

# Disability Inclusion Action Plan 2022–2023 progress report card

In NSW, there are over

## 1.3 million

people with disability, which  
is **almost one in every five**  
people



## Disability inclusion planning

aims to reduce and remove  
barriers for people with  
disability and foster a more  
accessible and inclusive  
community

There are

## 141 public authorities

in NSW, and they are required  
to have a **Disability Inclusion  
Action Plan**



In NSW all public authorities must have a Disability Inclusion Action Plan. Public authorities include all government departments and all local councils, plus Destination NSW, Library Council of New South Wales (the State Library), and the Australian Museum Trust. Disability Inclusion Action Plans outline priorities and actions that each public authority will undertake to improve accessibility and inclusion for all people with disability.

Disability Inclusion Action Plans cover **4 focus areas**.

1. Developing 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**.

These focus areas are in line with the NSW Disability Inclusion Plan 2021–2025. This report card highlights the Disability Inclusion Action Plan actions and progress that public authorities achieved in 2022–2023.

# How we are improving outcomes for people with disability in NSW?

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## Focus area 1:

### Positive community attitudes and behaviours

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.

## Achievements and highlights

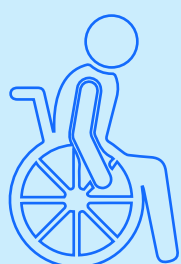
### Positive attitudes and behaviour

- Most public authorities provided disability awareness training to staff and volunteers to ensure that they can confidently and effectively work with staff and customers with disability.
- The Department of Communities and Justice continued to support the implementation of Australia's Disability Strategy in NSW. The Strategy's Targeted Action Plans includes initiatives across five important policy areas, including community attitudes.
- The Department of Communities and Justice coordinated the whole of government submission to the Disability Royal Commission, detailing what NSW is doing to uphold the rights of people with disability and make mainstream services systems more accessible and inclusive in NSW.

### Raising awareness of the capabilities of people with disability

- Many local councils celebrated people with disability by holding International Day of People with Disability events; many also celebrated other significant days throughout the year like World Down Syndrome Day and World Autism Day.
- Public authorities promoted the strength and capabilities of people with disability through social media campaigns, inclusive sports events and hosting art exhibitions that featured artists with disability.
- Many local councils have increased the positive representation of people with disability by increasing the inclusive imagery they use in digital and print materials.

**Randwick City Council hosted the 'Outing Disability' photographic exhibition** to bring awareness to the diverse and often challenging experience of lesbian, gay, bisexual, transgender, intersex and queer people with disability.



**Narrabri Shire Council hosted accessible wheelchair tours** encouraging local business owners to use a wheelchair to navigate local shops to raise awareness about the accessibility needs of people in their community.

## Focus area 2:

### Creating liveable communities

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.

## Achievements and highlights

### Access to the community

- Local councils have completed many actions to ensure that people with disability can access all aspects of community life. This includes building and upgrading paths, bathrooms, parking spaces, parks and improving access and amenities in community buildings.
- Transport for NSW's Transport Access Program has completed access upgrades to 15 railway stations, with access upgrades underway at 29 railway stations and 2 ferry wharfs.

### Libraries

- Local councils have made libraries more accessible by including:
  - Auslan story time
  - Sensory story time
  - Sensory friendly and quiet spaces and times of day
  - Large print and Braille books
  - Library delivery services
  - Providing diverse and inclusive library collections.
- The State Library NSW published [People Places: A guide for planning public library buildings](#) which includes accessible guidelines for public libraries.

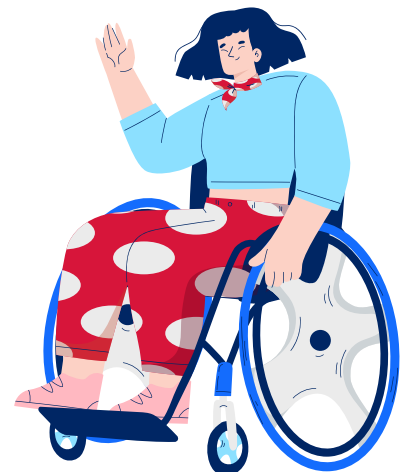


# 97%

of buses have low floor wheelchair access and 94% of bus stops include braille and tactile signage.

### Including children

- Local councils have increased the inclusion of children with disability by improving access to community spaces like libraries, playgrounds, aquatic centres, and sports facilities.
- The Department of Planning and Environment delivered the [Everyone Can Play Program](#), funding 141 inclusive playspace projects across NSW.



## Recreation, sport, and tourism

- Many local councils have improved access to recreational activities including improving access at aquatic centres, sporting facilities, parks, and bush walking trails.
- A number of coastal councils have increased access to foreshores and beaches by providing mobility mats, beach wheelchairs, improving access to ocean pools, boardwalks and upgrading amenities.
- The Department of Planning and Environment published the [National Parks and Wildlife Service Accessible Parks Policy](#) to provide a framework for improving access to national parks in NSW.
- Local councils have increased accessible tourism by upgrading and building accessible holiday accommodation, upgrading caravan park facilities, and improving access to tourist centres.
- Destination NSW developed the [Quick tips for creating accessible and inclusive experiences](#) to support more tourism operators to create accessible and inclusive experiences for people with disability.

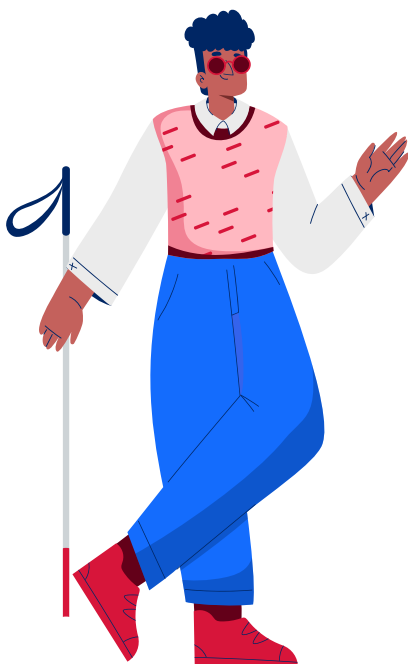
## The arts and community events

- Local councils have improved access to the arts by completing accessible upgrades to local museums, art galleries, performing arts centres and theatres. Some councils have implemented accessible tours including providing Auslan interpreting, audio tours and tactile tours.
- The Australian Museum implemented early bird and night owl sessions which provide a reduced sensory, relaxed, and supportive environment to facilitate access for people with autism and other accessibility needs.
- The Australian Museum has created virtual tours so those who cannot visit the Museum are able to explore and enjoy some of the exhibits online.
- Many local councils have increased the accessibility of their community events by providing Auslan interpreters, audio description, breakout sensory spaces, accessible viewing areas and stages and accessible amenities.



**Central Coast Council** has developed [accessible nature and accessible beaches guides](#) to support visitors and local community members to plan and access the natural environment.

**Georges River Council** has created a [sensory map and social stories](#) for Hurstville Museum and Gallery to **support community members with autism, intellectual disability and other sensory needs to plan and support their visit.**



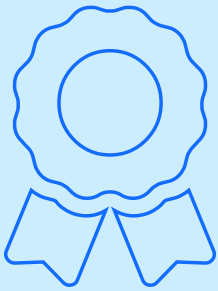
## Focus area 3:

### Supporting access to meaningful employment

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.

## Achievements and highlights

### Inclusive recruitment



**Six public authorities have achieved Disability Confident Recruiter status with Australian Disability Network** (Department of Customer Service, Department of Communities and Justice, Department of Planning and Environment, Treasury, Department of Regional NSW, City of Sydney Council).

- Many local councils are partnering with disability employment organisations to review and improve the accessibility of their recruitment and employment processes.
- Transport for NSW partnered with Specialisterne Australia to successfully employ 23 neurodivergent people.

### Work experience and internships

- Some public authorities have partnered with disability organisations to provide work experience and internships to people with disability. These programs have helped people with disability gain valuable work experience, while supporting public authorities to build inclusive and accessible work environments.
- Some work experience and internships have led to ongoing employment for people with disability in local councils and government agencies.

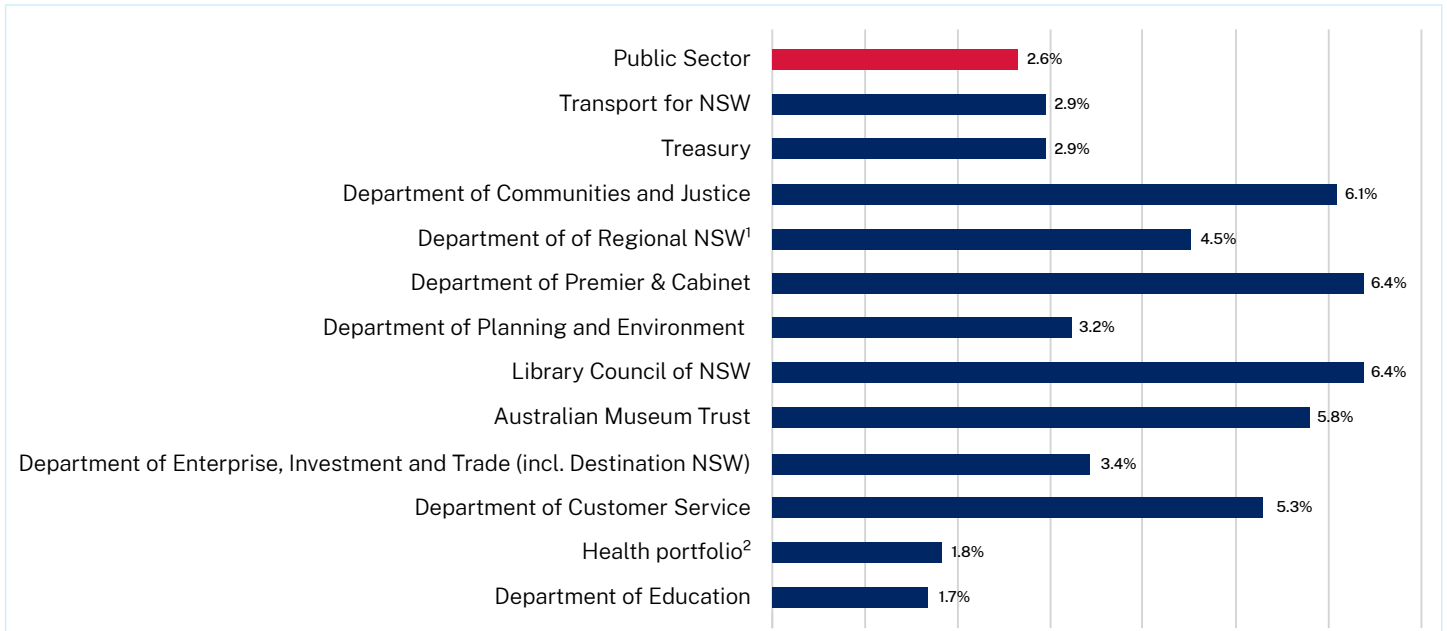


The **Department of Communities and Justice** has designed and developed a pilot two-way mentoring program. The program **matches employees with disability to mentors** to develop skills and capabilities of mentees and build the disability inclusion capacity of mentors.

## Employing people with disability in the NSW public sector

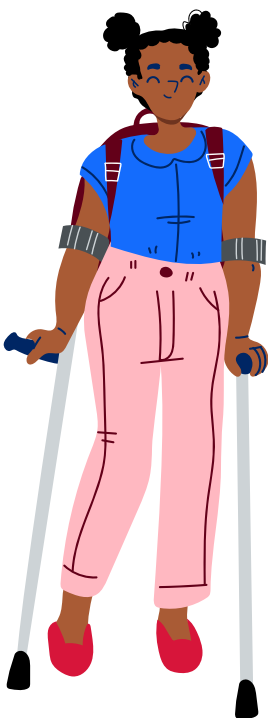
- NSW Government agencies are implementing actions to achieve the target to ensure that 5.6% of all government sector roles are held by people with disability.

Figure 1 – % of employees with disability (workforce profile data)



<sup>1</sup> Department of Regional NSW workforce data includes the Rural Assistance Authority and Regional Growth NSW Development Corporation. It does not include Local Land Services.

<sup>2</sup> Health portfolio includes Ministry of Health, all NSW local health districts, Agency for Clinical Innovation, Albury Wodonga Health, Ambulance Service of NSW, Bureau of Health Information, Cancer Institute NSW, Clinical Excellence Commission, eHealth NSW, Health Care Complaints Commission, Health Education and Training Institute, Health Infrastructure NSW, Health Pathology, Health Professional Councils Authority, Health System Support Group, HealthShare NSW, Justice Health and Forensic Mental Health Network, Mental Health Commission, Sydney Children’s Hospital Network



## Focus area 4:

### Improving access to mainstream services through better systems and processes

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.

## Achievements and highlights

### Embedding accessibility and inclusion in processes

- Many public authorities have reviewed their communications, branding and social media guidelines to ensure that internal and external communication are inclusive and accessible. This has included implementing the Web Content Accessibility Guidelines to ensure people with disability can access digital information on public authorities' websites.
- Local councils have developed and utilised accessibility and inclusion events checklists to ensure that community events are accessible.
- Some local councils have reviewed their disaster management process to improve the access to disaster recovery supports for people with disability. This has included auditing disaster recovery centres, running inclusive disaster preparedness training and updating disaster management plans and policies.

### Access to mainstream services

- The Ministry of Health has improved access to health services by creating Easy Read health education factsheets.

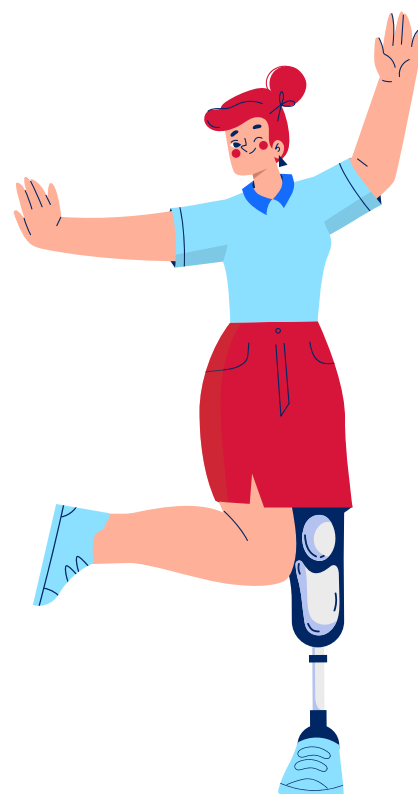


The **Ministry of Health** has increased access to mental health services by developing 'Making mental health information accessible for people with intellectual disability – A Toolkit' and consulting with consumers to design accessible units for people with psychosocial disability.

- Local councils have improved access to community, disability, and NDIS services by creating service directories, running local service expos, and advertising services on community websites and social media.

### Consultation and feedback

- Many public authorities have access and inclusion advisory groups that give people with disability a regular opportunity to consult and advise on improving inclusion and accessibility and strengthening processes and systems.
- Some public authorities have reviewed and strengthened their complaints and feedback process to ensure that people with disability can give feedback and make complaints. This has included providing a range of methods to provide feedback (text based, voice based and in-person) and making community surveys and consultations accessible.





## Next steps

In 2023-2024

All public authorities will continue to implement their current Disability Inclusion Action Plans.

Most local councils' new Disability Inclusion Action Plans were due 1 December 2023, and these are in the process of being published.

Most government departments' new Disability Inclusion Action Plans are due 1 December 2024; the Department of Communities and Justice is supporting the review and remake of these plans.



### For further information

For further information about disability inclusion, please visit the Department of Communities and Justice [website](#).

For further information about the implementation of individual Disability Inclusion Action Plans in 2022-23, please see that public authority's annual report, or contact the Department of Communities and Justice at [actionforinclusion@dcj.nsw.gov.au](mailto:actionforinclusion@dcj.nsw.gov.au)

