council’s planning and decision-making processes, as they are the people most affected by accessibility barriers and service limitations... As a wheelchair user living [here], I can provide real-world insight into the challenges faced daily within the community, including transport, accessibility, healthcare access, and social inclusion.”
- “I know everyone is just being kind when they offer to lift my chair up steps or into doorways, but I do wish I could do it by myself. I wish those barriers weren’t there, so I could feel more independent.”
- “Community events are often not designed with disability access in mind, which can exclude people from participating socially and culturally.”
- “There is a very narrow perception within the community about what constitutes a disability, or even what access and inclusion means. It’s a very individual experience and no two people with disability are the same.”

When survey respondents were asked how they felt living in the Coonamble Shire:

- Most people with a lived experience of disability found it difficult to find the support services they need, to find fun activities to participate in, and found it difficult to get around.
- Most reported that people were friendly to them, however there were mixed responses about feelings of safety and inclusion.

Notably, respondents of the adapted survey reported much higher levels of concern for their personal safety and more pronounced feelings of exclusion. They reported greater difficulty getting around, participating in community activities, and finding adequate support.

Inclusion and discrimination

Most respondents reported having felt discriminated against, or left out, at some time, though this was often attributed to barriers to participation in the physical environment, and not necessarily considered to be a deliberate act of discrimination.

The following examples of perceived inclusion or discrimination were given:

- “When I haven’t been able to get inside the café to meet my friend. Some people lifted my chair to get me in and out, and I thanked them, but really, I felt humiliated.”
- “Left out. If we had a disability friendly playground and pool my daughter would be able to join in.”
- “I wasn’t considered for a job I think I would have been good at. I would have liked the chance to talk to someone about the adjustments I might need.”
- “I feel misunderstood because of my mental health struggles. I feel included and at my best when I have a job and have support, but it’s hard to get those things here.”
- “People don’t understand enough about autism so it’s hard to take my son some places. They think he’s just being naughty.”
- “Sometimes I can’t hear what people are saying.”

100% of Easy Read survey respondents reported both ableism & disability discrimination.

Creating liveable communities

Barriers to access and participation

According to survey respondents, the hardest places in the Shire to access were:

- Festivals and events
- Swimming pools
- Parks and playgrounds
- Churches
- Public toilets

The biggest barriers to going places in the community were:

- Footpath condition (or lack of paths) – 73%
- Lack of public transport – 59.6%
- Lack of ramps or lifts – 54.1%
- Cost – 37.8%
- Lack of accessible parking – 29.7%

Feedback from the general consultation echoed those concerns:

- “For many people, living with a disability in a rural area can mean becoming isolated and effectively confined to the home due to inaccessible infrastructure, lack of transport, and limited support services. Improving accessibility, healthcare access, transport, community inclusion, and disability support services would significantly improve quality of life and independence for people living in rural communities.”
- “Being in a wheelchair leaves you pretty much stuck at home and unable to go anywhere.”

Community members and service providers consulted placed particular emphasis on:

Accessible public toilets

- Many of the toilets are often locked
- Safety concerns for some locations, e.g., in Skillman’s Lane when lane is empty
- Risk of vandalism when toilets left unlocked
- Location of accessible public toilets isn’t included on town maps
- Some toilets were marked wheelchair accessible but had a hinged door opening outward rather than a sliding door to enter, which is difficult for a wheelchair user to manage on their own
- Accessible toilet near Quambone town hall has an unsuitable path leading to its entry
- Accessible toilet in the park opposite Quambone General Store has a natural drainage area at its entry, which fills with mud when in wet weather
- “There is a suitable accessible toilet at the Coonamble showground, inside the pavilion, but it’s almost always locked, and I have to phone someone to come and unlock it for me”- wheelchair user.
- Many male public toilets lack suitable disposal facilities for continence products.

Accessible parking spaces

- More disability parks are needed across the Shire, particularly close to accessible toilets, health care services, shops and public facilities such as the swimming pools and libraries
- Some people also indicated a need for marked parking for parents with prams
- The Coonamble IGA does not have an accessible parking space and some people with disability felt it wasn't easy or safe to exit the car there during busy times
- The parking space in front of the pharmacy in Coonamble was raised multiple times due to the difficulty accessing the footpath from the street for those in a wheelchair or with restricted mobility

Footpaths and entry to shops/ businesses

- Footpaths were reported to be in poor condition in some places and non-existent outside of the townships' main precincts
- "Footpaths and public spaces are not suitable for wheelchairs or mobility equipment in many areas. Poor accessibility limits independence and makes daily activities difficult or unsafe."
- "There are not many footpaths in Quambone, and the road edges have crumbled away, so it is difficult for people in wheelchairs or walkers."
- "Some local businesses, including shops, cafes, and the post office, are not fully accessible to people with mobility needs."
- "Small business owners would like to fix the entries to their building, so everyone can get in, but it costs too much."

Children's playgrounds

- Several parents caring for a child with disability stressed the importance of having at least one accessible, disability-inclusive playground in the Shire
- "We desperately need an inclusive playground in the Shire. Just somewhere we can meet other families where our own children can also participate."

Swimming pools

- Residents spoke of the need for accessible facilities to be installed at each of the town swimming pools, e.g., hoist, toilets, changing space (that could accommodate an adult). Facilities at the Quambone pool were said to be not only inaccessible, but in urgent need of repair.
- "Local recreational facilities are not always accessible. For example, the local [Coonamble] pool lacks accessible toilets and change rooms, pool access systems such as lifts, and adequate support for people requiring assistance. This limits opportunities for exercise, social interaction, and wellbeing."

Transport

- "Access to transport is a major issue for people with disabilities and carers. Many residents struggle to attend medical appointments, access essential shopping, or travel to nearby towns for services. There are limited public transport options."
- "The cost of fuel and travel can make appointments and daily activities financially impossible for some individuals and families. Limited transport options also increase social isolation and dependence on carers."

Accessible housing

- "There isn't much suitable housing in the area for wheelchair users, or even older people with walking sticks or walking frames." - wheelchair user.

Internet speed/ connectivity

- "Internet and technology issues contribute to social isolation and reduced access to online services, telehealth, education, and support networks."
- "Reliable internet access is essential in rural communities, particularly for people with disabilities who may already face barriers leaving home."

We also asked the community about accessing Council information, our library services, and what support they would need in the event of an emergency.

Accessible information and services

Survey respondents said the following changes would make Council services easier to use and our information easier to understand:

- Easy Read forms and documents (83.9%)
- Assistance to complete a form (61.3%)
- Text to speech function on website and online forms (61.3%)
- Captions on videos (35.5%)
- Hearing loops at the front counter (29%)
- A small number of respondents indicated that Auslan, Braille or the National Relay Service would be helpful
- Wheelchair users unanimously agreed that a counter at their height would help
- Training in disability and inclusion was suggested for staff across all departments of Council, including public-facing staff
- Some residents suggested Council utilise the community radio more often
- Several respondents found the Council website difficult to navigate

Library services

Survey respondents said the following would make the library easier to use:

- Staff training in disability & inclusion (62.5%)
- Accessible toilet and parking spaces (59.4%)
- Mobility parking (53.1%)
- Signage (34.4%)
- Magnifying screens (31.3%) and text to speech adaptive technology (37.5%)
- Hearing loop (21.9%)
- Resources on disability and inclusion (37.5%)
- Dedicated sensory zones (28.1%) and times (31.3%)
- Artwork or other resources to make the space more culturally inclusive
- Surprisingly, suggestions were made for several items that the library already offers, such as a baby change table, a home delivery service, and a collection of large print books
- Many people indicated they would like support to use the online library ordering system and support to use the computers, a program which library staff have previously offered and found quite popular

Emergency evacuations

In the event of an emergency or natural disaster, primary survey respondents indicated they would need the following assistance:

- Help to evacuate their home – 62.5% (100% for respondents to the Plain English survey)
- Help to receive and understand important emergency messages – 33.3%
- Other suggestions for assistance included:
 - Help to evacuate animals
 - Transport to place of evacuation
 - A quiet space in evacuation centre to limit dysregulation

Supporting access to meaningful employment

Finding and keeping a job

76.3% of respondents in the primary survey felt there weren't enough jobs for people with disability in the Coonamble Shire, and 43.2% have had trouble finding or keeping employment.

For respondents of the Plain English survey, those figures were both 100% and the following explanations were offered for difficulty maintaining employment:

- "Yes, due to being in a wheelchair."
- "The toilets weren't properly accessible, and I had to leave my job, which was embarrassing and disappointing."
- "The employer could not make the changes I needed to make the job easier for me."

Persons with lived experience offered the following perspectives:

- "I would like to have a job. It's hard to find an accessible workplace."
- "I need adjustments to account for my vision loss, but I have a lot to offer as an employee. I'm not sure I'm ever seriously considered."
- "I'm a primary carer and I have struggled to keep a job. I need a job with more flexibility."
- "People living with disabilities in rural communities deserve equal opportunities for inclusion, employment, independence, and participation in community life."
- "It's difficult for people here with psychosocial disability- it can be difficult to find or keep a job if you have fluctuating mental health challenges and need flexibility in your work."
- "It would be good to have more opportunities to volunteer, or do work experience, to test out what types of jobs might suit us."
- "Council could improve its recruitment process to make it more inclusive."

Survey respondents made the following suggestions for employers:

- Training for staff on how to recruit and manage people with disability
- Accessible workplaces, including toilets and personal workstation/ equipment
- Negotiate flexibility and adjustments according to need, including during the recruitment process
- "Work with job mentor/ agency to match my skills to a job"

- Or simply this: “Ask us what we might need to do the job, or even to get through the recruitment process. Please don't just assume that we couldn't do the job.”

Some potential employers also offered this feedback:

- “I feel like I need some guidance and support when employing a person with disability. Like, can I be supplemented to buy any special equipment the person needs? How do I negotiate adjustments sensitively? I don't want to accidentally say or do the wrong thing, but I'm still learning about this, like many of us.” – business owner
- “Small businesses can't always afford to employ someone with a significant disability unless there is financial support or the person has a carer with them. The challenge is about safety as well as financial sustainability.” – business owner

Improving access to mainstream services through better systems and processes

The community identified the following priorities regarding access to mainstream services:

Access to health services

- “Healthcare access is extremely limited in rural areas. Specialist services are either unavailable or only accessible through long-distance travel.”
- “Hospital care and emergency treatment can be difficult to access due to transport limitations and the distance required to travel for care. Delays in emergency services can place vulnerable people at additional risk.”
- “There is a major lack of local mental health support services, leaving many people without appropriate care.”
- “Hardly any services go to Quambone.”
- “People living with disabilities in rural communities face significant barriers that affect independence, health, safety, employment, and quality of life. In Gulargambone, many residents experience ongoing challenges due to limited services, inaccessible infrastructure, and lack of local support systems.”
- “There are so many kids here that should have an assessment of ADHD or Autism, but they can't, because it costs too much.”
- “It's hard to get an assessment for Autism. And it's hard to get support without a diagnosis.”
- “Even if you get on the NDIS, it's hard to access many of the types of supports you need here, like OT or speech therapy.”
- “Not only do we desperately need more specialist medical services coming to Coonamble, but we need culturally safe services, or our people just won't feel welcome to go.”
- “It is difficult to access aged care assessment and provision services in Quambone”

Transport

- “Distance is a major barrier to accessing many services. Some people don't have their own vehicle or can't afford the fuel to travel into Dubbo. The bus service doesn't run often enough to be a practical option.”

Disability/ aged care facilities

- "There appears to be no places left in the aged care facilities in Coonamble"- anonymous, Quambone resident
- "There aren't enough places locally in Supported Independent Living for people with significant disability or Residential Aged Care Facilities for older people. Young people with disability should never have to live in an aged care home to get the level of care they need. And older people shouldn't need to leave their own communities to get a place in a home"
- "If more money were invested in improving our current housing stock (to make it fit for purpose for people with additional needs), then more older people could age in place in their homes"

Service providers on Council's role as an advocate, enabler or partner

- "It would be good if Council could help us advocate for the services we need. The trust factor in community has suffered from services pulling out of the region or only providing service for the duration of a short funding cycle."
- "We need greater access to services- can Council help identify service gaps to help with not-for-profits' advocacy efforts?"
- "The 'Together Partnership Group' was a pilot program funded by DCJ. It was a useful program as it made all the managers come to Coonamble themselves every month, so we got a lot more buy in from the organisations that service our region by outreach. Disappointed it does not run anymore."
- "Many services say they outreach to our region, and are funded to provide service here, but they tend to only come here occasionally and eventually drop off."



Our Disability Inclusion Action Plan 2026-2030:

- continues to build upon the work of our previous DIAP
- was developed alongside people with lived experience of disability, ensuring its strategies reflect real needs and priorities
- outlines Council's continuing commitment to consider the needs of people with disability in all aspects of our planning and operations
- provides Council with a strategic framework to support people with disability to participate in community life and access Council services and facilities within our Shire
- provides realistic, but challenging goals Council can lead, influence or deliver as part of our core business, in line with our Community Strategic Plan, and the specific actions we will take to achieve these goals
- nominates aspirational projects identified by community as priority projects, which would require additional external funding to deliver
- meets our legislative responsibilities as outlined in the NSW Disability Inclusion Act 2014



Disability Inclusion Action Plan 2026 – 2030

Focus area 1. Promoting positive community attitudes and behaviour

Outcomes	Action	CSP goal link	What we will do	Target population or audience	Year(s)				Responsibility	Outputs & Measures
					1	2	3	4		
Improved disability awareness and organisational capability.	1.1	1, 3	All Council staff, including leaders and Councillors, receive training on the principles of disability, diversity and inclusion, including the social model of disability.							
			1.1.1 Update internal 'Diversity and Inclusion' module of induction training and include a component on a range of disability types, the social model of disability & the DIAP.	New Council staff		X			HR	Diversity & Inclusion orientation module is updated.
			1.1.2 New staff & Counsellors complete updated Diversity & Inclusion induction module.	New Council staff & Counsellors		X	X	X	HR	% of new staff and Councillors that have undertaken updated diversity & inclusion induction module in reporting year.
			1.1.3 All staff undertake annual Diversity & Inclusion training.	All Council staff		X	X	X	HR	% of staff and Councillors that have undertaken diversity & inclusion training in reporting year.
			1.1.4 Continue to identify opportunities for staff to access disability, access & inclusion training specific to their roles (management, HR, customer service, compliance officers, planners, will all have specific considerations), including visible & invisible disabilities.	Council staff		X	X	X	HR	Opportunities for further training have been investigated (if provided, provide details).
Improved disability awareness and organisational capability.	1.2	1, 3	Council staff are aware of inclusive and appropriate language regarding disability and diversity.							

Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.			1.2.1 Distribute resources to all staff on inclusive language and communicate its importance.	All Council staff		X	X	X	HR	All staff have received resources on inclusive language.
Improved disability awareness and organisational capability. Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.3	3, 17	Improve internal processes for identifying, managing & responding to disability, access and inclusion issues in the workplace. 1.3.1 Form an internal Workplace Cultural Improvement and Psychosocial Risk Committee, with representation from across Council departments. 1.3.2 Ensure all staff are made aware that issues of discrimination, access & inclusion can be taken to the Committee.	All Council staff All Council staff		X X			HR, WHS HR	Workplace Cultural Improvement & Psychosocial Risk Committee has been formed. Staff are aware of the Committee's functions and how to engage.
Improved disability awareness and organisational capability. Residents have equitable access to Council information & services.	1.4	1, 3	Improve accessibility of Council information and services. 1.4.1 Identify barriers to navigating Council services (phone/website/ in person). Investigate potential ways to improve accessibility and navigation of Council services (e.g., website accessibility, Easy Read forms, Hearing Loops, Auslan, etc.). 1.4.2 Implement identified improvements where feasible & update procedures for use. Train relevant staff to assist customers to navigate Council services. 1.4.3 Communicate service & information accessibility updates to community.	General public Public-facing Council staff General public		X X X	X X X	X X X	Admin Admin Comms	Systems/ processes Investigated. Barriers & potential improvements identified. # & type of improvements implemented in reporting year. Accessibility improvement has been communicated to community.

Improved disability awareness and organisational capability.	1.5	1, 3	Council programs & grants consider accessibility & inclusion. 1.5.1 Ensure that 'accessibility and inclusion' is incorporated into relevant Council Grant Program Guidelines and that funding applications are assessed in accordance with this requirement.	Comm orgs & services		X			Comm Services	Grant guidelines are updated.
Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.6	1, 4	Council recognises & celebrates disability and diversity. 1.6.1 Continue to celebrate the International Day of People with Disability (IDoPWD) at least every two years. 1.6.2 Comms activity (media release/ social media post) re IDoPWD (e.g. advertise event, photos of event, profile local person with disability & their achievements, etc.).	General public, persons with disability			X		Comm Services	Council participated in IDoPWD celebration in reporting year.
				General public, persons with disability			X		Comms	Council has promoted IDoPWD.
Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.7	1, 4	Council recognises & celebrates carers in the community. 1.7.1 Council celebrates National Carers' Week at least every 2 years (e.g., morning tea/ lunch/ outing, etc.- <i>funding dependant</i>). 1.7.2 Comms activity (media release/ social media post) re National Carers' Week (e.g. advertise event, photos of event, profile local carer, publicly acknowledge & thank carers for the important contribution they make to our community.	General public, carers		X		X	Comm Services	Council participated in National Carers' Week celebration in reporting year.
				General public, carers		X		X	Comms	Council has promoted National Carers' Week.
Promotion of inclusion and positive community attitudes towards people with disability and mental health	1.8	1, 3	Support the formation of a local Carers Support Group. 1.8.1 Provide local carers with Carers NSW information. Gauge interest in forming a local social/ support group & identify local champion(s).	Carers		X	X		Comm Services	Council has engaged with Carers to gauge interest in support group. # Carers engaged.

conditions, and their carers.			1.8.2 Provide in-kind support (e.g. venue, FTE, promotion, morning tea) to form local group during establishment phase, pending sufficient interest.	Carers		X	X	X	Comm Services, Comms	Council has promoted group. Provide details of support provided & project traction.
Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.9	1, 3, 4	Council participates in initiatives that increase knowledge of & decrease stigma about mental health. 1.9.1 Council participates in at least one event/ initiative per year that raises awareness and decreases stigma associated with mental health conditions (e.g., mental health month, RU OK day, Movember, Push Up Challenge, etc.). 1.9.2 Comms activity (media release/ social media post) re purpose & importance of the event/ initiative.	General public General public		X	X	X	Comm Services	Council participated in a MH awareness event/ initiative in reporting year. Council has promoted importance of the initiative.
Increased awareness of the importance of inclusion and diversity in our community. Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.10	1, 3, 4	Promote awareness of invisible disabilities. 1.10.1 Promote 1 awareness raising campaign per year that focuses on awareness, diversity & inclusion for persons with hidden or invisible disabilities (e.g., autism or dementia awareness, Hidden Disabilities Sunflower initiative, etc.). 1.10.2 Explore feasibility of delivering a youth week activity more inclusive of neurodiverse children/ young people (e.g., Lego club, coding workshop, D&D tabletop day). <i>Activity is funding dependant.</i>	General public, persons with hidden disabilities. General public, persons with hidden disabilities.		X	X	X	Comms, Comm Services	# & name of hidden disability campaign Council has promoted via website/ social media. Feasibility of running activity has been explored. Grant applied for. Program details & engagement numbers. Activity promoted.
Promotion of inclusion and positive community attitudes towards people with disability and mental health	1.11	1, 4	Council recognises and celebrates seniors in our community. 1.11.1 Council celebrates NSW Seniors' Festival at least every 2 years (e.g., morning tea/	Seniors			X	X	Comm Services/ library	Council participated in a Seniors' Week

conditions, and their carers.			lunch/ outing, etc. <i>Activity is funding dependant</i>). 1.11.2 Comms activity (media release/ social media post) re NSW Seniors' Festival activity (e.g. advertise event, photos of event).	Seniors			X	X	Comms	initiative in reporting year. Council has promoted the initiative.
Improved accessible transport options. Promotion of inclusion and positive community attitudes towards people with disability and mental health conditions, and their carers.	1.12	3, 8, 10	Ensure existing accessible parking spaces are available for those who need them-improve education and enforcement of the rules relating to mobility parking. 1.12.1 Work with local radio and local newspaper to deliver education campaign on the rules of mobility parking & provide information on how eligible persons can obtain a mobility permit. Campaign repeated as necessary. 1.12.2 Enforce mobility parking rules.	General public, vehicle users in town centres General public, vehicle users		X			Comms Rangers	Awareness campaign has been delivered in reporting year. # of fines for parking in accessible parking without a permit in reporting year.
Disability and diversity are more visible in our community. Inclusion is incorporated into Council's communication and engagement strategies.	1.13	1, 4	Increase the diversity of representation on Council's website and in our communication materials. Ensure language is inclusive. 1.13.1 Audit Council's communication materials (newsletters, marketing material, publications, digital platforms, etc.) for visual diversity of representation & inclusive language. 1.13.2 Develop bank of photo stock with greater range of diversity in age, ability & cultural background for use in future communications. 1.13.3 Images with more diverse representation are used where appropriate as resources are updated and new material developed.	General public General public General public		X			Comms Comms Comms	Printed material audited. Digital platforms audited. Photo/ resource bank developed & available for use. Council's website & communication materials show greater diversity in representation & language as appropriate.

			1.13.4 Publicise and promote everyday stories of people of all abilities and share stories that showcase inclusion in our community in a range of formats.	General public			X	X	Comms, Comm Services	People of all abilities and their stories have been shared, as appropriate.
			1.13.5 Consider diversity of representation for future (<i>grant dependent</i>) community / public art projects, as appropriate.	General public		X	X	X	EGD, Comm Services	Diversity of representation has been considered in any public art projects.
Increased awareness of accessible features and services.	1.14	1, 3	Promote community awareness of accessibility improvements. 1.14.1 Communicate accessibility improvements across the Shire via social media, newsletters, local radio or newspaper to inform the community.	General public		X	X	X	Comms, relevant dept.	Accessibility improvements are communicated to public as they are implemented.
Increased awareness of disability, access and inclusion in the business and tourism industries.	1.15	6, 7	Encourage and support local businesses to improve access and inclusion, including to encourage tourism opportunities. 1.15.1 Deliver education campaign to promote value of improved access & inclusion within the local business & tourism industry (<i>note- scale of campaign is grant dependent</i>). 1.15.2 Update local version of missed business guide & distribute to local businesses.	Business & tourism community			X		EGD	# & details of education campaign(s) delivered. Grant opportunities explored.
				Business & tourism community			X		EGD	Guide updated & distributed.
Events are accessible, inclusive and encourage greater participation of people with disability.	1.16	1, 3	Promote Council activities, events and opportunities to encourage participation and inclusiveness. 1.16.1 Council activities and events are promoted across a variety of platforms and include details of accessibility features (e.g. location of ramps, accessible parking & amenities, etc.).	General public		X	X	X	Comms	Activities & events have been promoted and include details of accessibility features.

Older people and adults with disability are safe from abuse, neglect and exploitation.	1.17	2, 3	Build the capability of community members to identify signs of abuse and respond appropriately. 1.17.1 Make the Australian Disability Commission's resources and online modules available in the library, front counter and on CSC website.	General public						
						X	X	X		

Focus area 2. Creating Liveable Communities

Outcomes	Action	CSP	What we will do	Target population or audience	Year(s)				Responsibility	Measures
					1	2	3	4		
Public toilets are well maintained and accessible to everyone.	2.1	9, 10	Identify opportunities to undertake accessible amenity upgrades in the townships, including safety elements. 2.1.1 Conduct audit of public toilets across Shire (condition, safety & accessibility elements, signage, open hours, baby changing facilities, etc.).	Whole Shire		X	X	X	DIAP project officer	Shire-wide public toilet audit has been conducted & facilities & areas identified as priority for upgrades/ installation.
			2.1.2 Investigate grant funding opportunities for upgrades.	Whole Shire		X	X	X	?	# Grants applied for.
			2.1.3 Where feasible, identified accessible public toilets are included in works schedule and installed or upgraded.	Whole Shire		X	X	X	?	# amenities installed or upgraded per reporting year.
Public toilets are well maintained and accessible to everyone.	2.2	9, 10	Ensure clear access to amenities and incorporate improvements into the works schedule. 2.2.1 Conduct annual Shire-wide audit of toilets (as per 2.1.1) & consider accessibility of entry (sliding automatic vs manual hinged door, drainage, size & suitability of entry platform and pathway, etc.).	Whole Shire		X	X	X	DIAP project officer	Annual Shire-wide public toilet audit conducted.
			2.2.2 Improve path access to Quambone Town Hall accessible toilet.	Quambone		X			Works	Identified improvements have been made to

			2.2.3 Improve wet weather access to Quambone Park accessible toilet. 2.2.4 Existing baby change table replaced with wall mounted table in Coonamble Library. 2.2.5 Further 'clear entry' barriers identified, and upgrades delivered as necessary (funding dependant).	Quambone Coonamble Whole Shire		X			Works	Quambone Town Hall toilet entry. Improvements made to facilitate drainage in front of Quambone Park accessible toilet. Change facility improvements made to Coonamble Library toilet. # 'clear entry' improvements/ upgrades made to toilets per reporting year.
Public toilets are well maintained and accessible to everyone.	2.3	9, 10	Ensure existing accessible toilets are available when they are needed. 2.3.1 Investigate the installation of MLAK locks on accessible public toilets. 2.3.2 If feasible, install MLAK locks on accessible toilets across Shire. 2.3.3 Develop internal procedure for the use of MLAK toilets, including access to Council-owned keys & have relevant staff trained. 2.3.4 Work with local newspaper & community radio to raise awareness of the initiative & provide information on how to obtain a MLAK key.	Residents, visitors with disability Residents, visitors with disability Residents, visitors with disability Whole Shire		X			DIAP project officer Works Admin Comms	Feasibility of installing MLAK locks has been investigated. # & % of accessible toilets across Shire with MLAK locks. Procedure developed for residents & visitors to access MLAK toilets. Evidence of MLAK awareness/ promotion campaign.
Public toilets are well maintained and accessible to everyone.	2.4	9, 10	Ensure public toilets are accessible to persons who require continence aids. 2.4.1 Investigate the installation of bins4blokes disposal bins in men's & unisex public toilets for the safe and discreet disposal of continence products (<i>grant dependant</i>).	Whole Shire			X		DIAP project officer	Feasibility of installing continence bins has been investigated.

			2.4.2 If feasible, install bins4blokes bins across Shire.	Whole Shire			X		Works	# bins4blokes bins installed in public toilets across Shire.
			2.4.3 Promote the initiative to the public.	Residents & visitors			X		Comms	Evidence of public awareness campaign.
Public toilets are well maintained and accessible to everyone.	2.5	9, 10	Ensure updated information on the accessible features of our public toilets are publicly available.							
Increased awareness of accessible features and services.			2.5.1 Annually review, update and maintain information about toilets on the National Public Toilet Map (include accessibility details, opening hours, gender, MLAK locks, RH/ LH access, etc.).	Whole Shire, residents & visitors.		X	X	X	DIAP project officer	National Public Toilet Map is reviewed & updated annually.
			2.5.2 Annually review & update accessible toilet details on CSC's town maps.	Whole Shire, residents & visitors.		X	X	X	DIAP project officer	Town maps are reviewed and updated annually.
			2.5.3 Location and accessibility details of public toilets are made available on CSC website & updated annually.	Whole Shire, residents & visitors.		X	X	X	Comms	Location and accessibility details of public toilets are made available on CSC website & updated annually.
Improved accessible transport options.	2.6	3, 8, 10	Increase accessible parking to ensure appropriate and safe loading space.							
			2.6.1 Conduct audit of accessible parking spaces across Shire (clear access to curb, traffic safety, signage, etc.).	Whole Shire		X			DIAP project officer	Shire-wide audit of accessible parking has been conducted & priority spaces identified for upgrades/ installation.
			2.6.2 Investigate grant funding opportunities for upgrades.	Whole Shire		X	X	X	?	# grants applied for.
			2.6.3 Identified parking spaces are included in works schedule and installed or upgraded, where feasible.	Whole Shire		X	X	X	Works	# of accessible parking spaces delivered in reporting year.
			2.6.4 Install an additional accessible parking space in Castlereagh St, Coonamble.	Coonamble residents		X			Works	Additional parking space installed in Coonamble's main street.

			2.6.5 Improve access to footpath and shops from existing accessible park on Castlereagh St, Coonamble.	Coonamble residents			X		Works	Upgrades have been made to existing park in Coonamble's main street to improve access to footpath.
			2.6.6 Install accessible parking space near accessible toilets in Skillman's Lane, Coonamble.	Coonamble residents			X		Works	Accessible parking space has been installed in Skillman's Lane.
			2.6.7 Install accessible parking space near entry to Coonamble library, as part of library upgrade.	Coonamble residents				X	Works	Accessible parking space has been installed at Coonamble library.
			2.6.8 Continue to identify opportunities to undertake further accessible parking upgrades in the townships.	Whole Shire	X	X	X	?		Further opportunities for improvement are identified.
Improved accessible transport options.	2.7	8, 10	Ensure updated information on the location of accessible parking spaces are publicly available.							
			2.7.1 Annually review & update information about the location of accessible parking spaces across the Shire.	Whole Shire, residents & visitors	X	X	X		DIAP project officer	Annual review of Shire-wide accessible parking spaces has occurred.
			2.7.2 Include location of accessible parking spaces on CSC's town maps. Maps updated as necessary.	Residents & visitors	X	X	X		DIAP project officer	Town maps have been reviewed and updated.
			2.7.3 Location of accessible parking spaces are available on CSC website & updated as required.	Residents & visitors	X	X	X		Comms	Location and accessibility details of public toilets are made available on CSC website & updated annually.
Improved accessible transport options.	2.8	3, 15	Council advocates for improved accessible public transport options.							
			2.8.1 Council will continue to advocate for the expansion of public transport services and inclusion of accessible public transport features at a regional and state level.	Residents & visitors	X	X	X		Exec	Advocacy undertaken (included in regional forums, plans & strategies) as appropriate.

Footpaths and open spaces are accessible to everyone.	2.9	10	Deliver footpath / ramp upgrade and renewal program across Shire.							
			2.9.1 Continue to identify priority areas for footpath installation or upgrades in township centres & high pedestrian areas across Shire. (Aspirational project-upgrades are subject to funding availability.)	Whole shire		X	X	X	Works	Priority upgrades are identified.
			2.9.2 Investigate grant funding opportunities to deliver footpath/ ramp upgrades.	Whole shire		X	X	X	EGD	# grants applied for.
			2.9.3 Where feasible, identified upgrades are included in works schedule and installed or upgraded.	Whole shire		X	X	X	Works	#/ metres of footpath delivered in reporting year.
Public swimming pools are accessible to everyone.	2.10	5, 10	Identify opportunities to undertake accessible amenity upgrades at local swimming pools.							
Increased awareness of disability, access and inclusion in the business and tourism industries.			2.10.1 Conduct an audit of local pools' accessibility features for a range of mobility needs.	Whole Shire, visitors & residents.			X		?	Audit undertaken.
			2.10.2 Subject to outcomes of the audit, identify features for priority improvements (upgrades are aspirational-delivery subject to grant funding).	Whole Shire, visitors & residents.			X		?	Priority pool accessibility features have been identified.
			2.10.3 Investigate grant opportunities to fund identified upgrades.	Whole Shire, visitors & residents.			X		?	# grants applied for.
			2.10.4 Pool accessibility upgrades are delivered where feasible.	Whole Shire			X		Works	#/ type of upgrades delivered in reporting year.
			2.10.5 Ensure Artesian Bore Bath project is accessible.	Residents, tourists			X		?	Details re accessibility features of bore bath project.
Increased awareness of disability, access and inclusion in the business and	2.11	6, 7	Encourage the business community to improve physical access to their premises.							

tourism industries.			2.11.1 See actions for 1.15.1 & 1.15.2	Business community					EGD	As per 1.15.1 & 1.15.2
Events are accessible, inclusive and encourage greater participation of people with disability.	2.12	1, 3, 4, 7	Public events accommodate a range of visible and invisible disabilities. 2.12.1 Event organisers consider a range of access & inclusion accommodations, including physical access, hearing and vision related considerations. 2.12.2 Details of accessibility features are available with event information (e.g. location of ramps, accessible parking & amenities, etc.).	Event organisers. Residents, tourists		X	X	X	EGD	#/ types of accommodations.
The design, maintenance and management of our parks & playground facilities enable people with disability to fully participate in community life.	2.13	5, 10	Improve accessibility of parks, playgrounds and recreation facilities, including adequate seating and accessible play equipment. 2.13.1 Conduct an audit of local parks' & playgrounds' accessibility features for a range of mobility & sensory needs. 2.13.2 Subject to outcomes of the audit, identify features for priority improvements (<i>upgrades are aspirational-delivery subject to grant funding</i>). 2.13.3 Investigate grant opportunities to fund identified upgrades. 2.13.4 Playground accessibility upgrades are delivered where feasible.	Whole Shire		X			?	Park & playground accessibility audit has been conducted. Priority features for upgrades identified in audit. # grants applied for. # of accessible parks or playground upgrades delivered in reporting year. Provide details of upgrades & status of projects.
The design, maintenance and management of our public spaces enable people with disability to fully participate	2.14	5, 10	The design and management of our public spaces consider the Disability Inclusion Action Plan. 2.14.1 Ensure that reviews of existing Place Plans and	Whole Shire		X	X	X	Planning	Evidence that Plans have considered

in community life.			Masterplans, and the design of new plans, consider how they support the outcomes of the Disability Inclusion Action Plan.							the outcomes of the DIAP.
Council facilities and processes are accessible and support inclusive participation.	2.15	1, 10	Improve access to Council-owned buildings and public facilities. 2.15.1 Identify barriers to accessing Council-owned buildings (<i>upgrades are aspirational- delivery subject to grant funding</i>). 2.15.2 Investigate grant opportunities to fund identified upgrades. 2.15.3 Priority accessibility upgrades are incorporated into the Works schedule & delivered where feasible.	Staff, public		X			DIAP project officer	Barriers to accessing Council-owned buildings have been identified.
						X	X	X	?	# grants applied for
							X	X	?	# access upgrades delivered.
Council facilities and processes are accessible and support inclusive participation (CUSTOMER SERVICE).	2.16	1, 7, 10	Our customer service area is accessible & supports inclusive participation. 2.16.1 Install a Cross-the-Counter Hearing Loop system at the customer service counter. 2.16.2 Offer several information resources in large print &/ or Easy Read format. 2.16.3 Offer assistance with communication via the National Relay Service. 2.16.4 Offer in-person communication via Australian Auslan by appointment (also available via Relay Service). 2.16.5 Consider feasibility of adjusting forms for readability and/ or availability of staff member to assist with understanding & completing forms.	Hearing impaired Residents		X			Admin	Hearing Loop purchased, available at service counter.
				Vision impaired residents		X	X	X	DIAP project officer, Comms	# print resources (posters, brochures) available in modified format.
				Vision-, hearing-impaired, Communication difficulties,		X	X	X	Admin	Communication via the National Relay Service is available
				Hearing impaired residents		X	X	X	EA, admin	Communication via Australian Auslan is offered by appointment.
				Whole Shire			X	X	Admin	If feasible, describe adjustments offered.

			2.16.6 Install a wheelchair-suitable (lower) bench at one customer service queue when due for redesign.	Wheelchair users			X	X	Works	Wheelchair suitable bench installed (give status on project if delayed)
			2.16.7 Continue to identify features for priority improvement in customer service area (consider signage, colour contrast, tactile indicators, lighting, sensory factors, door width entry to chambers, etc.).	Whole Shire		X	X	X	DIAP project officer, Admin team.	Improvement areas are identified & considered for improvement where feasible.
			2.16.8 Promote the improved accessibility features to the public (Council website, social media, etc.)	Whole Shire		X	X	X	Comms	Details of improved accessibility features have been promoted.
Council facilities and processes are accessible and support inclusive participation (LIBRARY).	2.17	1, 7, 10	Our libraries are accessible & support inclusive participation.							
			2.17.1 Install a Cross-the-Counter Hearing Loop system at the Coonamble library counter.	Hearing impaired Residents		X			Library	Hearing Loop purchased, available at library counter.
			2.17.2 Purchase magnifying screen.	Vision impaired residents		X			Library	Magnifying screen purchased & available for use.
			2.17.3 Purchase text-to-speech pen.	Vision impaired residents		X			Library	Text-to-speech pen purchased & available for use.
			2.17.3 Increase existing range of resources in large print, Easy Read & braille format.	Vision impaired residents			X	X	Library	# / type of print resources available in modified format.
			2.17.4 Increase existing range of audiobooks.	Hearing impaired Residents			X	X	Library	# audiobooks available.
			2.17.5 Improve community awareness of existing accessible library features, e.g. home delivery service, online ordering system, range of modified resources, sensory wall.	Whole Shire		X	X	X	Comms	Library services & resources have been promoted Via Council's website, social media.
			2.17.6 Promote the new/ improved accessibility features to the public (Council website, social media, etc.)	Whole Shire		X	X	X	Comms	New accessibility features are promoted as they become available.

			2.17.7 Investigate feasibility of running Tech Savvy Seniors community program.	Older people		X			Library	Seniors' tech savvy program run in reporting year (if feasible)
			2.17.8 Investigate opportunity to offer an increased range of programs and resources for people with Autism.	People with Autism		X	X	X	Library	#/ type of programs or resources delivered targeting neurodiversity.
			2.17.9 Continue to identify physical access features for improvements in libraries. Consider signage, colour contrast, tactile indicators, lighting, sensory factors, hall/ door width entry to toilet, ramp entry, height of service bench, etc. (<i>Library upgrade is aspirational & dependant on significant grant funding.</i>)	Whole Shire		X	X	X	Library	Opportunities for access improvements are identified. Provide details of any upgrades.
			2.17.10 Investigate funding opportunities for library upgrades.	Whole Shire		X	X	X	?	# grants applied for (or provide status of project)
Council facilities and processes are accessible and support inclusive participation (WEBSITE).	2.18	1, 3	Council's website is accessible and supports inclusive participation.							
			2.18.1 Covered in 1.4.1 & 1.4.2.	Whole Shire		X	X	X	Comms Admin	As per 1.4.1 & 1.4.2

Focus area 3. Supporting access to meaningful employment

Outcomes	Action	CSP	What we will do	Target population or audience	Year(s)				Responsibility	Measures
					1	2	3	4		
Improved disability awareness and organisational capability. Council supports access to meaningful employment opportunities for people with disability.	3.1	1, 3, 17	Council fosters a vibrant, diverse workforce, including people with disability. 3.1.1 Review and update workforce development strategy to include current guidelines for inclusion.	People from diverse backgrounds, including PwD.		X			HR	Workforce management/ development strategy is updated.

Improved disability awareness and organisational capability. Council supports access to meaningful employment opportunities for people with disability.	3.2	1, 3, 17	Council has inclusive recruitment & onboarding processes. 3.2.1 Review recruitment processes, forms & language for accessibility.	Persons with disability (PwD)		X			DIAP project officer	Recruitment processes, forms & language reviewed for accessibility.
			3.2.2 Update recruitment processes as recommended, including a clear opportunity for candidates to indicate a disability and request suitable adjustments/ accommodations in recruitment & onboarding process.	PwD, staff		X			HR	Recruitment processes have been updated to increase accessibility & inclusion.
			3.2.3 Develop a process for existing employees to indicate a disability and discuss accommodations with their manager.	PwD, staff		X			HR	Current employees have a pathway for declaring a disability and discussing accommodations. # employees with disability.
			3.2.4 HR & hiring managers are provided with information regarding financial support & advice regarding provision of reasonable adjustments/ accommodations.	PwD, staff		X			DIAP project officer, HR	HR & hiring managers are aware of financial supports for reasonable adjustments.
			3.2.5 Redesign onboarding and induction programs to reflect culture, safety, diversity and inclusion (covered by action 1.1.1)	Staff			X		HR	Onboarding and induction program reviewed and updated (as per 1.1.1)
Council supports access to meaningful employment opportunities for people with disability across the Shire.	3.4	1, 3, 17	Council supports local businesses to increase employment opportunities for people with disability. 3.4.1 Share Inclusive employment information distributed to local businesses.	Business community			X		EGD	Evidence of promotion of inclusive employment to local businesses.
			3.4.2 Encourage local businesses to increase employment opportunities for people with disability.	Business community			X		EGD	#/ type of awareness activities

			3.4.3 Investigate opportunities to provide local businesses with training re employment of people with disability <i>(training opportunities may be subject to grant funding)</i> .	Business community			X	X	EGD	# of training activities supported (subject to grant funding)
Council supports access to meaningful employment opportunities for people with disability across the Shire.	3.5	1, 3, 17	Council provides opportunities for meaningful employment for persons with disability.							
			3.5.1 Work with local schools to provide opportunities to offer work experience placements within Council for young people with disability.	School-aged PwD		X	X	X	HR	# work experience placements Diversity in roles for placements.
			3.5.2 Work with local Job Access agency to promote Council job vacancies to persons with disability.	PwD, job seekers		X	X	X	HR	Council vacancies are promoted to Job Access clients.
			3.5.3 Investigate feasibility of employment project with Council's Waste department.	PwD, job seekers			X	X	DIAP project officer, HR	If feasible, provide details of employment project. # PwD employed.

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

Outcomes	Action	CSP link	What we will do	Target population or audience	Year(s)				Responsibility	Measures
					1	2	3	4		
Residents have equitable access to Council information and services. Improved disability awareness and organisational capability	4.1	3, 7	Ensure information can be read and understood by our community regardless of their level of education, language spoken, lived experience of disability. 4.1.1 Train key staff in developing Plain English documents and in web content accessibility.	Comms staff, whole Shire		X	X	X	Comms HR	Key staff have been trained in developing Plain English documents.
			4.1.2 Adapt key documents to Plain English format as feasible.	Comms staff			X	X	Comms	# of Plain English versions of key documents made publicly available.
			4.1.3 Continue to improve accessibility of online	Comms			X	X	Comms	Describe work to improve

			information and systems, including effective search function.							accessibility of Council information.
People with disability are informed, consulted and actively participate in Council decision-making processes. Residents have equitable access to Council information and services.	4.2	3, 7	Persons with disability and their carers are included in emergency preparedness planning. 4.2.1 Emergency messages are communicated in accessible formats. 4.2.2 Investigate feasibility of supporting a disability inclusive Person-Centred Emergency Planning project. (<i>Aspirational project requiring external grant funding.</i>)	PwD PwD, carers		X	X	X	Comms	If emergency arises, important and urgent community messages have inclusive & accessible. # grants applied for. If feasible, disability-inclusive emergency planning project delivered in reporting period. # of residents that have a person-centred emergency plan.
People with disability are informed, consulted and actively participate in Council decision-making processes	4.3	7, 17	Ensure that people with lived experience of disability are consulted and engaged on relevant Council Plans. 4.3.1 Develop mechanism for consulting persons with disability on key Council projects and Plans (e.g., working group). 4.3.2 Update community engagement guidelines to include best practice inclusive engagement & consultation recommendations.	PwD PwD			X	X	IWG, Comm Service	Mechanism for consultation has been developed. # and type of consultations. Guidelines have been updated and utilised in community engagement activities.

Delivering the new Plan

Governance

The implementation of the Disability Inclusion Action Plan 2026–2030 will be overseen by the General Manager and Executive Leadership Team. The Senior Management Team will sponsor and promote the Plan.

Relevant departments will be required to report on progress of implementing actions as part of their regular business reporting. This will inform reports to the Executive team and annual progress reports.

Monitoring and evaluation

The success of our DIAP will be evaluated through qualitative and quantitative measures, including:

- clear outputs and outcomes for each initiative to ensure progress can be tracked and actions successfully completed
- regular engagement with employees who contributed to the development of our DIAP to gather feedback and guide future directions
- feedback on customer satisfaction
- analysing measures and other workforce data to identify trends, areas for improvement and actions needed.

We will regularly review and monitor the progress of the Plan using these indicators.

Ongoing engagement with the community and the IWG will occur as required. In the fourth year of the Plan Council will measure community satisfaction through a community survey and through consultation with community.

Reporting

We will regularly measure and report against the actions in this plan. Progress and outcomes will be reported annually as part of Council's Annual Report, which is endorsed by Council and published on Council's website. A copy will be provided to the NSW Minister for Families, Communities and Disability Services as required under the NSW Disability Inclusion Act, 2014.

The Plan will be reviewed and updated, alongside our Operational Plan, to ensure that it remains relevant and that appropriate resourcing can be allocated from the annual budget and responsible staff members allocated to each action.

Together, Council will work collaboratively with community, government and our Access Consultative Working Group (*or alternative arrangement?*) to ensure that they continue to play an important role and support this Plan's progress and reporting.

Funding the Plan

Some of the actions in this plan are about continuing what we do, and some are about implementing new ideas. Some actions won't cost anything, while others will require additional funding. The money to do this will be allocated through the annual budget where possible. However, sometimes it will be necessary to apply for external funding to assist in achieving the desired outcome. Actions that require external funding to deliver are listed in the Plan as *aspirational goals*.



RESOURCES

Relevant legislation, policies and conventions

- The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
[Convention on the Rights of Persons with Disabilities \(CRPD\) | Division for Inclusive Social Development \(DISD\)](#)
- Australia's Disability Strategy 2021-2031
[Australia's Disability Strategy | Australian Government Department of Health, Disability and Ageing](#)
- National Disability Insurance Scheme Act 2013
[National Disability Insurance Scheme \(NDIS\)](#)
- Disability Discrimination Act 1992
[Disability Discrimination Act 1992 - Federal Register of Legislation](#)
- National Autism Strategy 2025 – 2031
[National Autism Strategy 2025–2031 | Australian Government Department of Health, Disability and Ageing](#)
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability- Final Report 2023
[Final Report | Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#)
- Australian Standard (AS 1428) – Design for Access and Mobility (Access to Premises Standards Buildings) Standards 2010
[Disability \(Access to Premises — Buildings\) Standards 2010 - Federal Register of Legislation](#)
- Disability Standards for Accessible Public Transport 2002
[Disability Standards for Accessible Public Transport 2002 - Federal Register of Legislation](#)
- Web Content Accessibility Guidelines 2.0
[WCAG 2 Overview | Web Accessibility Initiative \(WAI\) | W3C](#)
- NSW Disability Inclusion Plan 2026 – 2029
[NSW Disability Inclusion Plan 2026-2029 | Communities and Justice](#)
- Disability Inclusion Act 2014
[Disability Inclusion Act 2014 No 41 - NSW Legislation](#)
[Disability Inclusion Regulation 2014](#)
- NSW Anti-Discrimination Act 1977
[Anti-Discrimination Act 1977 No 48 - NSW Legislation](#)
- NSW Government Sector Employment Act 2013
[Government Sector Employment Act 2013 No 40 - NSW Legislation](#)

REFERENCES

- Australian Bureau of Statistics; 2022; *Survey of Disability, Ageing and Carers*, [Survey of Disability, Ageing and Carers, 2022: key findings in plain language | Australian Bureau of Statistics](#)
- Australian Bureau of Statistics; 2025, *Health and Disability Data by region* [ABS Health and disability \(Data by region\) LGA November 2025 | Digital Atlas of Australia](#)
- Ageing & Disability Commission; 2024, *Reports of abuse, neglect or exploitation of an older person or adult with disability from the Western NSW region in 2019-2024*.
[Western NSW LGA Stats 2019-2024](#)
- Carers NSW: 2025, *Carers Wellbeing Survey*.
[Carer Wellbeing Survey - Carers Australia](#)