



# NSW Disability Inclusion **Action Plan**

2021-2025

# NSW Disability Inclusion **Action Plan**

This Action Plan supports the NSW Disability Inclusion Plan. It sets out actions under the **four focus areas of the plan**:

**1**  
Positive  
community  
attitudes and  
behaviours

**2**  
Creating  
liveable  
communities

**3**  
Supporting  
access to  
meaningful  
employment

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

The plan, in conjunction with the actions in this document, supports the NSW Government's vision in how NSW Government will make mainstream services and community facilities more accessible for people with disability, helping to build more community inclusion in NSW.

## Focus Area One: Positive community attitudes and behaviours

**AIM:** To build community awareness of the rights and capabilities of people with disability, and to support the development of positive attitudes and behaviour towards people with disability

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>Supporting the implementation of the Australia's Disability Strategy (ADS) 2021-2031 to promote positive community attitudes towards people with disability.</b></p>	<p>Ensuring that all people in NSW are aware of the initiatives to build positive approaches to disability across the community.</p>	<p>The NSW Government will assist the Commonwealth government in implementing the 2021 - 2031 strategy by establishing a revised disability policy development and oversight structure which allocates clear lines of responsibility and decision making for disability policy.</p>	<p>The main streams of disability inclusion and specialist service provision via the NDIS, NSW government agencies and key disability stakeholders including the NSW Disability Council and Ageing and Disability Commissioner, Disability Reform Ministers Meeting and other state and territory jurisdictions.</p>	<p>2021 - 2031 Target Action Plans Report - annually. ADS Outcome Dashboard - annually. ADS Implementation Report - every two years. Major Evaluation Reports (2025 and 2029).</p>

**Focus Area One: Positive community attitudes and behaviours**

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Support the implementation of the NSW Government's response to the recommendations arising from the final report delivered by the Disability Royal Commission.</b>	People with disability are safe from experiences of abuse, neglect and exploitation and experience better life outcomes.	The Department of Communities and Justice on behalf of the NSW government will lead the consultation on the response to and implementation of recommendations arising from the Disability Royal Commission.	Key Clusters - DCJ, Health and Education and other agreed government stakeholders with a significant interest.	October 2023 - December 2024
<b>Increase public awareness of disability inclusion at a local level.</b>	Raise community awareness and improve inclusive practices.	The Disability Council with support from the Department of Communities and Justice (DCJ) will hold forums with local government to develop and promote rights based community engagement and education activities and build community awareness.	The Disability Council, DCJ, People with Disability, Carers, Government Agencies and the community.	June 2025
<b>NSW Disability Advocacy</b>	Better support for people with disability to access services and provide a voice for and speak on behalf of those they represent. Provide valuable feedback to government and other areas of the community.	The NSW Government has committed to continue support for disability advocacy in NSW.	The NSW Government will work with the Commonwealth and other states and territories on a national approach to advocacy through the Australia's Disability Strategy.	June 2025

**Focus Area One: Positive community attitudes and behaviours**

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>Develop and promote a culture of inclusion and customer service among Transport for NSW staff and our transport delivery partners and increase opportunities for feedback from, and ongoing engagement with, people with disability and carers</b></p>	<p>To ensure people with disability receive accessible customer service and have the opportunity to influence the future of transport in NSW.</p>	<p>TfNSW will continue to consult people with disability through the ATAC on plans for future transport improvements, infrastructure, products and services. Feedback will be valued and acted upon. TfNSW will provide disability and age awareness training for all frontline customer service staff and include positive images of people with disability in publications, websites and promotional material.</p>	<p>The Accessible Transport Advisory Committee (ATAC) which consists of representatives from disability and ageing organisations who provide expert guidance on access and inclusion.</p>	<p>Ongoing</p>
<p><b>Rights-based community engagement and education activities.</b></p>	<p>Raise community awareness and improve actions to promote and uphold the rights of adults with disability.</p>	<p>The Ageing and Disability Commission (ADC) will develop culturally appropriate communications that raise awareness about abuse, neglect and exploitation, and the rights of adults with disability in Aboriginal and CALD communities. The ADC will ensure all information developed continues to be inclusive and accessible for adults with disability in NSW.</p>	<ul style="list-style-type: none"> <li>• People with disability</li> <li>• Aboriginal communities</li> <li>• CALD communities</li> <li>• Government agencies and NGOs working with/supporting adults with disability</li> <li>• Community members</li> </ul>	<p>December 2022</p>

**Focus Area One: Positive community attitudes and behaviours**

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Developing a person-centred practice framework</b>	Influence community attitudes and behaviours through an informed practice framework in relation to abuse prevention and responses.	The ADC will establish a person-centred and rights-based framework to enable early action on, and effective responses to, abuse, neglect and exploitation of adults with disability.	Key sector stakeholders who are involved in safeguarding the rights of adults with disability and other cohorts who may be vulnerable to abuse, neglect and exploitation.	December 2022
<b>Implementation of NSW Education Disability Strategy</b>	The Disability Strategy commits the NSW Department of Education to building a more inclusive education system.	NSW Department of Education will establish an Outcomes framework for students with disability. Building workforce capability to support students with disability through a professional learning framework, increased options for professional learning and resources and scholarships in inclusion.	Ongoing consultations as part of this focus area include students with disability, their families and carers, schools, along with specific academics, advocates and government agencies.	Ongoing
<b>Increase the visibility of Companion Card in the community</b>	More Companion Card holders.	NSW Companion Card will grow the number of Companion Card holders in NSW by raising the awareness of the program amongst services providers and businesses. This will lead to more Companion Card holder members and increase their community participation.	The NSW Government will develop a plan to promote Companion Card to the wider public.	June 2022

**Focus Area One: Positive community attitudes and behaviours**

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>Youth Justice will provide staff with a disability resource tool kit, developed using internal strategic cultural expertise and a framework to enhance cultural understanding and responsiveness in service delivery.</b></p>	<p>Young people with disability are quickly identified and supported by Youth Justice staff.</p>	<p>Youth Justice will seek opportunities to engage with Aboriginal-specific organisations to co-design resources to be culturally appropriate and that support young Aboriginal people with disability.</p>	<p>Young people with disability, their families, carers, service providers, peaks and advocacy groups including Aboriginal services, staff, local community and the National Disability Insurance Agency (NDIA).</p>	<p>2024</p>

## Focus Area Two: Creating liveable communities

**AIM:** To increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health, social and cultural engagement and wellbeing.

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Progressively increase the availability and accessibility of public and private transport options for people with disability, including people living in regional and rural areas.</b>	To provide barrier free end to end journeys for all customers.	Transport for NSW Improvement of public transport accessibility against Transport Standards milestones. Intelligent compliance with Transport Standards for all new infrastructure, premises and conveyances as measured by customer feedback during user testing. Reduction in the number of complaints in relation to access from customers with a disability. Consistent improvement in accessibility, safety and security, convenience and comfort indicators, for all modes, in Transport for NSW's Customer Satisfaction Index.	All operational transport agencies including Sydney Trains, NSW TrainLink and State Transit Authority as well as contractors and private service delivery partners. The Accessible Transport Advisory Committee (ATAC) which consists of representatives from disability and ageing organisations who provide expert guidance on access and inclusion. Local government.	Ongoing

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Build inclusive play opportunities. Playspaces are utilised by a range of people, including children, adults, young people, families and carers. Everyone Can Play will ensure there are inclusive play opportunities available for a broader range of users.</b>	Making the playspace a clear, easy to get to, and logical in its location and layout will assist removing any perceived barriers and encourage users to visit.	The six-step inclusive play process will help playspace designers, planners and managers integrate the principles of Everyone Can Play into the design and management of inclusive playspaces.	Councils, communities, playspace designers, Industry	2025
<b>Empowering people with disability to reach their full potential in life as members of inclusive communities.</b>	Ensuring that people with disability who are participants of the National Disability Insurance Scheme (NDIS) are able to receive the supports from the scheme that they need.	The NSW Government will work with other Australian governments to ensure that the benefits of the scheme are optimised for NDIS participants.	Commonwealth Government, NSW Government agencies.	Ongoing

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Helping local councils to assist their communities to better prevent and respond to abuse.</b>	Local councils are armed with the tools and resources they need to establish strategies to prevent and effectively respond to abuse of adults with disability in their community.	<p>The Ageing and Disability Commission (ADC) will develop an engagement program for local government, which will include a handbook for local councils to combat abuse, neglect and exploitation of adults with disability. The handbook will provide useful steps, information, data, resources and training for councils to develop or add to existing abuse prevention strategies.</p> <p>The Ageing and Disability Commission aims to increase the number of abuse prevention collaboratives, particularly disability abuse prevention collaboratives, and collaboratives in regional areas. The current collaboratives cover 13% of the LGAs in NSW; however, only nine are based in regional areas.</p>	<ul style="list-style-type: none"> <li>Local councils.</li> <li>Local Government NSW, Community groups, and stakeholders across the disability sector.</li> </ul>	December 2021
<b>Increasing community-based abuse prevention collaboratives.</b>	Raising awareness and providing practical strategies and assistance to local communities and agencies to better prevent, identify and respond to the abuse of adults with disability.	<p>The Ageing and Disability Commission aims to increase the number of collaboratives, particularly disability abuse prevention collaboratives, and collaboratives in regional areas. The current collaboratives cover 13% of the LGAs in NSW; however, only nine are based in regional areas.</p>	In addition to consulting with Local Government NSW, the ADC will look to work with community groups and stakeholders across the disability sector to identify locations for consideration and development of new collaborative groups.	Update mid 2023

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Each agency will ensure their departmental buildings, facilities and services are accessible and inclusive for all people.</b>	Remove barriers to services and facilities for people with disability.	<ol style="list-style-type: none"> <li>1) ALL Departments will work with their partners to identify, develop and refine actions to increase accessibility and inclusion within the community.</li> <li>2) The Department of Planning Industry and Environment will : Lead accessibility and inclusion principles in the design and planning process for the built and natural environments.</li> <li>3) Ensure stakeholders with lived experience of disability are consulted in the design and planning process for these environments.</li> </ol>	<ul style="list-style-type: none"> <li>• Each agency Property and Facilities.</li> <li>• DPIE Places Design and Public Spaces, DPIE Housing and Property.</li> </ul>	Ongoing
<b>Increase opportunities of community participation for people with disability.</b>	Ensuring all NSW government supported events are accessible and inclusive across cognitive, sensory and physical disability.	The Department of Premier and Cabinet and Regional NSW can support event organisers (including other NSW events planning agencies like Destination NSW) in the planning and delivery of accessible and inclusive events.	Regional NSW, Department of Premier and Cabinet and other agencies	Ongoing

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Oversee and manage assessments of accessibility and functionality of NSW Health infrastructure.</b>	Embedding disability inclusion in principles in capital project developments, for example through the Australian Health Facility Guidelines, design principles and Engineering Services Guidelines.	NSW Health infrastructure development involves NSW Health working with the NSW Government and local council to ensure people with disability, families and carers are consulted in any infrastructure developments.	NSW Health Planning and Infrastructure; Local Health Districts / Sydney Children's Hospital Network, people with disability, their carers and families; Local councils; Transport for NSW; NSW Infrastructure and Planning.	Ongoing
<b>NSW will continue oversight and delivery of the Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS) programs.</b>	NSW Health will continue to support people in the HASI and CLS to establish and work towards their own unique goals, and improve capacity to maintain their tenancies and use relevant mental and physical health services.	NSW Health will continue delivery of HASI and CLS.	NDIA; NDIS funded service providers; NSW DCJ; peak social housing bodies; people with disability, their families, and carers.	Ongoing

**Focus Area Three: Supporting access to meaningful employment**

**AIM:** To increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future, and exercise choice and control, and increase their economic security.

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>NSW government fosters an inclusive workplace culture that increases the number of government roles held by people with a disability.</b></p>	<p>NSW Government achieves the Premier's Priority target to ensure that 5.6% of all government sector roles are held by people with a disability by 2025.</p>	<p>The PSC will continue to work with public sector partners to drive action to increase the number of people with disability in meaningful employment.</p>	<p>Some of the key partners who have been involved in the development of actions to date and who will be involved in ongoing consultations as part of this focus area include:</p> <ul style="list-style-type: none"> <li>• people with disability</li> <li>• NSW public sector Disability Employment Network groups.</li> <li>• NSW Public Service Commission.</li> <li>• NSW Government agencies</li> <li>• peak organisations and employment services.</li> <li>• local governments.</li> <li>• the business community, chambers of commerce, recruitment agencies and training providers.</li> <li>• Commonwealth Government agencies, National Disability Insurance Agency and the Australian Human Rights Commission.</li> </ul>	<p>June 2025</p>

**Focus Area Three: Supporting access to meaningful employment**

<b>Action</b>	<b>Outcome</b>	<b>Areas for further development</b>	<b>Who will be involved in further development</b>	<b>Timeline</b>
<p><b>The ADC will train and support Official Community Visitors (OCVs) to better identify and raise issues with service providers relating to the access of young people with disability in residential out-of-home care and adults with disability in supported accommodation to meaningful employment.</b></p>	<p>An increased focus is given by residential care providers on assisting young people and adults with disability to gain and maintain employment.</p>	<p>The ADC will analyse visit reports and matters raised by OCVs to identify systemic issues that require further action - including any practice issues that may need to be raised with the relevant regulatory body.</p>	<p>Key partners who will be involved in further development of this focus area include:</p> <ul style="list-style-type: none"> <li>• Official Community Visitors.</li> <li>• Office of the Children’s Guardian.</li> <li>• Department of Communities and Justice.</li> <li>• ACWA.</li> <li>• National Disability Services.</li> <li>• NDIS Commission.</li> </ul>	<p>December 2022</p>
<p><b>Increasing employment of people with disability in the ADC.</b></p>	<p>An increased number of people with disability employed by the ADC.</p>	<p>The ADC will work to identify, develop and refine employment activities, including continually evaluating and improving workplace support for people with disability in the ADC so they can reach their potential. Promoting and embedding a culture of inclusion, providing training and development offerings to staff that promote diversity and accessibility.</p>	<ul style="list-style-type: none"> <li>• People with disability</li> <li>• NSW Public Service Commission</li> <li>• Department of Communities and Justice</li> <li>• Australian Network on Disability.</li> </ul>	<p>Ongoing</p>

**Focus Area Three: Supporting access to meaningful employment**

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>NSW Health will work with the NSW Government to establish guidelines and protocols for supporting people with existing and emerging disabilities are supported in the public sector.</b>	Establish and monitor disability inclusion priorities across the NSW Public sector.	NSW Health to work to have ongoing coordination with the NSW Public Service Commission. People with disability in the workplace to participate in consultation processes to identify any gaps for improvements in supports.	People with disability, NSW Public Service Commission, Department of Premier and Cabinet, Department of Communities and Justice, Disability employment advocates (through peak bodies), NSW Health entities.	June 2025
<b>NSW Health Recruitment policies promote disability inclusion.</b>	Embed disability inclusion principles in NSW Health recruitment and office management.	NSW Health. Establish ongoing feedback mechanisms for monitoring and reporting through workplace and workforce governance structures. Support mentoring partnerships for employees with disability, including support for career advancement.	People with disability, Disability employment advocates (through peak bodies), Department of Communities and Justice, NSW Health entities.	Ongoing

## Focus Area Four: Improving access to mainstream services through better systems and process

### Focus Area Four: Improving access to mainstream services through better systems and processes

**AIM:** To ensure that people with disability can make informed choices about available services and to easily and efficiently access mainstream government services and other opportunities in the community.

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>DCJ will convene the NSW Stakeholder Disability Forum.</b>	NSW will have clear and transparent governance and review processes in place making for better decisions and faster response to issues impacting people with disability in NSW.	<p>NSW Government has established a revised disability policy development and oversight structure which:</p> <ul style="list-style-type: none"> <li>• allocates clear lines of responsibility and decision making for disability policy.</li> <li>• brings together the main streams of disability inclusion and specialist service provision via the NDIS.</li> <li>• involves all NSW government agencies and key disability stakeholders including the NSW Disability Council and Ageing and Disability Commissioner.</li> <li>• has direct line of sight to the Disability Reform Ministers Meeting and other state and territory jurisdictions.</li> </ul>	People with lived experience, Disability Council NSW, the community and government sector.	Ongoing

## Focus Area Four: Improving access to mainstream services through better systems and process

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>Within NSW Government, significantly increase use of AS EN 301549 (Accessibility requirements suitable for public procurement of ICT products and services) in government contracts.</b></p>	<p>Digital products and services are inclusive and fully accessible to our customers and our people.</p>	<p>The Department of Customer Service will work with all agencies to implement AS EN 301 549 in all contracts with vendors for digital products. Develop training packages for both procurement staff and vendors about accessibility requirements.</p>	<p>Key partners who have been involved in the development of actions to date and who will be involved in ongoing consultations as part of this focus area include:</p> <ul style="list-style-type: none"> <li>• people with disability</li> <li>• NSW Government agencies</li> <li>• DEN Connect</li> <li>• Digital Transformation Agency</li> <li>• ICT vendors.</li> </ul>	<p>Ongoing</p>
<p><b>Within NSW Government, improve compliance with level AA of the Web Content Accessibility Guide (WCAG) current standard.</b></p>	<p>All people in NSW can easily access services and information through our digital products.</p>	<p>Through the NSW Design System and targeted capability uplift, the Department of Customer Service will work with agencies across the sector to meet the standards.</p>	<p>Some of the key partners who have been involved in the development of actions to date and who will be involved in ongoing consultations as part of this focus area include:</p> <ul style="list-style-type: none"> <li>• people with disability</li> <li>• NSW Government agencies</li> <li>• DEN Connect</li> <li>• Digital Transformation Agency</li> <li>• ICT vendors.</li> </ul>	<p>Ongoing</p>

## Focus Area Four: Improving access to mainstream services through better systems and process

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>The ADC implementing effective referral arrangements for complaints about mainstream and specialist services</b>	The ADC will put streamlined arrangements in place with relevant complaint-handling and oversight bodies to make it as easy as possible for complaints by people with disability to the ADC about mainstream and specialist agencies to get to the right place.	<p>Future actions will focus on:</p> <ul style="list-style-type: none"> <li>engaging with Commonwealth and State Governments and NGO information and referral services and navigation pathways to ensure accurate and consistent information and person-centred support for people with disability and their supporters to minimise confusion and wrong doors.</li> <li>ensuring that information provided to the NSW community about the ADC is accessible for people with disability.</li> </ul>	Other relevant agencies delivering services or receiving complaints about the abuse, neglect and exploitation of adults with disability in NSW.	December 2022
<b>Standing review of the implementation of the Australia's Disability Strategy in NSW.</b>	Establishment of a standing review by the ADC of the implementation of the Australia's Disability Strategy in NSW.	Commencement of the standing review by the ADC of the implementation of the Australia's Disability Strategy in NSW.	<ul style="list-style-type: none"> <li>People with disability</li> <li>Disability advocacy, advisory and peak agencies</li> <li>NSW Government agencies and local governments</li> </ul>	Ongoing
<b>Agencies to identify and remove barriers caused by our systems and processes to provide accessibility to employees and community.</b>	Improving access to internal and external services for employees and community.	<p>Ensure accessibility is a mandatory consideration in procurement of new technologies and business systems for the organisation.</p> <p>Ensure assistive technologies are available and can be supported by the information and communication technology teams.</p>	<ul style="list-style-type: none"> <li>Communications.</li> <li>Information Technology.</li> </ul>	June 2023

## Focus Area Four: Improving access to mainstream services through better systems and process

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Streamline and improve the systems and processes by which families, children and young people access timely targeted support throughout their learning journey.</b>	The experience of families is supportive, transparent and straightforward.	<p>The Department of Education is reviewing the Disability Criteria that are used to determine eligibility for specialist support to ensure that they are in keeping with contemporary understandings of disability.</p> <p>The Department is continually reviewing systems and process around access to specialist provisions to ensure that they are timely and streamlined.</p>	Some of the key partners who have been involved in the development of actions to date and who will be involved in ongoing consultations as part of this include students with disability, their families and carers, schools, along with specific experts relevant to this work as well as other States and Territories.	June 2023
<b>More Jobs More Care</b>	Increased number of disability care sector workers in NSW; improved access to disability services for NDIS participants.	<p>MJMC will be delivered in two Phases. Phase One of MJMC seeks to support potential workers consider the care sector as viable career opportunity with a range of services to support their entry into the sector and ongoing training and skill development.</p> <p>Phase Two seeks to support initiatives to increase NDIS participant plan utilisation across three key cohorts: Aboriginal and Torres Strait Islander people with psychosocial disability, people from CALD backgrounds.</p>	Key partners who have been involved in the development of actions to-date and who will be involved in ongoing consultations include: service providers, disability peak bodies, the Disability Council NSW, NSW Department of Education, the Commonwealth Department of Social Services.	July 2022 Update 1st quarter 2022

## Focus Area Four: Improving access to mainstream services through better systems and process

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<b>Providing patient centred models of care.</b>	Promote a patient based care model in health services, ensuring people with disability receive healthcare with dignity and respect and involving them in all decisions about their health.	NSW Health will continue to develop systems and processes that involve service users more fully in service design and delivery.	People with disability, their carers and families, NSW LHDs and SHNs, NSW Health entities.	Ongoing
<b>Ensuring easy access to information.</b>	Develop and maintain NSW Health accessible communication guidelines and standards to ensure people with disability can readily access and understand up to date information regarding treatment, care, and available services.	NSW Health will support the promotion of best practice approaches regarding information and communications accessibility and consider what tailored support is required to assist our service users, including healthcare interpreters, pictorial communications and other health literacy programs.	Peak NSW Disability advocacy organisations, People with disability, their carers and families, NSW Department of Communities and Justice, communication providers providing accessibility supports (i.e. AUSLAN).	Ongoing

## Focus Area Four: Improving access to mainstream services through better systems and process

Action	Outcome	Areas for further development	Who will be involved in further development	Timeline
<p><b>Strengthening domestic and family violence supports for people with disability.</b></p>	<p>1) Build the capacity of the domestic and family violence sector to support people with disability.</p> <p>2) Build the capacity of the disability sector to respond to domestic and family violence (DFV).</p>	<p>Strengthening domestic and family violence supports for people with disability will be a two part project that will foster collaboration between the disability and DFV sectors and will address gaps in knowledge and capacity.</p> <p>The first component of the project seeks to help disability support workers recognise, understand and address the issues and challenges when it comes to clients who have experienced or are experiencing DFV.</p> <p>The second part of the project works with the DFV sector to better understand and address the obstacles people with disability face when accessing domestic and family violence services.</p> <p>This project will:</p> <ul style="list-style-type: none"> <li>• Develop DFV training material and resources for disability support workers.</li> <li>• Develop disability awareness training material and resources for the DFV sector.</li> <li>• Provide online training via e-learning and face to face sessions to both sectors.</li> </ul>	<p>The training and its delivery will be developed by the following organisations: The Education Centre Against Violence (ECAV) will develop and deliver in partnership with People With Disability Australia (PWDA) the first component of the project. PDWA will also work with Domestic Violence NSW (DVNSW) to develop and deliver the second component of the project.</p>	<p>June 2022</p>