



# NSW Disability Inclusion Plan

2021-2025

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### Acknowledgement of Country

The NSW Government acknowledges the many Traditional Custodians and language groups of NSW. We acknowledge and pay respect to the Elders past and present, and we acknowledge those of the future, for they will hold the memories, traditions and hopes of Aboriginal Australians. We also pay respect to Aboriginal colleagues, stakeholders and customers. We particularly acknowledge all First Nations people with disability and their carers.

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# Foreword

**It is with great pride that I present the second edition of the NSW Disability Inclusion Plan. This Plan represents the next step on the journey in improving the support given to people with disability in NSW and building a state that is fully inclusive for everyone in our community.**

The NSW Government started this journey in 2014, with passage of the **Disability Inclusion Act 2014**<sup>1</sup>, which initiated a fundamental shift in the way that NSW Government and local councils in NSW improve inclusion in this state.

In the time that has passed since 2014, much has changed, with substantial progress being made to improve the lives of people with disability and their access to the opportunities that life offers.

NSW led the country with the full roll-out of the National Disability Insurance Scheme (NDIS) across the state in 2018. The NDIS has changed the way that people with disability who are scheme participants can access services by placing their individual needs at the centre of the support they receive.

With this Plan the NSW Government commits to working to further optimise the scheme for NDIS participants and improve its interface with mainstream services provided by NSW Government agencies.

Since 2014, we have also seen the progress that has been achieved by the introduction of Disability Inclusion Action Plans (DIAP) within NSW Government Departments and local councils. DIAPs have fundamentally reoriented the way that government develops policies and programs by placing inclusion and access for people with disability at the heart of the planning process.

The *Disability Inclusion Act 2014* has been reviewed and updated to reflect the changing policy environment and lessons learned from experience, so too has this Plan been updated.

This Plan will work to reinforce the success that has been driven by DIAPs by emphasising their importance within the legislative and policy framework set in place to support people with disability.

This NSW Disability Inclusion Plan will require an active partnership involving cooperation and communication between government and the community in NSW to ensure its complete success.

We all have a responsibility in building a fully inclusive and accessible NSW for all its citizens including people with disability, their carers and families.



**The Hon ALISTER HENSKENS SC MP**

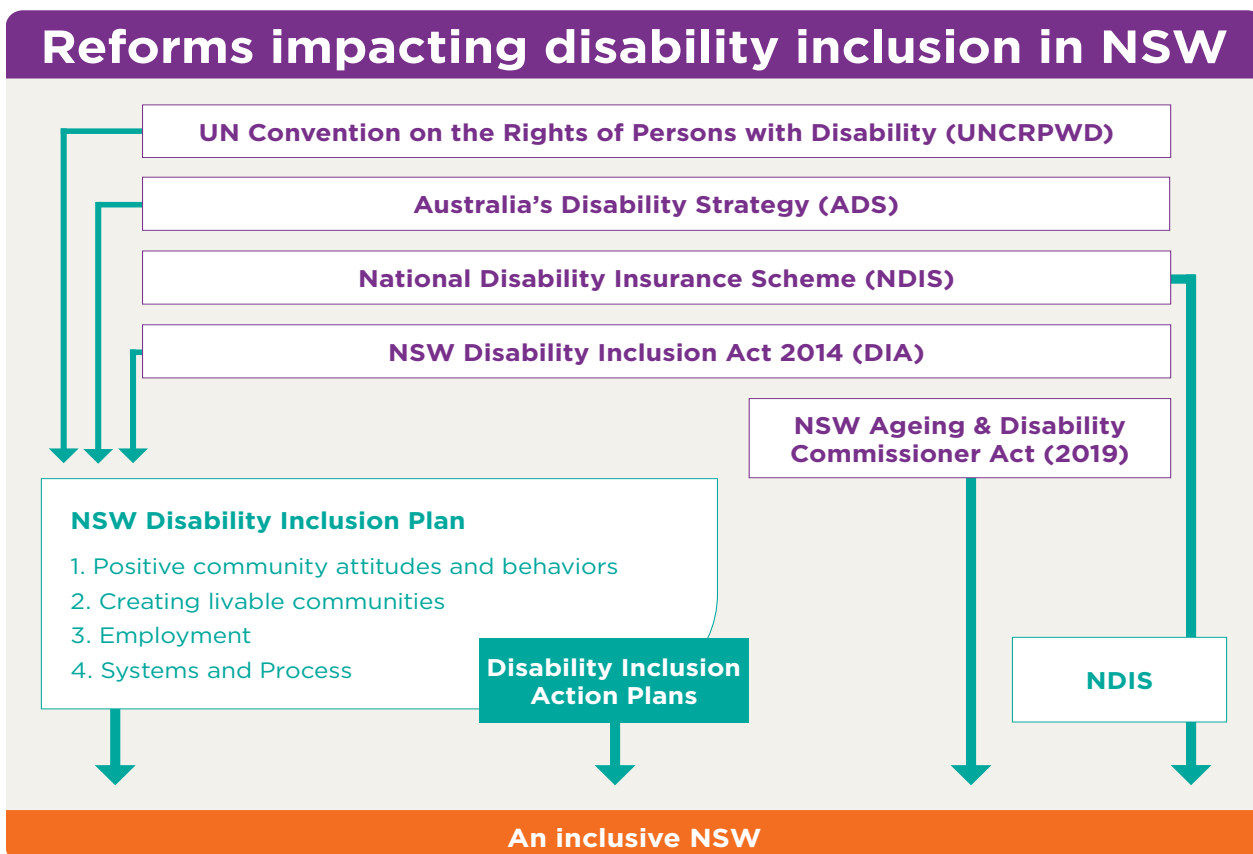
Minister for Families, Communities and Disability Services  
September 2021

<sup>1</sup> <https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2014-041>



**The NSW Disability Inclusion Plan** provides the framework through which the NSW Government will work towards **achieving an inclusive society**. It presents the overall statement of intent from the NSW Government and identifies the key focus areas for NSW to **remove systemic and attitudinal barriers** so that people with disability have a better opportunity to **live a meaningful life** and enjoy the **full benefits of membership in the community**.

# The NSW Disability Inclusion Plan



The NSW Disability Inclusion Plan 2021-2025, provides a whole of Government strategy aligned with the objects and principles of the *NSW Disability Act 2014*. The NSW Disability Inclusion Plan sets goals that:

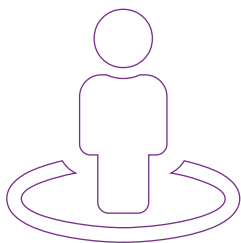
- promote the inclusion in the community of people with disability and
- identify how NSW agencies and local councils will improve access to mainstream services and community facilities for people with disability and
- encourage collaboration and co-ordination across public authorities in the provision of supports and services.

The Plan should be read in conjunction with the NSW Disability Inclusion Action Plan 2021-2025.

This Plan builds on the NSW Disability Inclusion Plan 2015-2019<sup>2</sup> and the significant impacts and initiatives delivered or underway across Government and the community to support an inclusive State.

In NSW there are over 1.3 million people living with disability. Disability may be acquired at birth or early in life, or may be the result of accident, illness or injury throughout life. Disability rates increase substantially as people age, with close to 40% of people having some form of disability by the time they are 70 years old. People experience a range of impacts due to disability, with over 6% of the population experiencing profound or severe disability.<sup>3</sup>

The Coronavirus (COVID-19) has affected people in different ways. For the disability community this resulted in many challenges accessing appropriate information, supports and a feeling of isolation. Lessons learned from those experiences will inform how the NSW Government supports people with disability during emergencies and natural disasters.



**Negative attitudes, physical barriers and difficulties accessing necessary supports still limit the opportunities of people with disability to find work, study, socialise and be included in community life.**

## **Australia's ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in 2008 signified a commitment by all levels of government to eradicate obstacles faced by people with disability.**

The NSW Disability Inclusion Plan 2021-2025 is aligned in intention to the Australia's Disability Strategy and The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) which will be realised during the timeframe of the NSW DIP.

The National Disability Strategy 2010-2020 (NDS) set out a 10 year national plan for implementing Australia's commitment to upholding the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and improving life for Australians with disability, their families and carers. The NDS is a high-level framework which has guided government policy at all levels and established a national agenda of disability reform – including such highlights as the introduction of a National Disability Insurance Scheme.

The new ADS 2021-2031 will continue to drive disability inclusion and access to specialist and mainstream services through the introduction of Targeted Action Plans (TAPS) developed collaboratively across all jurisdictions. TAPS will include activity at the national and state level to raise awareness of and address the issues facing people with disability and highlight the valuable and positive contribution they make to our society.

<sup>2</sup> <https://www.facs.nsw.gov.au/inclusion/disability/overview>

<sup>3</sup> Australian Bureau of Statistics 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2018.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) was established in April 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. The DRC will deliver its final report to the Commonwealth Government on 29 September 2023 and that there may be recommendations relevant to the NSW Government. The NSW Government's response to the Disability Royal Commissions' final report may contain activities that have a bearing on the Disability Inclusion Plan.

The **Disability Inclusion Act 2014 ('the Act')** provides the legislative framework for the development and implementation of a state plan to drive disability access and inclusion. The Disability Inclusion Act was amended in 2021 following NSW's full transition to the NDIS in July 2018.

Upholding the rights of people with disability and ensuring that they are safe is an important priority for the government. The NSW Ageing and Disability Commissioner, established through an Act of Parliament in 2019, is tasked with ensuring that people with disability and older people are protected from abuse, exploitation and neglect.

The NSW Disability Inclusion Plan provides direction to State and Local Government and sets a framework for continued consultation and partnership with people with disability, key agencies and the broader community. This Plan is primarily implemented through Disability Inclusion Action Plans (DIAPs) delivered by local councils and NSW Government Clusters to ensure inclusion for people with disability in the community.

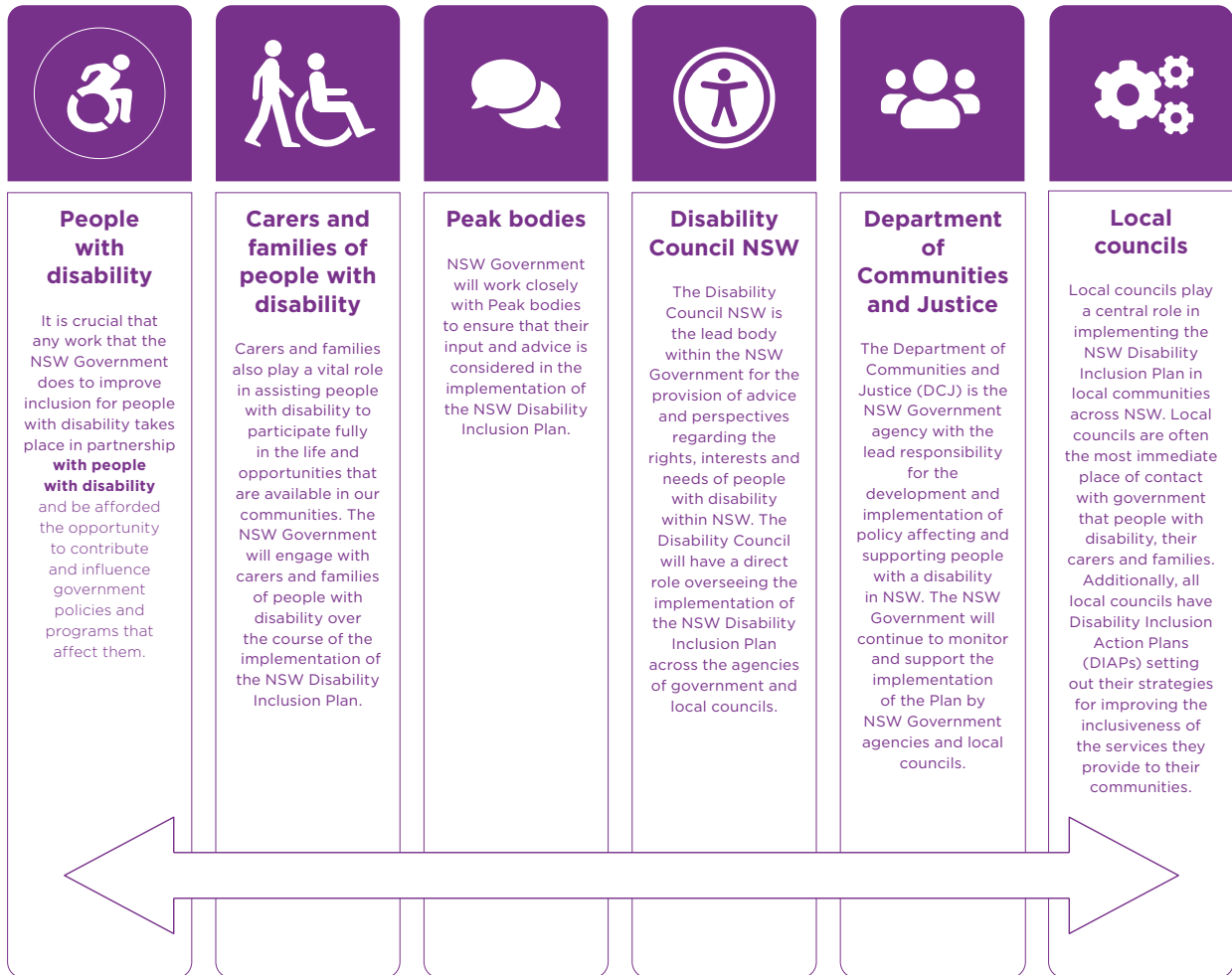
DIAPs are publicly available documents that detail the work to be undertaken by Councils and NSW Government Clusters to support inclusion. They are developed in consultation with communities and other stakeholders. The Action Plan accompanying this NSW Disability Inclusion Plan provides additional detail on how disability inclusion is being supported in NSW.

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## Involvement with the Plan

The NSW Disability Inclusion Plan will foster cooperation between Government and the community to further the common goal of improving inclusion for people with disability. The NSW Government will continue to work with the following stakeholders:



**“Council representatives at the consultation for the NSW Disability Inclusion Act review indicated that their Councils had referred to the State Plan in developing their own plans”.**

# Focus areas

The NSW Disability Inclusion Plan (DIP) was developed in consultation with people with disability and communities and focuses on four areas for concentrated action to deliver change for people with disability by NSW Government agencies and local councils. They are:

**Positive  
community  
attitudes and  
behaviors**

**Creating  
Liveable  
communities**

**Supporting  
Access to  
Meaningful  
Employment**

**Improving access  
to mainstream  
services through  
Systems and  
processes**

The **focus areas of the NSW DIP** set out how the NSW Government will improve the lives of people with disability.

The diversity of people with disability is reflected in the NSW DIP and embedded in DIAPs. People with disability in NSW are a diverse population having a broad range of backgrounds, needs and aspirations. This rich diversity amongst the population of people with disability is something that the NSW Government recognises and respects and will reflect in the plans, programs and policies developed for their support.

In particular, the NSW Government recognises the universal rights and individual needs and aspirations of the following cohorts within the broader population of people with disability in NSW:

Aboriginal and Torres Strait Islander people data show that a disproportionate number live with a disability or some form of long term health condition. Aboriginal and Torres Strait Islander people with disability may face particular challenges in their day to day lives, including accessing education and healthcare and contact with the criminal justice and child welfare systems. These challenges can be further compounded by multiple layers of discrimination, particularly in relation to race and disability. Aboriginal and Torres Strait Islander people with disability have the right to live free from violence, abuse, neglect and exploitation.<sup>4</sup>

People with a disability from culturally and linguistically diverse (CALD) backgrounds may experience multiple barriers to accessing the support they need. It is important that services, policies and programs respond to the intersectionality of culture, language and disability by keeping the person from CALD background with disability and their family at the centre of everything.

Women have different and diverse characteristics related to their race, ethnicity, disability, sexuality, gender identity, age, geography and socioeconomic status. When these factors interact, experiences of discrimination and disadvantage can intensify. Women with disability in particular have very low rates of workforce participation.<sup>5</sup>

4 <https://disability.royalcommission.gov.au/system/files/2020-06/First%20Nations%20Issues%20Paper.pdf>.

5 [https://www.women.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0009/641646/NSW-Womens-Strategy-2018-2022.pdf](https://www.women.nsw.gov.au/__data/assets/pdf_file/0009/641646/NSW-Womens-Strategy-2018-2022.pdf)

Children and young people with disability are children and young people first. They have the same core needs as other children and young people, including good health care and nutrition, security and safety, responsive caregiving, opportunities for early learning, inclusive schooling, experiences of a range of environments, and opportunities for meaningful participation in home and community activities. It is important to remember this along with any other goals your child might have (e.g. therapies or other early intervention services).<sup>6</sup>

As reported on the ACON website, compared with the broader disability community, LGBTQ people with disability experience higher rates of discrimination, greater restrictions on freedom of sexual expression, reduced social support and connection, and reduced service access, in particular for transgender people.<sup>7</sup>



6 [https://www.cyda.org.au/images/pdf/eci\\_2\\_supporting\\_development.pdf](https://www.cyda.org.au/images/pdf/eci_2_supporting_development.pdf)

7 [https://www.latrobe.edu.au/\\_\\_data/assets/pdf\\_file/0008/929861/GAFLA-Report-Final-Version.pdf](https://www.latrobe.edu.au/__data/assets/pdf_file/0008/929861/GAFLA-Report-Final-Version.pdf)

# Positive community attitudes and behaviours

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

The attitudes and behaviours of the general community towards people with disability can be the greatest barrier to full access and inclusion. Community attitudes can further be influenced by the intersection of the particular characteristics of a person with disability, such as gender, age, ethnicity, or the type of disability itself.

The NSW Government will work to influence public attitudes to remove discrimination and build a community that values difference and respects the contribution people with disability make to our communities.

The following 3 actions are immediate focus areas. More actions are embedded within the Action Plan which forms part of this Plan.

### **Action 1. Increase public awareness of disability inclusion at a local level**

#### **Outcome: Raise community awareness and improve inclusive practices.**

The Disability Council NSW, with support from the Department of Communities and Justice (DCJ) will hold forums with Local Government to develop and promote a culture and awareness of inclusion and rights based community engagement, through education activities and communication strategies.

This includes strategies such as:

- providing opportunities for people with disability and community groups to work together in creating cultural change at a local level.
- NSW public sector agencies will be required to review their Disability Inclusion Action Plans every four years.
- grass roots initiatives, working with key community groups such as school communities and community organisations to identify opportunities to build the visibility and accurate public perception of people with disability and the positive contributions they make to society.

## Action 2. Improve transport through consultation

**Outcome: The views of people with disability will be heard and actioned to support a more inclusive transport system for all.**

Transport for NSW will consult people with disability through forums such as the Transport for NSW (TfNSW) Accessible Transport Advisory Committee (ATAC). This Committee consists of representatives from disability and ageing organisations who provide access and inclusion advice on future transport improvements, infrastructure, products and services. It will ensure feedback from people with disability is valued and acted upon.

## Action 3. Supporting the implementation of the Australia's Disability Strategy 2021-2031 to promote positive community attitudes towards people with disability

**Outcome: Ensuring that all people in NSW are aware of the initiatives to build positive approaches to disability across the community.**

DCJ will lead activity to raise the public awareness of the Australia's Disability Strategy 2021-2031.

The Australia's Disability Strategy 2021-2031 will include a new focus on building positive community attitudes towards disability across the community.

The Strategy will recognise that all levels of Government have a role to play and all sectors of the community need to be involved if we are to build lasting and positive inclusion for people with disability.

Positive community attitudes impact all aspects of an individual's life: services, education, employment, housing and enjoyment. It is critical that barriers that prevent people with disability from accessing and participating in their community on an equal basis to others are eliminated.

The NSW Government will assist the Commonwealth Government in implementing the Australia's Disability Strategy 2021- 2031 by establishing a revised disability policy development and oversight structure which:

- allocates clear lines of responsibility and decision making for disability policy
- bring together the main streams of disability inclusion and specialist service provision via the NDIS
- involves all NSW Government agencies and key disability stakeholders including the NSW Disability Council and NSW Ageing and Disability Commissioner
- has direct line of sight to the Disability Reform Ministers Meeting and other state and territory jurisdictions.



**DCJ Disability Employee Network (DEN) member** “I live with an ‘invisible’ psycho-social disability. We still have a long way to go to destigmatise conditions like schizophrenia and bipolar disorder. Education and talking about it is key. I have a number of co-workers who are extremely supportive and can spot my triggers and signs that I may be unwell. They have open conversations with me and talk me through what they have seen or heard which adds to my insight into my own condition.

Reasonable adjustments for psycho-social disabilities can often be very different to what is required for physical disabilities. I am grateful to have a supportive Director and the opportunity to engage strategies that work for me when I am unwell.

There should be a requirement for disability inclusion in general decision making.”

# 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.**

Inclusiveness and accessibility for people with disability forms a crucial component of the assessment of the liveability of any community. NSW Government agencies and local councils will work to eliminate the barriers in the built environment, transport, housing and local supports that prevent people with disability from fully engaging with the opportunities that exist within their communities.

The following 4 actions are immediate focus areas. More actions are embedded within the Action Plan.

## Action 1. Creating liveable communities

**Outcome: Creative solutions are developed to support liveable communities.**

The NSW Government will progressively increase the availability and accessibility of public and private transport options for people with disability, including people living in regional and rural areas. Access to transport is fundamentally important for all people in NSW. However, based on 2018 ABS data, 12 per cent of the 1.2 million people living with disability (including age-related disability) in NSW are unable to use any form of public transport.

Key infrastructure programs include the design and delivery of new accessible trains and the progressive upgrade of train stations and ferry wharves through initiatives such as the Transport Access Program. In addition, the Country Public Transport Infrastructure Grant Scheme will continue assisting councils to deliver more accessible passenger transport, focusing on better connections between bus stops and surrounding communities.

The NSW Government will continue oversight and delivery of the Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS) program. These statewide programs support people with a severe mental illness to live and participate in the community in the way they want to.

## Action 2. Ensure our departmental buildings, facilities and services are accessible and inclusive for all people

### Outcome: Remove barriers to services and facilities for people with disability

Agencies will work with their partners to identify, develop and refine actions to increase accessibility and inclusion within:

- public space,
- housing,
- social and cultural infrastructure,
- local services,
- employment/business,
- opportunities,
- community
- arts and culture.

These will include:

- Lead accessibility and inclusion principles in the design and planning process for the built and natural environment.
- Ensure stakeholders with lived experience of disability are consulted in the design and planning process for the built and natural environment.

Identify leading global and Australian accessibility standards, specifications and guidelines. Where public authorities have a role in planning for, assessing or providing housing for NSW communities, universal housing design principles could be outlined. The principles should signal commitment to ensuring equitable housing supply and access for NSW households and make reference to the liveable housing design guide. Public authorities could encourage the delivery (either directly or indirectly through partners and stakeholders) of housing that meets the standards of the guideline. Review existing and planned facilities and experiences to ensure accessibility and inclusion practices are embedded.



### Action 3. Cross-sector local partnerships in key areas

**Outcome: Raising awareness and providing practical strategies and assistance to local communities and agencies working towards a safer inclusive community.**

The NSW Government will help local councils to assist their communities to better prevent and respond to abuse. The NSW Ageing and Disability Commissioner, Collaborative model will bring together people working with older people and/or adults with disability in any Local Government who have a sound understanding of local issues and strategies to assist their community to report and take action against abuse, neglect and exploitation.

The NSW Government will develop an engagement program including 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.

The NSW Government will support the work of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The NSW Government will consider the Royal Commission's final report when it is released to improve the lives of people with disability in NSW.

### Action 4. Empowering people with disability to reach their full potential in life as members of inclusive communities.

**Outcome: Ensuring that people with disability who are participants of the National Disability Insurance Scheme (NDIS) are able receive the supports from the scheme that they need.**

The NSW Government contributes in excess of \$3.2 billion annually to support the NDIS and is committed to realising the full potential of this investment for NDIS participants, as well as their families and carers. As at 31 March 2021 NSW cash contribution to NDIS was \$11.16 billion since its inception.

The Commonwealth coordinates the provision of the majority of specialist services through the NDIS while the NSW Government provides a multitude of accessible mainstream services for all to access in health, education, transport, housing, child protection, other areas.

The NSW Government will work with other Australian Governments to ensure that the benefits of the scheme are optimised for NDIS participants. In particular, the NSW Government will work closely with the Government agency that oversees the NDIS, the National Disability Insurance Agency (NDIA) to achieve a seamless interface between the NDIA and mainstream services.



Participant of 'Have Your Say' survey January 2020: "as people age they also need access so it makes sense to plan for the future"

"Safeguarding the actual people with disabilities safeguarding their involvement in the community." Participant Newcastle Aboriginal consultation Disability Inclusion Act review 2020.



# 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, exercise choice and control, and increase their economic security.**

Employment rates for people with disability are significantly lower than those without disability across all sectors. Participation in meaningful employment is vital if people with disability are to attain economic security, retain a sense of purpose and engage effectively with others in our society.

NSW Government agencies and local councils will work through their Disability Inclusion Action Plans (DIAPs) to remove the systemic and attitudinal barriers that prevent people with disability fully participating in the workforce and securing meaningful employment.

The following action is an immediate focus area. More actions embedded within the Action Plan.

## Action: 1. Supporting access to meaningful employment

**Outcome NSW Government implements the Premier's Priority to ensure that 5.6% of all Government sector roles are held by people with disability by 2025.**

The NSW Public Service Commission (PSC) will continue to promote a workforce that reflects the diversity of the wider community and enable a culture of inclusion across the public sector.

The PSC is working with all NSW Government departments and agencies to support achievement of the Premier's Priority of ensuring 5.6% of government sector roles are held by people with a disability through collective actions, data driven insights and sharing good practice by 2025.

This approach emphasises the business imperative for diversity and inclusion, as well as an ethical responsibility of senior leaders across the sector.



**DCJ Disability Employee Network (DEN) member** “Meaningful employment is a dream for many people but for many people with a disability who have the same aspirations as everyone for a meaningful career the dream is even more difficult to attain.

The need for reasonable workplace adjustments to accommodate a person’s needs may prove to be nearly as big a barrier as other people’s attitudes towards them because of their disability. Initially reasonable adjustment involves expenses to the organisation but these are offset by the benefits of increased productivity and the fact that many people with a disability will stay for a long time in an organisation that accommodates their needs. This reduces the need for the costs of recruitment and training of staff thereby saving money and time.

The implications for the overall economy when more people are gainfully employed and paying higher taxes are beneficial so it behoves us to try to get as many people working productively as possible.

Organisations need to ensure that no one is overlooked on the basis of their disability.

Things are changing for the better but we need to keep the momentum going and give everyone a hand up not a hand out for the benefit of all.”



# 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.**

A common issue for people with disability is the difficulty in navigating the systems and processes required to access the services and supports they need in the community. These difficulties are the product of a number of barriers including a lack of accessible information, inflexible processes, and limited opportunities for feedback and input.

The Plan recognises that it is the responsibility of NSW Government agencies and other community and business organisations to review and change the way they do business to ensure people with disability can have equal access to information and services.

The following 4 actions are immediate focus areas. More actions embedded within the Action Plan.

## Action 1. Better systems and processes

**Outcome: Better processes for information and feedback from the disability community.**

DCJ will convene the NSW Stakeholder Disability Forum. Members will be drawn from people with lived experience of disability, the Disability Council NSW, the community and government sector.

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.

The Department of Customer Service will work with all agencies to implement current international standards in digital accessibility: Web Content Accessibility Guidelines (currently WCAG 2.1 with the aim to reach a AA rating) and the *Accessibility requirements suitable for public procurement of ICT products and services Product Designation: AS EN 301 549*. This aims to remove barriers that people may face accessing government services online. The NSW Government will lead a range of programs that support coordinated care including programs such as:

- Essentials of Care Program led by Nursing and Midwifery Office.
- Partnering with Patients program led by the NSW Health.
- Clinical Excellence Commission; the statewide Intellectual Disability Health Service.

## Action 2. Build disability confidence and capability

**Outcome: Streamlined and improved systems and processes by which families, children and young people access timely targeted mainstream support.**

The NSW Government will build an education system in which children with disability thrive academically, develop good physical, mental and emotional health, and gain the skills to live a fulfilling, independent life post-school. A more inclusive education system is one where:

- Students with disability are learning to their fullest capability.
- Parents and carers are treated like partners in their child's education.
- Teachers possess the necessary skills and experience to effectively educate children with disability, and feel confident doing so.
- School leaders wholeheartedly support and enable inclusive education practices.
- Specialists work alongside teachers, providing support and guidance.<sup>8</sup>

## Action 3. More Jobs More Care

**Outcome: Increased number of disability care sector workers in NSW, improved access to disability services for NDIS participants.**

More Jobs More Care (MJMC) is the NSW Government's response to supporting the care sector to invest, train and retain new care sector workers to support people with disability.

As part of the 2020-21 NSW Government budget, \$17 million will be invested over two years to increase employment opportunities to ensure the disability sector can attract and invest in staff through job matching, mentoring and quality training for new workers.

## Action 4. Strengthening domestic and family violence supports for people with disability

**Outcome: Build the capacity of the disability sector to respond to domestic and family violence (DFV) and build the capacity of the domestic and family violence sector to support people with disability.**

People with disability may be more vulnerable to DFV. 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. It will support the disability sector to recognise and respond to domestic and family violence to appropriately support people with disability when accessing services. This project will:

- Develop DFV training material and resources for disability support workers.
- Develop disability awareness training material and resources for the DFV sector.
- Provide online training and face to face sessions to both sectors.

<sup>8</sup> <https://education.nsw.gov.au/teaching-and-learning/disability-learning-and-support/our-disability-strategy/disability-strategy>



**The NSW Disability Council.** “All people, regardless of one’s ability, should have an opportunity to participate in mainstream society.

By building processes and policies that bring a focus to the inclusion of people with disability, you are more likely to design systems and services that are inclusive and can be accessed by everyone.”



## Implementation and monitoring

The DIP will be supported by the Disability Inclusion Action Plan and the nine NSW Government cluster and 128 local councils Disability Inclusion Action Plans.

NSW Government bodies and local councils are required under the NSW Disability Inclusion Act 2014 to report annually on the progress they have achieved in implementing their DIAPs.<sup>9</sup> All reporting must be provided to the Minister for Families, Communities and Disability Services who is required to table a report on the implementation of DIAPs across the NSW Government and local councils in the NSW Parliament.

DIAPs share the story of how individual NSW Government and local council authorities are working to put into action the principles and goals of the NSW Disability Inclusion Plan.

DIAPs have been successful in that they have ushered in a deep cultural shift across the NSW Government and local councils in this state. Meeting the needs of people with disability is now rightly seen as a fundamental consideration in the way that government services and systems are designed and provided.



**“Kiama Council provides an accessible viewing area at the New Year’s Eve Sky Show and a dedicated worker to support people with disability to access the area.”<sup>10</sup>**

**Clarence Valley Council, Jacaranda Park and Alex Bell Park have been updated to include all access play. The ‘Wheelspin’ at Jacaranda Park provides all children the liberating experience of dynamic movement. It allows for all children to play side by side. Not only does the ‘Wheelspin’ accommodate wheelchairs, it allows several children the opportunity to spin together.”<sup>11</sup>**

<sup>9</sup> Section 13, Disability Inclusion Act 2014 (NSW).

<sup>10</sup> [https://www.facs.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0008/802493/DIAP-Local-Council-2018-2019.pdf](https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/802493/DIAP-Local-Council-2018-2019.pdf)

<sup>11</sup> [https://www.facs.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0008/802493/DIAP-Local-Council-2018-2019.pdf](https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/802493/DIAP-Local-Council-2018-2019.pdf)



**Relationship between Disability Inclusion Act 2014, NSW Disability Inclusion Plan and Disability Inclusion Action Plans**

**Principles established in Acts, agreements and plans (UNCRRP, ADS, DIA, DDA, ADA NSW)**

**Leadership, governance, corporate and community responsibility**

**Consultation and engagement**

**NSW Disability Inclusion Plan**  
Whole of government & interdepartmental strategies to support the objects and principles of the Disability Inclusion Act

the Department Communities and Justice to prepare the *State Disability Inclusion Plan* which: 1) Sets out the whole of government goals that support the inclusion in the community of people with disability and to improve access to mainstream service and community facilities by people with disability, and; 2) Provides for collaboration and co-ordination among government departments, local councils and other entities in the provision of supports and services

Attitudes and behaviours	Liveable communities	Employment	Systems and processes
Government, business and the general community are aware of and demonstrate positive attitudes and actions to inclusion for people with disability.	All people including those with disability are able to exercise their rights, live, learn, work and play, feel safe, raise a family and grow old, within their own community.	People with disability have the opportunity to gain, retain, contribute effectively and experience the positive self and social benefits of employment.	People with disability are able to access information, systems, processes and services, and supporting their right to exercise choice and control.

Each public authority must have... a *Disability Inclusion Action Plan*... setting out the measures it intends to put in place (in connection with the exercise of its functions) so that people with disability can access general supports and services available in the community and can participate fully in the community

**NSW Disability Inclusion Act requires**

**Disability Inclusion Action Planning**  
Operationalisation of the objects and principles of the DIA at the agency and front line level and influencing the broader community

**Regulations, standards, quality and compliance requirements and guidelines**

<p><i>Examples include:</i></p> <ul style="list-style-type: none"> <li>• Human rights and the social model of disability</li> <li>• Consultation and co-design</li> <li>• Planning</li> <li>• Corporate leadership</li> <li>• Staff training</li> <li>• Communication</li> <li>• Choice and control</li> <li>• Complaints / feedback</li> <li>• Ongoing engagement mechanisms</li> <li>• Campaigns and advertising</li> <li>• Corporate identity and public face</li> <li>• Integration with diversity policy</li> </ul>	<p><i>Examples include:</i></p> <ul style="list-style-type: none"> <li>• Buildings / universal design</li> <li>• Infrastructure</li> <li>• Physical environment</li> <li>• Way finding and connected journeys</li> <li>• Community and customer consultation and awareness</li> <li>• Full range of service provision (to all)</li> <li>• Community partnerships</li> <li>• Community events</li> <li>• Emergency procedures and safety</li> <li>• Specialist services</li> <li>• Local planning and responsiveness</li> <li>• Social interaction</li> </ul>	<p><i>Examples include:</i></p> <ul style="list-style-type: none"> <li>• Recruitment policies and practices</li> <li>• Application processes</li> <li>• Induction and orientation</li> <li>• Managerial support &amp; development</li> <li>• Reasonable adjustment</li> <li>• Employee consultation and support networks</li> <li>• Diversity policy &amp; targets</li> <li>• Physical work environment and amenities – kitchens, toilets, transport, parking</li> <li>• GSE and other considerations</li> <li>• Transition from education to work</li> </ul>	<p><i>Examples include:</i></p> <ul style="list-style-type: none"> <li>• Service quality monitoring</li> <li>• Staff training</li> <li>• Information formats</li> <li>• ICT – internal and external systems</li> <li>• Application processes</li> <li>• Service excellence and quality mainstream service delivery to all</li> <li>• Use of technology</li> <li>• Quality and complaints systems</li> <li>• Accessible communication approaches</li> </ul>
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**Monitoring, reporting and evaluation**

**Integrated monitoring & reporting framework**

A comprehensive reporting framework drives the ongoing refinement and implementation of the DIP and DIAPs by:

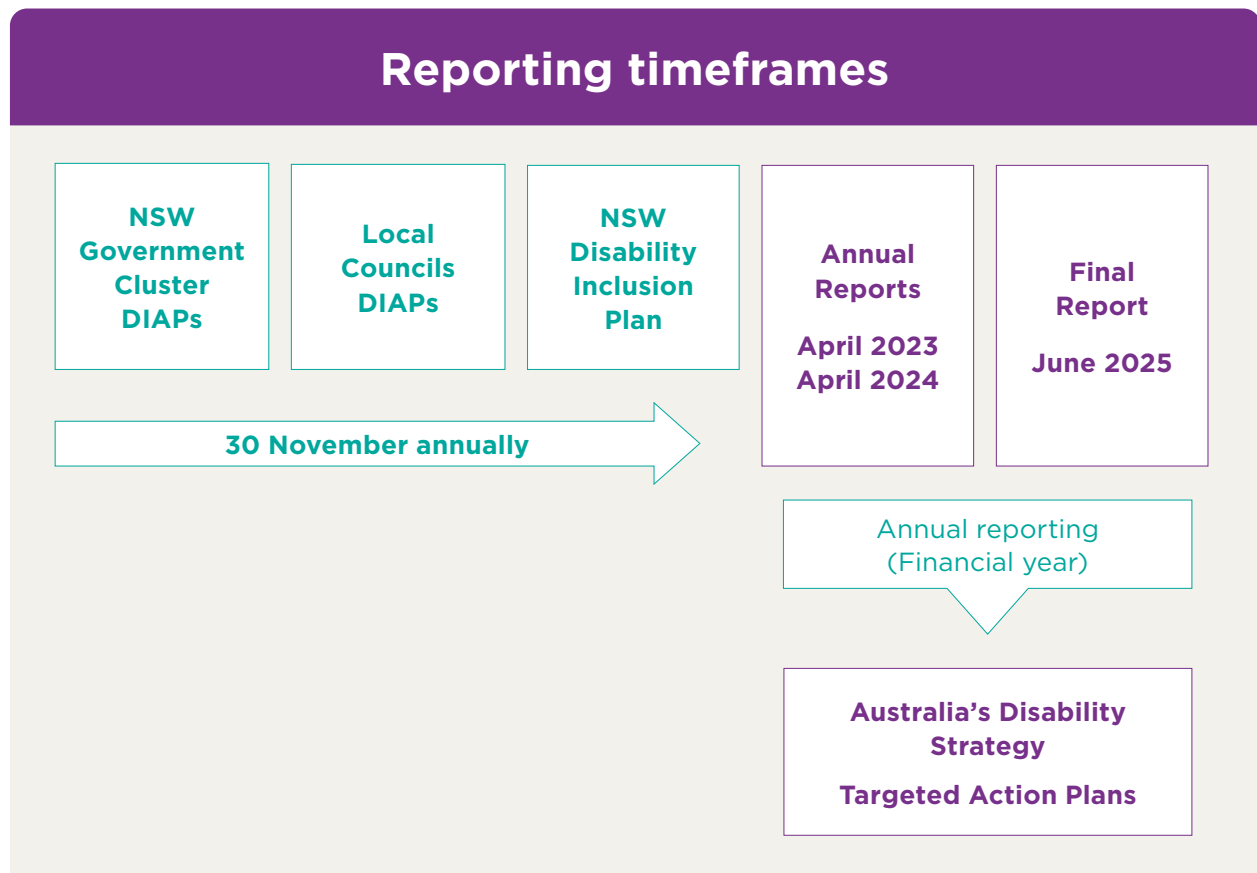
1. Regularly engaging with the stakeholders that have contributed to the development of priorities
2. Responding to the legislative, regulatory, compliance bodies and other reporting requirements
3. Identifying the outputs and outcomes of actions to allow progress to be clearly measured
4. Providing timely reporting that identifies progress and provides accurate data to inform future directions and decisions

## Australia's Disability Strategy

The NSW Government is committed to the Australia's Disability Strategy (Strategy) 2021-31 through the delivery of the NSW DIP.

The NSW DIP focus areas align with the Strategy, and is referenced against the United Nations *Convention on the Rights of Persons with Disabilities*.

### Reporting timeframes



## For more information

More information and accessible versions of the NSW Disability Inclusion Plan are available at:  
**[www.dcj.nsw.gov.au/dip](http://www.dcj.nsw.gov.au/dip)**

NSW Government agencies contributing to the NSW Disability Inclusion Plan:

- Department of Communities and Justice
  - Department of Customer Service
  - Department of Education
  - Department of Planning, Industry and Environment
  - Department of Premier and Cabinet
  - Department of Regional NSW
  - Ministry of Health
  - The Treasury
  - Transport for NSW
-

# Consultation

Some of the key groups who have been involved in the development of actions to date and who will be involved in ongoing consultations to further develop the focus areas over the course of the plan:

- People with disability, their carers and families
  - NGOs working with/supporting people with disability
  - Community members
  - Aboriginal communities
  - Culturally and linguistically diverse communities
  - Families and Carers
  - Disability and Ageing organisations
  - NSW Government agencies
  - Private service delivery partners
  - Local government
  - Social Housing bodies
  - DEN Connect (NSW public sector Disability Employment Network group)
  - NSW Public Service Commission
  - Peak organisations and employment services
  - The business community, Chambers of Commerce, recruitment agencies and training providers
  - Commonwealth Government agencies, National Disability Insurance Agency (NDIA) and the Australian Human Rights Commission
  - NDIS service providers
-

# Acknowledgements

The NSW Government acknowledges the contribution of people who provided submissions, attended forums, and responded to surveys. We would also like to express appreciation for the advice of the members of the Disability Council NSW. We would particularly like to thank those with disability, your voice and persistence has been the driving force for this plan. The continued involvement and feedback of people with disability will continue to be our gauge of success.

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