



Central Coast Disability Inclusion Action Plan 2021–2025

Part 2: Resources for the Community

An accessible and inclusive place to live, visit, work and play



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Fact Sheet 1

Disability and the case for inclusion



What is Disability?

The United Nations states: "Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others".

This is the social model of disability which recognises that people are disabled by barriers in our society, rather than by their impairment itself. If these social, physical and economic barriers are removed, then people with disability can be independent, equal in society and their authentic selves.

There are different types of disability and a person may be affected by more than one form of disability during their lifetime. The main categories are:

- Sensory: affecting vision or hearing
- Physical: affecting mobility and/or a person's ability to use their upper and/or lower body
- Neurological: affecting a person's ability to control their movements
- Intellectual: affecting a person's *judgement*, ability to learn and communicate
- Cognitive: affecting a person's thought processes, personality and memory e.g. acquired brain injury or dementia
- Psychiatric: affecting a person's emotions, thought processes and behaviour e.g. clinically diagnosed depression or schizophrenia

We need a Disability Inclusion Action Plan because:



Disability is part of our lives: One in five of us have a disability



There are social and economic benefits of disability inclusion



We can meet our legal obligations



'Belonging' is at the heart of Council's Community Strategic Plan

1. Disability is part of our lives



In Australia **one in five** people has a disability. That is about 4.4 million people in Australia. About 61,000 people living on the Central Coast have some form of disability.



There are around **22,000 people** on the Central Coast (about 6.4% of us) who need help in their day to day lives due to disability

33,606 people on the Central Coast are providing unpaid care to a person due to disability, long term illness or old age. Many people in caring roles do not identify as carers and are not linked to services and supports that can assist them.

Most of us have at least one family member or friend with a disability. When we consider that making places accessible for people with a disability also makes them accessible for older people, people with prams and people with a temporary injury, it is clear that most of our community will benefit from a more accessible community.

Did you know that a person born in 2018 can expect to live about 21% of their lives with some level of disability?

2. There are social and economic benefits of disability inclusion

Socially, we all benefit from communities that are rich with diversity, that are welcoming and accessible, and that make us feel like we all belong. As a community, we are stronger when the human rights of all peoples are respected. This type of community is more innovative and resilient.

Our survey found that during the coronavirus pandemic, feelings of loneliness and isolation were very high for people with disability and their carers on the Central Coast. Experiencing disability discrimination can also increase the risk of social isolation. By creating a community that is more inclusive, social isolation and its negative impacts will be reduced for people with disability.

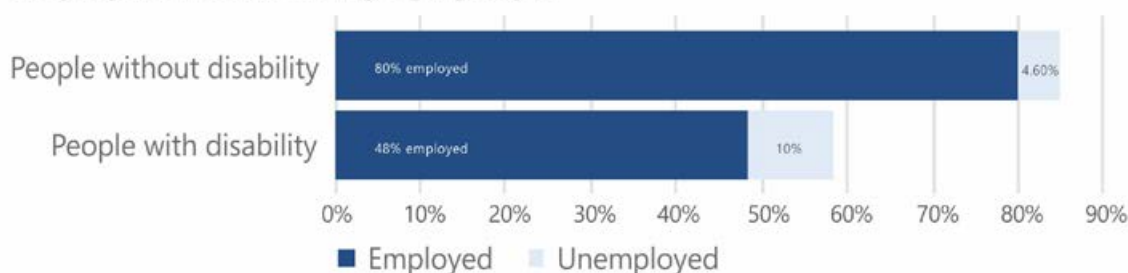
There are also economic benefits when a community is accessible and inclusive of people with disability. Business that are more accessible and inclusive benefit by attracting more customers who can access their products, services, information and business premises.

As a group, Australians living with a disability are worth around \$100 billion to the economy annually.



Both the community and individuals achieve financial benefits when people with disability can access meaningful jobs and earn an income. Personal incomes increase choice, control and independence. There are also lower costs to the state for income support, health care and disability specific services.

Employment of working age people



Universal design, which means designing places and services so that everyone can access them, also brings financial benefits to the community. It avoids the need for special assistance and access modifications in the future.

3. We can meet our legal obligations

There are international, national and state policies and laws that aim to create environments that support people with disability and their carers to live their best lives. Under these policies and laws local government has obligations that it must meet. This Disability Inclusion Action Plan helps Council to meet its obligations through setting out how Council will work to facilitate full participation, access and inclusion for people with disability.

Information about the international, national and state policies and legislation is in Fact Sheet 8.

4. Belonging is at the heart of Council's Community Strategic Plan

Central Coast Council developed its Community Strategic Plan, One Central Coast 2018 - 2028, based on extensive community input.

The community said that 'Belonging' was important to them and Council has committed to it as one of the five pillars of the plan. Belonging is about our sense of community and including everyone in our community life. Council has committed to "create opportunities for inclusion where all people feel welcome and participate in community life".

We have created the Disability Inclusion Action Plan to show community leadership and our ongoing commitment to improving access and inclusion for people with disability.

Fact Sheet 2

People with disability on the Central Coast



In Australia **one in five** people has a disability. That is about 4.4 million people in Australia. About 61,000 people living on the Central Coast have some form of disability.



There are around **22,000 people** on the Central Coast (about 6.4% of us) who need help in their day to day lives due to disability

This rate is higher than Greater Sydney (4.9%) and NSW (5.4%), possibly due to our older population. The proportion of our population needing assistance increased from 5.7% to 6.4% on the Central Coast between 2011 and 2016, while nationally the prevalence of disability has dropped slightly.

Did you know?



1,060 people who need assistance due to disability and who live on the Central Coast have a Bachelor or higher degree?



9.7% of people needing assistance due to disability were in a household who earned a high income (\$2,500 per week or more)



23% were in a low-income household earning less than \$650 per week



27% of people needing assistance due to disability lived in households of couples with children and 27.9% lived as couples without children. 20.3% live in one parent families. 18.8% live in lone person households



41.6% of people needing assistance due to disability lived in a household that fully owned their home or was paying off a mortgage. 29.9% were renting

The experience of disability is different for everyone. Some people have disabilities that cannot be seen by others, some people require support and assistance and some live independently.

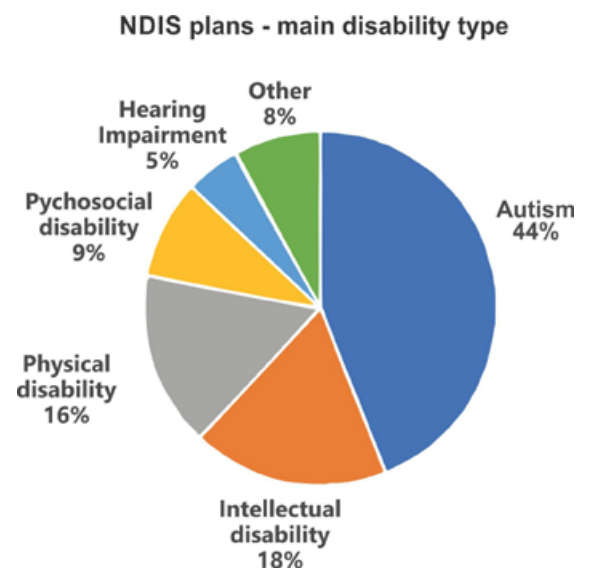
The Census also showed that 33,606 people on the Central Coast are providing unpaid care to a person due to disability, long term illness or old age. Many people in caring roles do not identify as carers and are not linked to services and supports that can assist them.

As you get older, you are more likely to have a disability. For example, only one in eight people under the age of 65 have some level of disability. But one in two people aged 65 or more have a disability.

There are about 8,096 people with active NDIS plans on the Central Coast (as at March 2021).

NDIS plans – main disability type

There are many people with disability on the Central Coast who cannot access NDIS or who do not need it. The highest number of people on NDIS plans are aged between 7 and 14 years, largely due to the high numbers in this age group with autism.



Did you know:



4.4% of people with disability use a wheelchair



1 in 6 Australians are affected by hearing loss and about 30,000 are Deaf Auslan users with total hearing loss



120,000 people in NSW are blind or have low vision (Vision Australia 2020)

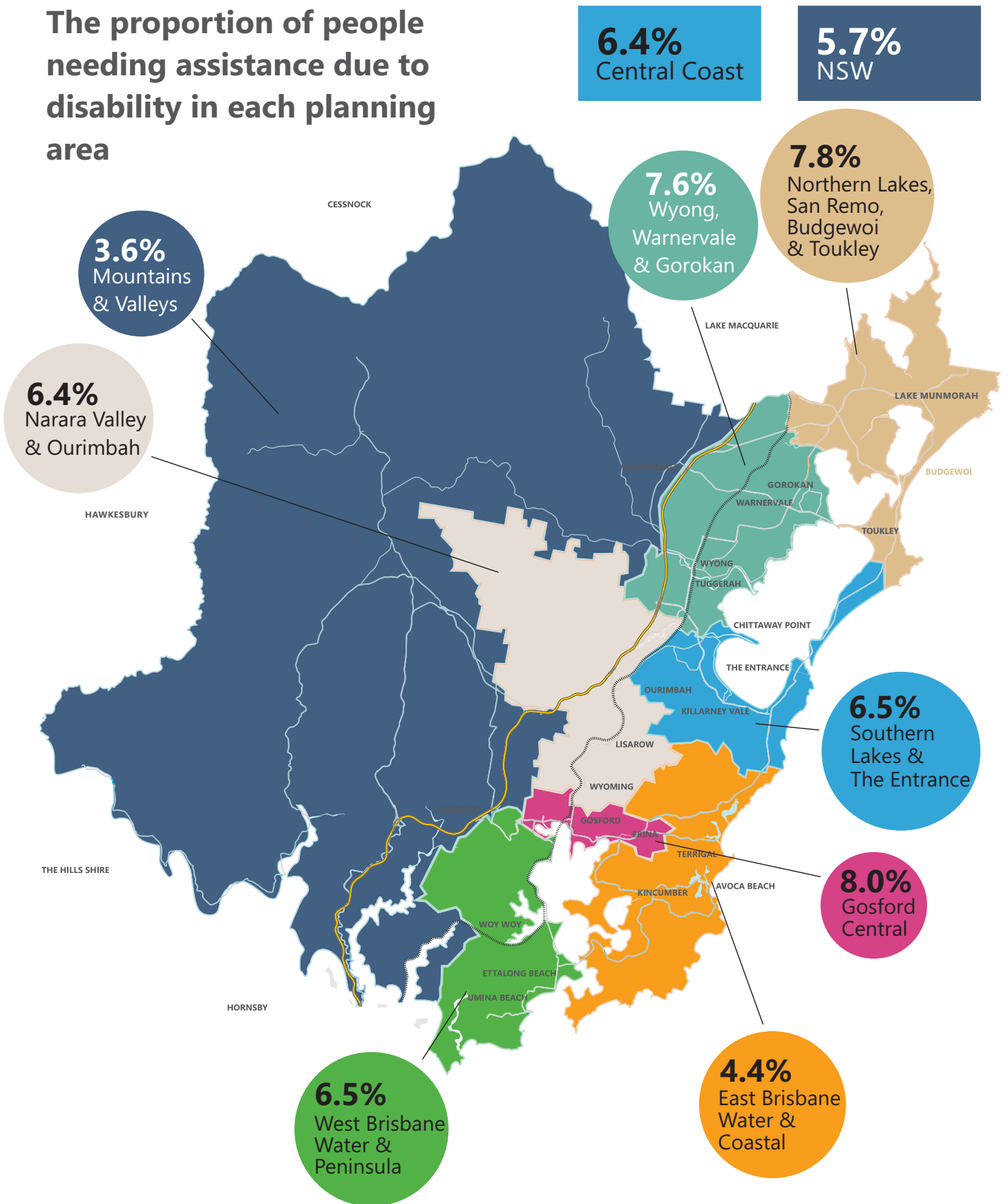


45% of Australians aged 16–85 years, experience a mental health condition during their lifetime. 3 million Australians live with anxiety and depression.



472,000 Australians are estimated to have dementia (2021). About 250 more people join this group everyday (Dementia Australia)

The proportion of people needing assistance due to disability in each planning area



Fact Sheet 3

How we involved our Community in creating Council's Disability Inclusion Action Plan 2021–2025

Due to the coronavirus and public health orders, we could not consult with the community in our usual way. We had to use online methods, such as online surveys and online forums. While this worked well for some people, it was not accessible for others. Auslan interpreters and captioning made the forums accessible for some, however, others struggled with the technology or did not have access to the internet or devices. Many people are just more comfortable to talk face to face.

When restrictions eased, we held extra face to face meetings to make sure we heard from people who did not join the online options, including the Aboriginal and Deaf communities.

Throughout the community engagement phase and development of the Action Plan, we met with and took advice from Council's Access and Inclusion Reference Group. For example, this included reviewing the survey questions through to defining actions.



Call to Action

A page was created on Council's Your Voice Our Coast website to invite people to have a say about the new Disability Inclusion Action Plan. This page included:

- a link to the online survey for people with disability, families and carers
- a link to the Easy English survey (image based with simple language)
- information on where to get a hard copy survey
- a link to the online survey for people working in the disability sector
- information about the online forums and how to register, including information in Easy English
- different options for having a say (e.g. such as video)
- contact details for staff who could assist

The opportunity to have a say was advertised widely and promoted through both Council and community networks, newspapers and social media.

Surveys (online, hardcopy and Easy English)

The survey for people with disability, families and carers was completed by 83 people, with over half being people with disability themselves. They ranged in age from under 18 to 85 plus and live across all parts of the Central Coast.

The survey for sector workers was completed by 62 people.

Online forums

Three online community forums were held using Zoom and Teams. Auslan interpreters attended each forum. 11 community members attended these forums.

Discussions were also held at three interagency meetings for Central Coast service providers, reaching 39 people.

Interviews (phone, online and face to face)

Interviews or focus groups were held with an additional 33 people to reach those groups who did not join the online options. This included people from the Aboriginal and Deaf communities and people with lived experience of dementia, mental health conditions and cerebral palsy.

Those people who participated provided very high quality, detailed and practical input that was used to develop the action plan.

Priority groups

The Disability Inclusion Act and the new Disability Inclusion Action Plan Guidelines 2021 acknowledge the specific needs of women, children and young people, Aboriginal people and culturally and linguistically diverse people. The new guidelines also include the LGBTQIA community. Throughout the community engagement we made sure that we listened to the needs of these groups. We recognise that some people face 'intersectional inequality' which means that they may face disadvantage due to other aspects, as well as disability.

- **Women**
79% of community members who completed surveys were women. While many of them were carers, 30 were women with a disability themselves. Consultation included Aboriginal women and women from culturally and linguistically diverse backgrounds. Women are also strongly represented on the Access and Inclusion Reference Group.
- **Men**
17% of people who completed surveys were men, including men with disability and carers. Men with disability were also represented in the Access and Inclusion Reference Group, online forums and focus groups, including Aboriginal men.
- **Children and young people**
Due to public health orders, the inability to visit schools and the use of online methods, direct engagement with children was limited. However, we did consult with carers of children with disability, the Department of Education, the school leavers interagency and service providers supporting young people with disability.
- **Aboriginal community**
Sit downs were arranged with Aboriginal representatives, including both people with disability and sector workers. As a result, 16 Aboriginal people shared their views with us through interviews and focus groups.
- **Linguistically and Culturally Diverse community**
Of the people who completed the survey, 11% spoke a language other than English at home. This is twice the rate of our general community as only 5.8% of our total community speak a language other than English at home. We also have culturally and linguistically diverse representatives on Council's Access and Inclusion Reference Group. People from the CALD community also participated in the community forums and phone interviews.
- **LGBTQIA+**
7% of people who completed our survey identified as LGBTQIA+. We consulted with Central Coast Pride in the development of the survey.
- **Carers**
Under the *NSW Carers (Recognition) Act 2010* public sector agencies, including local councils, are required to understand and acknowledge the important role of carers in our community. We are also required to consult with carers, which we have done through the survey, forums and through discussions with Carers NSW.

Of people who completed the survey, 44% were carers and another 10% were carers who also have a disability themselves. Carers are represented on the Access and Inclusion Reference Group. The particular needs of carers of people with mental illness and older carers were raised during the consultation.

Working with the Access and Inclusion Reference Group

All the comments from the community were brought together under the four focus areas which are 'Attitudes and Behaviours', 'Liveable Communities', 'Employment' and 'Systems and Processes'. These were shared with Council's Access and Inclusion Reference Group. This group is made up of people with lived experience of disability from the Central Coast community. This group includes people with a range of disabilities, carers and service providers. Together we developed recommended actions to respond to what the community asked for.

We also worked with an Internal Reference Group of Unit and Section Managers from across Council to build understanding and make sure the actions proposed could be delivered.

Fact Sheet 4



This survey was done to inform Council's Disability Inclusion Action Plan 2021–2025

What is working well for people with a disability living on the Central Coast?

- 56% People are generally accepting of people with a disability
- 51% Public places are generally accessible
- 46% I can get out in the natural environment
- 45% There are good service providers on the Central Coast
- 36% Business are generally accessible

What challenges or barriers do you experience on the Central Coast?

- 57% Getting around/public transport
- 43% I can't get information about accessible aspects of public places allowing me to plan ahead
- 37% Getting the support I need
- 37% Public areas are not accessible
- 32% Suitable/affordable housing



Top 10: changes people with disability would make on the Central Coast

1. Footpaths that are safer, flatter and connected
2. Accessible public places with seats, shade and accessible toilets
3. Accessible natural areas, like the beach and bush
4. More activities that people with disability can join in
5. Make local businesses more accessible
6. Increase services for people with disability
7. Improve public transport for people with disability
8. Increase and control accessible parking (stop misuse)
9. Educate the community about disability
10. More job opportunities and training for people with a disability

Do you experience any challenges or barriers when getting around?

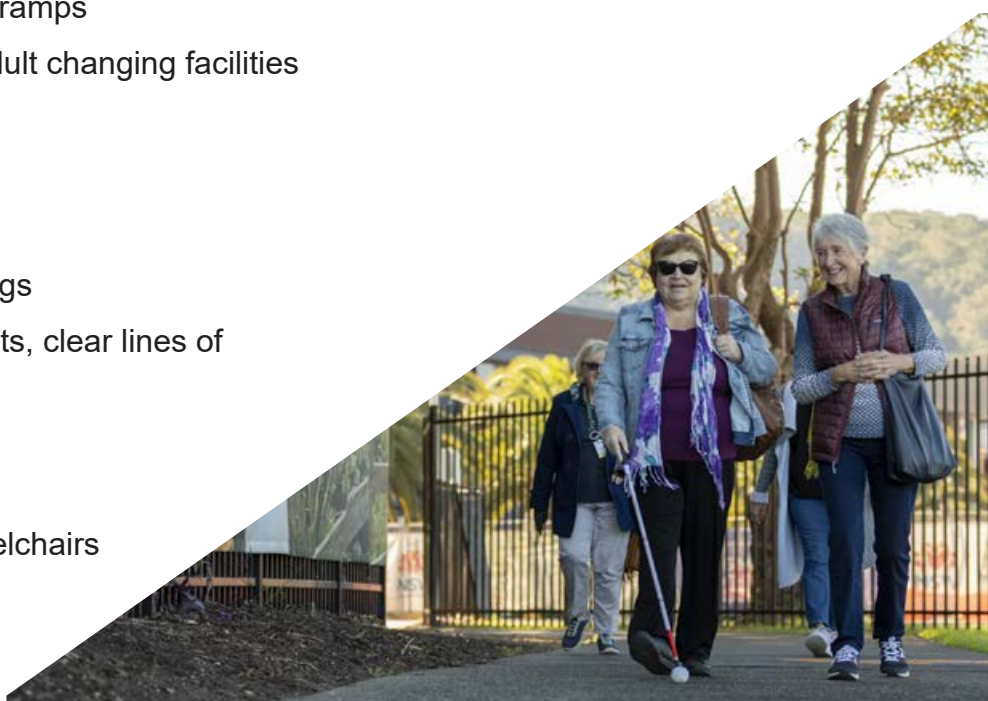
- 68% Unsafe pathways
- 64% Lack of pathways
- 33% Inaccessible transport (such as no lift at train station)
- 27% Not frequent enough public transport

What are the top places and spaces you would like to go that are not accessible?

- 57% Bushlands and natural areas
- 56% Beaches
- 22% Pools and leisure centres
- 21% Train stations
- 20% Playgrounds

Top 10 things that make places and spaces more accessible

1. Accessible pathways and kerb ramps
2. Accessible public toilets and adult changing facilities
3. Accessible parking
4. Seating in public places
5. Disability confident staff
6. Accessible entrances to buildings
7. Inclusive design (counter heights, clear lines of sight, wide doorways)
8. Shade and shelter
9. Pick up and drop off zones
10. Beach matting and beach wheelchairs



What changes would you like local businesses to make so that they are more inclusive and accessible?

- 86% Installing ramps and the entrance and fitting handrails
- 83% Staff trained in disability awareness and inclusive practices
- 83% Providing accessible toilet facilities
- 79% Having a suitable counter height for people who use a wheelchair
- 74% More accessible parking spaces

How can information be made more accessible and inclusive?

- 47% Accessible layouts
- 39% Easy English version
- 35% Actively getting information to isolated groups
- 30% Hard copy information
- 27% Image descriptions
- 24% Video with captioning

What information do you want?

- 85% Information about what is accessible (events, activities, programs, community facilities, outdoor spaces)
- 77% What's happening in my community that I can participate in
- 55% How to get help when I need it (such as NDIS, support services)
- 49% Information about Council services
- 37% Emergency information in an accessible format

What Council programs do you participate in now?

- 51% Community events and activities
- 34% Library services
- 24% Arts and culture programs
- 23% Major events
- 19% Sports and recreation programs



How could we improve Council programs to be more inclusive and accessible?

- 80% Have staff that are disability confident
- 71% Disability friendly venue set up
- 70% Promoting how they are accessible
- 67% Wheelchair accessible
- 39% Promote them in an accessible way (such as plain English, accessible format, hard copy, audio)

Top 8 things that people with disability say would make it easier to interact with Council

1. Train staff to be disability confident
2. A clear, up to date website, with information on what is on and what is accessible
3. Regular engagement with people with disability, such as through the Access and Inclusion Reference Group
4. More online communication and options, like social media, skype calls and online forums
5. Better physical access - seating, parking, counter heights, ramps etc
6. Better customer service - make sure you respond, a quicker response
7. Have a dedicated person to assist/advocate for people with disability, like Council's Disability Inclusion Officer
8. Have a variety of options and formats like hard copy, Easy English, phone, video, audio, Auslan interpretation

What would help stop discrimination and build positive attitudes towards people with disability?

1. Educate the community about disability
2. Improve the built environment
3. Provide opportunities for people with and without disability to interact e.g. inclusive sport and community activities
4. Educate people about invisible disabilities
5. Educate school kids about disability
6. Provide jobs for people with disability that are public facing and leadership roles
7. Represent people with disability in the media – positive stories and advertising.

Survey results from people who work in the disability sector

What challenges or barriers do you think have the most impact on people living with a disability on the Central Coast?

- 71% Getting a good job
- 60% Getting arounds/public transport
- 58% Suitable/affordable housing
- 48% Choice and control in their own lives
- 46% Having a say in their community
- 44% Discrimination
- 44% Getting the support that is needed
- 42% Public areas are not accessible
- 40% Information about how accessible public places are to plan in advance
- 37% Access to training/education

How are people with disability discriminated against?

- 71% Needs of people with disability not considered
- 63% They were ignored
- 49% Buildings not accessible (entrance, counter height, stairs only)
- 46% Public space or facilities not accessible or inclusive
- 37% Verbal insult
- 31% Refusal of reasonable adjustment

Fact Sheet 5

Central Coast Council's access and inclusion achievements so far



Attitudes and Behaviours

Achievements so far include:

- Targeted disability awareness training provided to Council staff
- Disability awareness training provided to all new staff at inductions
- Deaf Awareness/Auslan workshops provided to staff
- International Day of People with Disability celebrated each year. This year we promoted inclusion in local sport and active recreation
- Disability awareness campaigns run to educate the community about disability inclusion, such as:
 - A photographic exhibition with Central Coast ARAFMI to raise awareness of Mental Health as an invisible disability
 - 'Seen & Heard' inclusive arts project delivered in partnership with Musicians Making a Difference and Ability Links where young people living with a disability could creatively raise awareness about access and inclusion.
- Education for local businesses on how to be more accessible and expand their customer base through a series of local business forums and the distribution of a Business Resource Kit.





Liveable Communities

Achievements so far include:

- Universal Design Guidelines and Planning Accessible Events Guide developed to help staff create more accessible places and events

- Pedestrian and Access Mobility Plan (PAMP) developed to guide footpath improvements



- Access maps created for Budgewoi, The Entrance, Wyong and Umina Beach town centres



- Access audits completed in key locations so access upgrades can be planned

- Beach matting installed at Umina Beach, Ocean Beach and Toowoyn Bay



- Beach wheelchairs provided for use at 12 of our beaches

- Accessible play spaces provided, using the 'Everyone Can Play Guidelines'. Examples are Saltwater Creek and Canton Beach.



- A adjustable dual height service counter installed at Erina Library



- New hearing loops installed at Gosford and Wyong Council Chambers and The Erina Centre



- Customer service areas at Wyong Administration Building upgraded to improve accessibility

- Capital works projects have been completed to enhance accessibility in areas regularly visited by tourists and residents including:

- The Terrigal Boardwalk provides a continuous path of travel including at entry and exit points
- An accessible adult change facility has been installed at Gosford Olympic Pool, an adult change room at Peninsula Leisure Centre and other accessibility upgrades to Wyong Pool and Lake Haven Leisure Centre
- Wheelchair accessible picnic tables, shelters, pathways and barbecues have been installed at Memorial Park, The Entrance
- The walkway between the Surf Club and the eastern rock shelf at Avoca Beach has been renewed
- An accessible viewing platform has been installed overlooking Umina Beach
- The Koolewong boat ramp, jetty and foreshore have been upgraded to increase accessibility including ramped access to the jetty
- Pathways to fishing platforms have been installed at Gwandalan and Terilbah Reserve, The Entrance
- Access improvements made to Chittaway Lions Park play space, creating an inclusive play space for the whole community
- An access audit to guide improvements at Kincumber Mountain
- Access improvements made to 86 bus stops
- Providing the 'Including You' sensory tent at a range of key community events including The Lakes Festival, Harmony Day, Christmas at The Entrance, Australia Day at Woy Woy, Budgewoi Festival, Coastal Twist and International Day of People with a Disability. The tent provides information, equipment (such as noise cancelling headphones) and a calm place for time out
- Incorporating accessible text and formats into directional signs



Employment

Achievements to date include:

- Launching a new work experience program that specifically includes people with disability
- Updating our recruitment process to include a diversity and inclusion statement in job advertisements
- Allowing for reasonable adjustments in the application process and in the workplace
- Starting to collect workforce diversity data
- Featuring Kincumber Library as one of the accessible workplaces in the factual ABC TV series 'Employable Me'



Council apprentice awarded the 2018 NSW Regional Training Services Award in the category of Student with a Disability!

Metal Fabrication Apprentice, Mitchell Vangelatos, attributes his successes in the program to his work team at Central Coast Council. Mitchell said "I have learnt a lot in such a short time and I'm really enjoying it but I couldn't have done it without the support of my Plant and Fleet team".

Mitchell's Team Leader had nothing but positive feedback on his new apprentice. Council's Team leader Mobile Plant Workshop, Len Persson said "Mitchell is passionate about learning his trade (metal fabrication) and working with his team. Having Mitch as part of our team is also a great example of how Council's values have allowed him to manage his disability while providing the necessary environment for him to succeed".

Systems and Processes

- Appointment of a permanent Disability Inclusion Officer
- Improving the accessibility of our website, compatible with Web Content Accessibility Guidelines (WCAG2.0)
- Information on the accessible features of local play spaces and beaches is included on the website
- Information on improved beach access and how to access a beach wheelchair is included on the website
- Access and Inclusion Reference Group was established, made up of people with lived experience of disability. They have been assisting Council to oversee the implementation of the 2017–2021 plan and have participated in the development of this plan
- Companion card is now accepted at all Council venues that charge an entrance fee
- Auslan interpreters have been provided at Council events including the inaugural Innovation Series, Australia Day presentations at Woy Woy, Sydney Comedy Festival, The Sapphires and Possum Magic
- Accessible library resources such as large print, audio resources, electronic resources and collections for people with dyslexia
- Providing waste bin collection service for eligible people
- Providing programs and services that support access and inclusion such as:
 - Ultimate Gamer – gaming competition for young people open to all levels of ability and gaming experience and particularly appealing to those on the autism spectrum
 - Grants workshop tailored for the Disability sector
 - Education for sports and active recreation providers to increase participation of people with disabilities in mainstream sport



Fact Sheet 6

Central Coast Council Statement of Commitment and Guiding Principles for Disability Inclusion



Statement of Commitment

Central Coast Council is committed to improving access and inclusion for people with disability.

It seeks to do this by:

- Continuing to raise awareness of the needs and rights of people with disability and why inclusion is important
- Promoting positive stories and representation of people with disability
- Continuing to embed the principles and practices of access, inclusion and universal design across all areas of Council's programs, services, facilities and information
- Implementing the DIAP to achieve real and practical outcomes for people with disability in the community
- Working with the Access and Inclusion Reference Group (made up of people with lived experience of disability and sector workers) to ensure that this Plan is delivered as intended and meets the requirements of people with disability in our community
- Ongoing and meaningful dialogue with people with disability, their families and carers
- Collaborating and partnering with community, business, service providers and government agencies to bring to life real solutions for improved inclusion

Guiding Principles

Central Coast Council is also developing a Social Inclusion Charter that will embed the principles of social justice and human rights into Council's decision making. The principles of the Social Inclusion Charter also help to inform Council's Disability Inclusion Action Plan.

- 1. First Peoples** – Central Coast Council acknowledges and pays respect to the traditional owners and custodians of the Central Coast lands and waters. We acknowledge the specific needs of Aboriginal people with disability and the positive example of inclusion that Aboriginal cultures show us.
- 2. Rights** – Human rights are universal and apply to people with disability equally. People with disability have the right to be treated with respect, equality and dignity. People with disability have the right to participate in decisions that directly affect their lives.
- 3. Inclusion** – Inclusion is about proactively seeking the participation and views of diverse communities, including people with disability. This will help to ensure that services, programs and policies reflect the needs and aspirations of everyone and are accessible.

4. **Access through universal design**– there should be equality of access to services, programs and resources, recognising that some people may need additional support to gain access. This includes access by people with disability to Council’s services, programs and resources.
5. **Equity** - means that resources are allocated according to need with the aim of achieving more equal outcomes, that is, more resources for those with greater needs or barriers to access. People with disability face additional barriers so may require additional support to achieve equal access.
6. **Participation** – people can participate in planning and decision- making processes that affect their lives. This is very relevant to people with disability in our community.

We recognise the equal human rights of people with disability and value the contributions that people with disability make to our community.



Fact Sheet 7

Culture Is Inclusion



The First Peoples Disability Network (FPDN) has released a report on the experiences of Aboriginal and Torres Strait Islander people with disability, *Culture Is Inclusion*. The key finding is that connection to, and participation in cultural and community events is powerful in overcoming the negative effects of discrimination and exclusion for first peoples with disability.

Disability in Aboriginal and Torres Strait Islander communities is twice as prevalent and more complex, being likely to involve more than one disability, compared to other Australians. They also experience 'intersectional discrimination' and inequality that impacts on access to disability services, health, education, employment, housing and transport.

But Aboriginal and Torres Strait Islander people with disability participate in cultural and community activities on par with other Aboriginal and Torres Strait Islander people. That culture of inclusion helps to mitigate the effects of intersectional inequality and supports the social health and wellbeing of Aboriginal and Torres Strait Islander people with disability.





Fact Sheet 8

Disability Policy and Legislation



The following international, national and state policies and plans aim to create environments that support people with disabilities and their carers to live their best lives and provide an important context for this Plan.

International



[United Nations – UN Convention on the Rights of Persons with Disabilities \(2006\)](#)

The Convention aims to promote and protect full human rights and freedoms for all people with disability. Australia signed up to the Convention in 2008.

This means Australia must follow these 8 principles set out in the Convention to improve disability inclusion:

- respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- non-discrimination
- full and effective participation and inclusion in society
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- equality of opportunity
- accessibility
- equality between men and women
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.



National

[National Disability Strategy 2010–2020](#)

(under review)



This national strategy sets out how Australia will meet its obligations under the UN Convention on the Rights of Persons with Disabilities (2006). A new National Disability Strategy is being developed.

[Disability Discrimination Act 1992](#)

The *Disability Discrimination Act 1992 (DDA)* makes disability discrimination against the law. It aims to:

- stop discrimination against people with disability
- ensure people with disability are equal under the law
- educate the community that people with disability have the same rights as the rest of the community.

The DDA makes it unlawful for any person or organisation, including Council and its staff, to directly or indirectly discriminate against a person with disability. Complaints of discrimination under this law can be lodged with the Australian Human Rights Commission.

There is a series of Disability Standards and Guidelines which provide more detail on what the Act means for access to buildings, education, public transport, web access and insurance. These can be access via:

humanrights.gov.au/our-work/disability-rights/disability-standards

State



[NSW Disability Inclusion Act 2014](#) (under review)

The Disability Inclusion Act 2014 says Council must:

- Have a Disability Inclusion Action Plan in place that sets out the actions Council will take so that people with a disability can access the general supports and services available in the community and can participate fully in the community.
- Consult with people with a disability to prepare the Action Plan
- State how Council will have regard to the Disability Principles in its dealings with matters related to people with disability.

The Act recognises the needs of particular groups of people with disability, being Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, women and children.

The Act has been reviewed and changes have been recommended. However, the requirements of the new Act will not be known until they have been passed by both houses of Parliament.

[NSW Disability Inclusion Plan](#)

This plan is also under review. It is expected that the new plan will have the same four focus areas, which are:

1. Developing positive attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to mainstream services through better systems and processes

Other relevant laws:

- [NSW Anti-Discrimination Act 1977](#)
- [NSW Local Government Act 1993](#)
- [NSW Carers \(Recognition\) Act 2010](#)

Links to other Council Plans and Strategies

This Plan is part of Council's broader planning framework called *One Central Coast* (Community Strategic Plan 2018-2028) which sets the direction for our community over the next 10 years. The DIAP aligns with the broad themes of *One Central Coast*: Belonging, Smart, Green, Responsible and Liveable. It will inform the actions of Council's Delivery Program and Operational Plan.

The DIAP is also linked to the following Council Plans:

- Central Coast Cultural Plan 2020-2025
- Central Coast Affordable and Alternative Housing Strategy
- Central Coast Youth Strategy 2019-2024
- Central Coast Pedestrian and Mobility Plan 2019-2020
- Central Coast Positive Ageing Strategy 2021-2026
- Equity, Diversity and Respect Policy, August 2017
- Workforce Management Strategy 2018-2022
- Engagement Framework 2017

Fact Sheet 9

Principles of Universal Design



Universal design is about designing things to be as accessible as possible to the broadest range of people. This means that as many people as possible can use a place, product or service, including people of all abilities, ages and cultural backgrounds. For example, if a building is universally designed then people with disability will be able to access it in the same way as everyone else. If communication is universally designed then the broadest range of people will be able to get that information and understand it.

These are the 7 Principles of Universal Design:

- Equitable Use – everyone can use it
- Flexibility in Use – adaptable to everyone’s needs
- Simple and Intuitive Use – easy for everyone to work it out
- Perceptible Information – everyone can access and understand it
- Tolerance for Error – easy for everyone to use
- Low Physical Effort – easy for everyone to use
- Size and Space for Approach and Use – useable by people of all shapes and sizes

The Goals of Universal Design are:

- Body fit
- Comfort
- Awareness
- Understanding
- Wellness
- Social integration
- Personalisation
- Cultural appropriateness

The principles guide a wide range of design disciplines including:

- Environments
- Products
- Communications
- Services



Fact Sheet 10

The Disability Principles of the Disability Inclusion Act 2014



The Disability Principles stated in the Act are:

- a. People with disability have an inherent right to respect for their worth and dignity as individuals.
- b. People with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience.
- c. People with disability have the right to realise their physical, social, sexual, reproductive, emotional and intellectual capacities.
- d. People with disability have the same rights as other members of the community to make decisions that affect their lives (including decisions involving risk) to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support.
- e. People with disability have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs.
- f. The right to privacy and confidentiality for people with disability is to be respected.
- g. People with disability have the right to live free from neglect, abuse and exploitation.



- h. People with disability have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices.
- i. People with disability have the same right as other members of the community to pursue complaints.
- j. The crucial role of families, carers and other significant persons in the lives of people with disability, and the importance of preserving relationships with families, carers and other significant persons, is to be acknowledged and respected. The NSW Carers Charter under the Carers (Recognition) Act 2010 recognises the role and contribution of carers to our community and to the people they care for.
- k. The needs of children with disability as they mature, and their rights as equal members of the community, are to be respected.
- l. The changing abilities, strengths, goals and needs of people with disability as they age are to be respected.

In addition, the Disability Principles include principles that recognise the needs of particular groups:

- Supports and services provided to Aboriginal and Torres Strait Islander people with disability are to be provided in a way that:
 - Recognises that Aboriginal and Torres Strait Islander people have a right to respect and acknowledgment as the first peoples of Australia and for their unique history, culture and kinship relationships and connection to their traditional land and waters, and
 - Recognises that many Aboriginal and Torres Strait Islander people with disability may face multiple disadvantage, and
 - addresses that disadvantage and the needs of Aboriginal and Torres Strait Islander people with disability, and
 - Is informed by working in partnership with Aboriginal and Torres Strait Islander people with disability to enhance their lives.
- Supports and services provided to people with disability from culturally and linguistically diverse backgrounds are to be provided in a way that:
 - Recognises that cultural, language and other differences may create barriers to providing the supports and services, and
 - Addresses those barriers and the needs of those people with disability, and
 - Is informed by consultation with their communities.

- Supports and services provided to women with disability are to be provided in a way that:
 - Recognises that women with disability may face multiple disadvantage and are potentially more vulnerable to risk of abuse or exploitation, and
 - Addresses that disadvantage and risk, and the needs of women with disability, and
 - Is informed by consultation with women with disability.
- Supports and services provided to children with disability are to be provided in a way that:
 - Recognises that a child with disability has the right to a full life in conditions that ensure the child's dignity, promote self-reliance and facilitate the child's active and full participation in family, cultural and social life, and
 - Recognises that children are more vulnerable to risk of abuse or exploitation, and
 - Addresses that right and risk, and ensures the best interests of the child is the primary concern in making decisions affecting the child while also respecting the responsibilities, rights and duties of a parent or other person legally responsible for the child in relation to giving appropriate direction and guidance for the child's welfare, and
 - Respects the views of the child with disability (having regard to the child's age and maturity)



DIAP – References

ABS, Census of Population and Housing 2016. Compiled and presented by .id, the population experts.

<https://profile.id.com.au/central-coast-nsw/assistance-communities-interest>

AIHW (October 2020) People with Disability in Australia

<https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/summary>

Carers NSW <https://www.carersnsw.org.au/>

Central Coast Council Disability Inclusion Action Plan 2017 – 2021

<https://cdn.centralcoast.nsw.gov.au/sites/default/files/documents/policies-register/affordable-housing/disability-inclusion-action-plan/disabilityinclusionactionplan2017-residents.pdf>

Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2018C00125>

For Disability Standards and Guidelines, go to:

<https://humanrights.gov.au/our-work/disability-rights/disability-standards>

Disability Inclusion Act 2014 (under review)

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

First Peoples Disability Network Australia <https://fpdn.org.au/>

National Disability Strategy 2010 – 2020 (under review)

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>

NDIS (2020) <https://data.ndis.gov.au/data-downloads> (accessed 23 Dec 2020)

NSW Anti-Discrimination Act 1977

<https://www.legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>

NSW Disability Inclusion Plan (under review)

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

NSW Carers (Recognition) Act 2010

<https://www.legislation.nsw.gov.au/view/whole/html/inforce/current/act-2010-020>

NSW Local Government Act 1993

<https://www.legislation.nsw.gov.au/view/html/inforce/current/act-1993-030>

United Nations (2006) The Convention on the Rights of Persons with Disabilities.

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>



Disability Inclusion Action Plan Part 2: Resources for the Community

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