Central Coast Council

Disability Inclusion Action Plan

2026-2030







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Acknowledgment of Country

We acknowledge the Traditional Custodians of the land on which we live, work and play.

We pay our respects to Darkinjung country, and Elders past and present.

We recognise the continued connection to these lands and waterways and extend this acknowledgement to the homelands and stories of those who also call this place home.

We recognise our future leaders and the shared responsibility to care for and protect our place and people.

Mayors Message



I'm pleased to present Council's 2026-2030 Disability Inclusion Action Plan. This four-year plan sets out the practical steps we'll take to make our community more accessible and enjoyable.

Council is committed to creating an accessible and inclusive community for people living with disability. Since the development of our previous plan, we've installed beach matting, widened footpaths, upgraded outdoor play spaces with accessible features, improved bus stop accessibility, ensured Council's outdoor events adopt inclusive practices, and supported inclusive sports days, and more.

This action plan explores the themes of positive community attitudes and behaviours, liveable communities, meaningful employment opportunities, and accessible systems and processes. Our goal is to ensure fair and equitable access in all these areas.

Improving access and inclusion improves quality of life.

Thank you to everyone who provided feedback, in community workshops, at shopping centre pop-ups and through our online surveys. Your ideas about what's working well and what can be improved has helped to shape this action plan.

Heartfelt thanks to Council's Access and Inclusion Reference Group, who continue to provide important guidance through their expertise and lived experience.

Through this plan, we're committed to working together to create more positive outcomes in our community.

Lawrie McKinna
Mayor, Central Coast Council

Accessibility

More accessible versions of this Plan including Easy Read, an Auslan version and a one-page overview can be found on our website:

Accessibility and Inclusion | Central Coast Council

In response to feedback from members of the disability community, this document uses full word citations instead of acronyms and abbreviations.



Why planning for access and inclusion matters on the Central Coast

1



Why planning for access and inclusion matters on the Central Coast

1.1 Access and inclusion is important

Access and inclusion matters because everyone should be able to take part in everyday life - whether that's going to school or work, attending events, using public transport, enjoying parks and libraries, or just catching up with friends at a café. When spaces and services aren't accessible, people with disability can be excluded from opportunities that others take for granted.

Disability comes in many forms. Some disabilities are visible, like using a wheelchair or mobility aid, but many are not. People can be neurodivergent, have chronic health conditions, sensory processing differences, or mental health challenges. Just because you can't see a disability doesn't mean it isn't there. That's why access and inclusion is about being thoughtful, flexible and based on listening to individual needs and lived experience.

Access and inclusion is not just about physical access like ramps and lifts but also about making sure information is easy to access, read and understand, that staff are welcoming and respectful, and systems are set up to include everyone. True inclusion means thinking about what might create a barrier for someone and removing those barriers.

When we design communities and services with everyone in mind, we create a better place for all of us. Parents with prams, older people and people with temporary injuries all benefit from accessible design. Inclusion isn't just the right thing to do, it makes our communities more welcoming, connected and fair.

People with disability are experts in their own lives, and inclusion means valuing their voice and experience. People are not disabled by their impairment, but disabled by the social, physical and economic barriers in our society. It's our collective responsibility to identify and remove those barriers.

At the heart of access and inclusion is respect. It's about recognising the rights of people with disability to live with dignity, make choices, and be included in all areas of community life. When we remove barriers and challenge assumptions, we build a stronger community for everyone.





East Gosford Gallery

Access and inclusion matters because there are a lot of people with disability on the Central Coast

On the Central Coast, more people are living with disability or chronic illness, are older, or are carers for someone with disability compared to Greater Sydney

- **7%** of us on the Central Coast have a disability (compared to **5%** of people in Greater Sydney)
- **38%** of us have a long-term health condition (compared to **28%** in Greater Sydney)
- **13%** provide unpaid care for others (compared to **11%** in Greater Sydney)
- **22%** of us are aged over 65 years (compared to **11%** in Greater Sydney)
- **11%** have a mental health condition (**6.6%** in Greater Sydney)

In 2021, the ABS reported that 24,000 people living on the Central Coast (**7%** of the population) required assistance with day-to-day activities due to disability.

Over 35,000 people (**13%** of the population) provided unpaid assistance to someone with a disability, long-term illness or who required it because of old age.

There are people with disability living in every suburb across the Central Coast

Some areas of the Central Coast are home to more people with a disability than others:

- Toukley – Canton Beach: **11%**
- Charmhaven – Lake Haven: **10%**
- Erina: **10%**
- Woy Woy – Blackwall: **10%**
- Wyong: **10%**

It matters for Dionne...

Dionne has called the Central Coast home for nearly 40 years. She loves bushwalking, swimming at the beach and camping at Patonga. As a life member of the Central Coast Deaf Group, Dionne has helped organise social events and advocates for better access for the Deaf and Hard of Hearing community. Dionne was born deaf and uses hearing aids, but a lack of interpreters continues to create barriers, especially at Council events. Her wish is for more people to learn Auslan and to be able to attend more events that are Auslan interpreted. For Dionne, inclusion means being able to participate fully in community life and be understood.



East Gosford Gallery



Our Disability Inclusion Action Plan 2026 – 2030

2

Terrigal Walkway

Our Disability Inclusion Action Plan 2026 – 2030

2.1 Our vision

Our vision is that the Central Coast is a place where everyone can participate fully, move around with ease, and feel welcome – whether we live, work, visit or play here.

2.2 What this Plan is about

This Disability Inclusion Action Plan sets out how we can make the Central Coast a place where everyone feels welcome, can get around easily, and take part fully whether they live, work, visit or play.

The Disability Inclusion Action Plan is guided by important laws and principles, both in Australia and internationally, that protect the rights of people with disability.

The Disability Discrimination Act 1992 makes it unlawful to discriminate against someone because of disability. In line with this, Council is committed to making all our services and facilities accessible and inclusive, and meeting the requirements of the Act to the highest possible standard.

In 2008, Australia ratified the United Nations Convention on the Rights of Persons with Disabilities. This marked a major shift in how disability is understood, recognising that people with disability have the same rights as everyone else, and that governments have a responsibility to promote and protect those rights.

In 2021, all levels of government across Australia adopted Australia's Disability Strategy 2021–2031. This national 10-year plan focuses on improving the lives of people with disability, their families, and carers by putting individuals' choices and needs at the centre of decision-making.

In NSW, the Disability Inclusion Act 2014 reinforced this approach. It is based on the Social Model of disability, which says that disability is not about the person or their impairment, but about the barriers they face such as inaccessible environments, negative attitudes, poor communication, and lack of support.

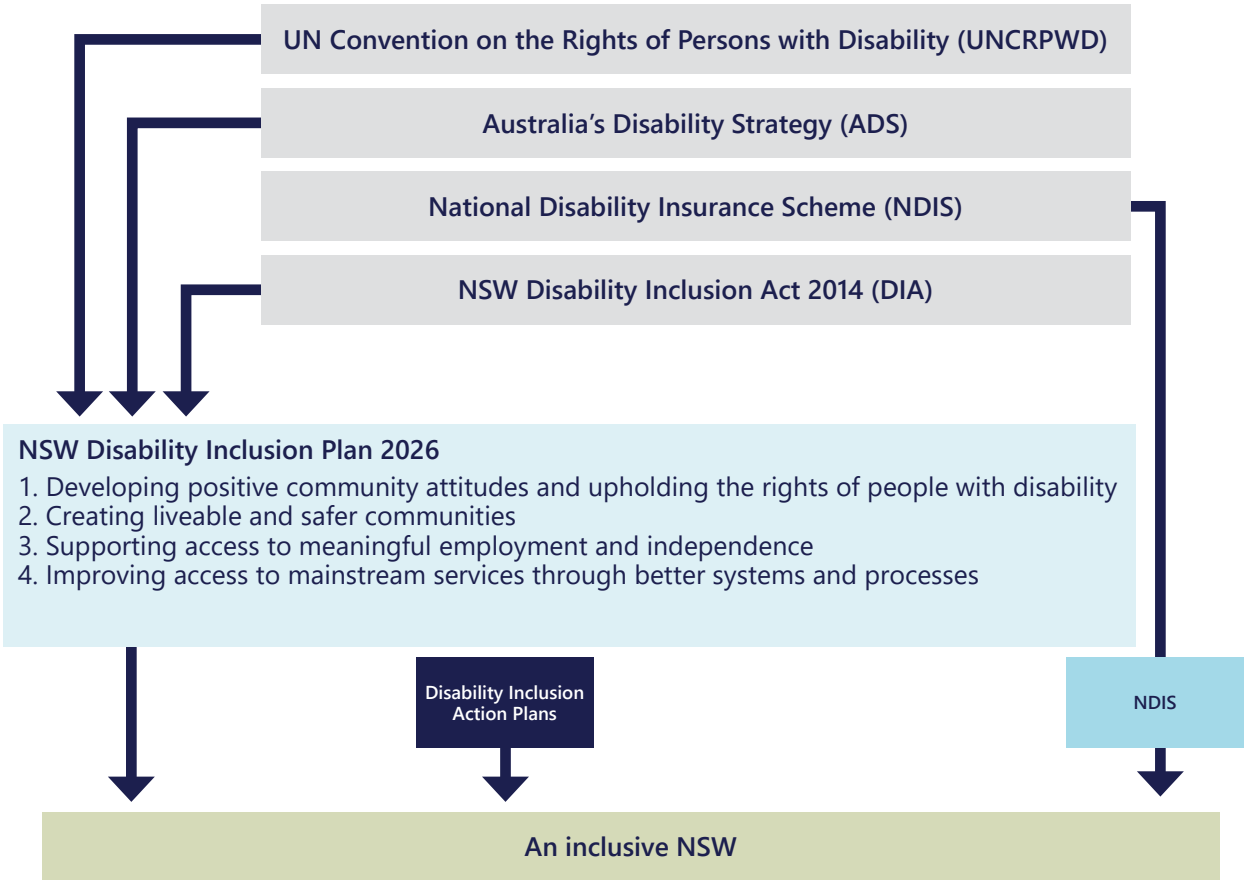
The Act requires all NSW councils to develop a Disability Inclusion Action Plan to put these principles into practice at a local level. Disability Inclusion Action Plans outline the practical steps that local councils will take to drive inclusion for people with disability within their community.

This plan is Central Coast Council's commitment to doing just that.



2.3 How the Disability Inclusion Action Plan fits within the Legislative framework

Our vision is that the Central Coast is a place where everyone can participate fully, move around with ease, and feel welcome – whether we live, work, visit or play here.



Source: Local Government NSW Disability Inclusion Action Planning Guidelines 2022.

Graphic of a flowchart that illustrates how local Council Disability Inclusion Action Plans (DIAPs) integrate into the broader Australian legislative framework, rooted in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The flowchart demonstrates the hierarchy and connectedness from the UN level down to actionable plans at the community level.

2.4 How we developed the Disability Inclusion Action Plan

This plan is informed by extensive research, community and internal staff engagement. We completed the following:

Review of previous Disability Inclusion Action Plan - To see what progress had been made and where there were still gaps.

Strategic review - Aligning with national and state government priorities and Council's plans.

Demographic analysis - Examining the demographic make-up of people with disability and carers in NSW and the Central Coast.

Industry benchmarking - Reviewing other council Disability Inclusion Action Plans to identify what's working elsewhere, where our plan could improve and what actions councils are taking across the state.

Community engagement - Engaging with people with disability, Council's Access and Inclusion Reference Group members, carers, local disability sector, community members and Council staff to understand what's working well and areas for improvement.

Focus areas

3



Focus areas

There are four focus areas that every local government organisation is required by the NSW Government to address in their Disability Inclusion Action Plan.

These focus areas will help us achieve our vision.
They are:

1. Developing positive community attitudes and upholding the rights of people with disability
To increase positive attitudes and behaviours towards people with disability

Negative assumptions and stigma are still major barriers for people with disability. This includes in workplaces, schools, public spaces and in day-to-day interactions. Shifting attitudes takes time, and starts with awareness, creating opportunities to interact and challenging ideas, assumptions and stereotypes. It's not something that happens overnight – it's a long-term goal that we can work towards step by step.

2. Creating liveable and safer communities
To make the Central Coast more accessible, inclusive and liveable.

Liveable Communities is about making sure people with disability have access to all the important parts of community life. That includes safe housing, transport, recreation, events, activities and social connection. It includes physical access, such as well-maintained footpaths, ramps and accessible toilets and ensuring spaces are easy to use, welcoming and meet a range of needs.

3. Supporting access to meaningful employment and independence
To increase employment of people with disability in meaningful roles.

People with disability experience many barriers with finding and keeping a job. Inclusive employment means increased income, reduced social isolation and independence. For businesses, benefits include access to a broader range of skills and dedicated and hardworking staff.

4. Improving access to mainstream services through better systems and processes
To ensure that Council systems, processes, services and communications are accessible, inclusive and easy to navigate.

People with disability should be able to access all the services that are available to the rest of the community as well as have a say about issues that affect them.



Did you know that Central Coast Council has an Access and Inclusion Reference Group to advise us about the needs of people with disability?

The Central Coast Council's Access and Inclusion Reference Group brings together people with lived experience of disability, carers, and professionals from the disability sector to advise Council on how to improve access and inclusion across the region. The group meets regularly to provide feedback on Council plans, policies and services, drawing on their diverse lived experience to highlight barriers and suggest practical ways to address them.

Members come from a range of backgrounds, including those with expertise in advocacy, planning, communication, and accessibility. Their input has helped shape key Council initiatives, including the development of this Disability Inclusion Action Plan, and they're often consulted on matters like infrastructure upgrades, event planning, and community engagement efforts.

The Access and Inclusion Reference Group plays an important advisory role giving Council a direct link to the experiences and insights of people with disability. This helps ensure that policies and services are more inclusive and better reflect the needs of the community. Expressions of interest are opened periodically, and Council encourages people with diverse experiences of disability to apply.







Community Engagement

4

Community engagement

To help shape this new Plan, Central Coast Council ran a broad community engagement program. The aim was to identify and understand the continuing barriers to access, what's working, what could be improved, the progress Council has made over the past four years, and what people want to see in the next plan.

4.1 What we did

More than 450 people took part. We offered a mix of online and in-person options so people could participate in ways that suited them. Activities included:

- An online survey
- A pop-up stall
- One-on-one interviews
- In-person workshops
- Access and Inclusion Reference Group workshop
- Online workshops
- Internal staff workshops
- Community forums
- Focus groups including Central Coast Disability Interagency and local industry/sector groups

4.2 What you told us

The key priorities are:

- Judgement and stigma are still common.
- Continue to raise awareness about disability, its diversity and educate the community and local businesses e.g. promoting the Hidden Disabilities Sunflower.
- Recognition of improvements made to date including making beaches, libraries, playgrounds and walking trails more accessible.
- Despite improvements, many still face barriers getting around such as beach mats not long enough, uneven footpaths, lack of signage, Accessible Adult Changing Facilities and inaccessible toilets.
- A common frustration was the lack of accessibility of information, and the time and energy people spend researching whether a place is accessible – only to discover it isn't when they get there.
- Increasing accessible parking spaces in town centres, beaches, pools, leisure centres, libraries and community facilities.
- Event accessibility and promotion of accessible features.
- More employment opportunities, accessible recruitment practices and welcoming workplaces.
- More regular long-term creative and cultural programs.
- Make it easier to interact with and get information from Council e.g. accessible platforms, Auslan interpreted and Easy English information.
- More deliberate and meaningful engagement with people with disability that is accessible to them.

Read the full engagement report: A full report on all engagement activities held to inform this Disability Inclusion Action Plan can be found on the Council website at **Council Disability Inclusion Action Plan Engagement Report**





Actions

5

Actions

Council is committed to achieving our vision for the Central Coast and to making the Central Coast inclusive and liveable for people with disability.

Some actions from our previous Disability Inclusion Action Plan will continue to be worked on until they are achieved. Below are specific new actions we have set for ourselves for this Plan.

This Plan will commence 1 July 2026 and end on 30 June 2030.

5.1 Attitudes and behaviours

Focus Area: Developing positive community attitudes and upholding the rights of people with disability.

Action	Why	Lead	Key Partners	When	Indicators
AB 1 Educate the community, local businesses and services about disability					
AB 1.1 Deliver an annual community education program and resources for local businesses and tourism providers to become more accessible and inclusive.	Build capacity of local businesses and tourism sector to offer accessible experiences.	Business Economic Development Community Development	Access and Inclusion Reference Group Business Chambers Events and Placemaking Communication, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Program delivered Number of businesses engaged Number of resources developed/ distributed
AB 1.2 Co-design, deliver and promote public awareness campaigns around the diversity of disability and barriers to access e.g. Sunflower Lanyard program Think Outside the Chair and how to get a MLAK.	To challenge assumptions, shift unconscious bias and remove attitudinal barriers so people with disability feel recognised and supported.	Community Development	Access and Inclusion Reference Group Strategic Communications Marketing and Visitor Economy	Year 1 Year 2 Year 3 Year 4	Number of campaigns delivered Campaign reach
AB 2 Build capacity of Council staff to be disability confident					
AB 2.1 Establish an internal working group to lead and champion access and inclusion across Council.	Build internal leadership, awareness and accountability for access and inclusion.	Community Development	People Development	Year 1 Year 2 Year 3 Year 4	Establishment of internal working group Four meetings per year

Action	Why	Lead	Key Partners	When	Indicators
AB 2.2 Deliver co-designed training to Council staff including: • Disability Confidence • Applying Universal Design • Induction training	Council staff are disability confident and provide a positive customer experience. Council staff apply universal design principles in their work and deliverables are accessible to people with disability to the greatest extent possible.	People Development	Community Development Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Training content is codesigned Number of staff who have completed disability awareness training Disability awareness training incorporated into all new staff induction training
AB 2.3 Deliver Disability Awareness training to Executive Leadership Team and Councillors	Council and Executive Leadership Team understand their role in meeting legislative and reporting requirements of the Disability Inclusion Act 2014.	Councillor and Democratic Services	Community Development Access and Inclusion Reference Learning and Development	Year 2 Year 4	All Councillors and Executive Leadership Team are trained All Councillors and Executive Leadership have been briefed on responsibilities and reporting obligations
AB 3 Positive representation of the diversity of people with disability in the community					
AB 3.1 Continue to promote and celebrate International Day of People with Disability.	Celebrate and raise the profile of people with disability across the region.	Community Development	Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Minimum of one campaign or other activity annually to celebrate International Day of People with Disability
AB 3.2 Continue to use images of local people with disability in contemporary and independent ways across Council communications, documents and storytelling.	Local people with disability are represented in Central Coast Council publications	Communications, Engagement and Digital Marketing Marketing and Visitor Economy Community Development	Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Council platforms and publications represent local people with disability in contemporary and independent ways Up to 2 photo shoots annually

Planning for disability inclusion matters for Rachel...

Rachel has lived on the Central Coast for seven years and loves the area's mix of city, country and coast, especially when she's able to walk barefoot on the beach with her assistance dog. She runs her own pet minding hobby business and dreams of travelling the world while educating others about autism and invisible disability. While she has the support of family, friends, a great psychologist and her assistance dog, Rachel still faces challenges being accepted in her community. She says some people where she lives believe people with disability shouldn't live independently. She wants to see more awareness, more kindness and more chances for people with disability to live life on their own terms.



Terrigal walkway

5.2 Liveable communities

Focus Area: Creating liveable and safer communities.

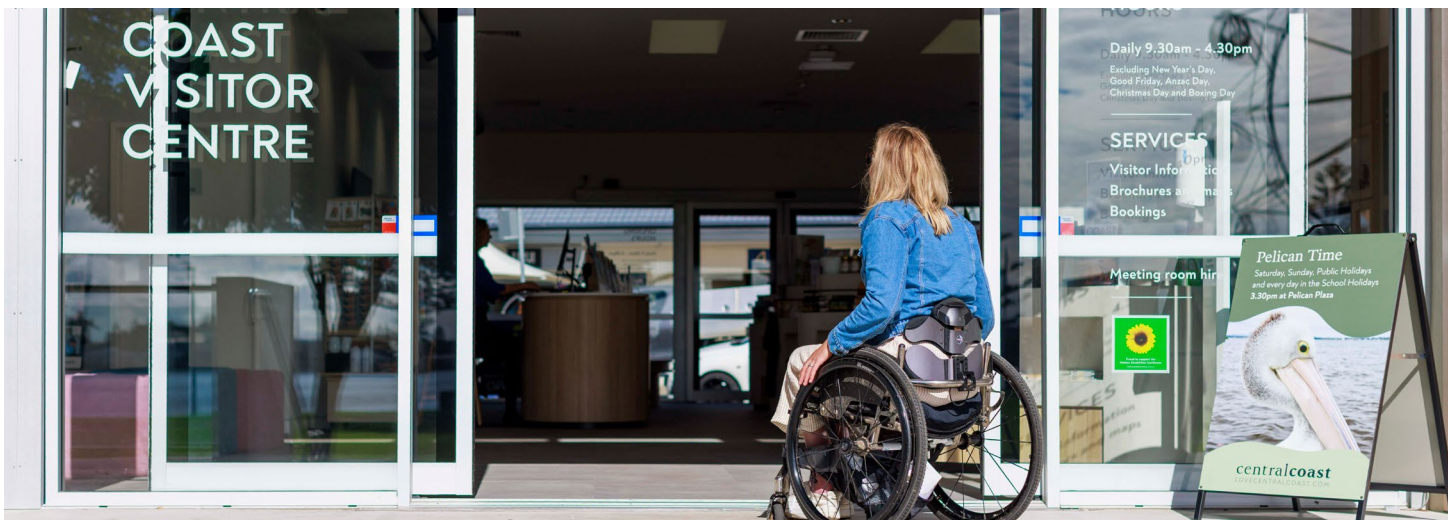
I'm a life member of CC Deaf group and we organise social events for people on the coast who are Deaf or Hard of Hearing. I love going to the movies with open captions, bushwalking, taking my dog for walks and camping at Patonga. We would love more interpreters at the Council events and for them to be better promoted. **(Dionne)**

Action	Why	Lead	Key Partners	When	Indicators
LC 1 Continue to make our natural open spaces and places more accessible and inclusive					
LC 1.1 Improve access to beaches by extending the length and number of beach matting across serviced beaches and providing upgraded beach wheelchairs for people with disability to easily access the shoreline.	Improve beach access and participation in coastal recreation for people with disability.	Beach Safety	Catchments to Coast	Year 2 Year 3 Year 4	Number of improvements to beach accessibility
LC 1.2 Better promote accessible beaches on the Central Coast including through Council platforms, local businesses and tourism operators.	Promote beach access to increase participation in coastal recreation.	Beach Safety	Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Number of promotional activities on accessible beaches on the Central Coast per year Beach accessibility is incorporated into the promotion of opening of the summer patrol season
LC 1.3 Accessibility upgrades and new installations of playspaces are identified, included in planned capital works programs, informed by the Everyone Can Play Guidelines and promoted to the community.	Provide accessible and inclusive play options for people with disability.	Parks and Reserves	Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Number of upgraded play spaces with accessible features Upgrades or new play spaces identified in capital works program Number of playspaces upgraded or installed
LC 1.4 Install wheelchair accessible picnic tables and powered charging points for mobility devices in key public open spaces, parks and town centres.	Offer greater comfort, safety and inclusion in key public spaces, parks and town centres.	Events and Place Making Parks and Reserves Community Services and Facilities Libraries		Year 1 Year 2 Year 3 Year 4	Number of key public open spaces, parks and town centres with wheelchair accessible tables and charging points

Action	Why	Lead	Key Partners	When	Indicators
LC 1.5 Develop a strategic plan to identify key locations for the installation of Accessible Adult Changing Facilities.	Adults with high support needs have access to purpose built changing facilities to change with dignity and extend their stay at the destination.	Strategic Planning	Facilities and Asset Management Community Development Open Space and Recreation Roads and Drainage Access and Inclusion Reference Group	Year 1	Strategic Plan completed
LC 1.6 Deliver a universal design checklist to guide inclusive planning design and upgrades of Council facilities, public spaces and programs.	Supports consistent inclusive design practices that improve accessibility and useability for everyone.	Community Development		Year 3	Checklist developed
LC 2 Make it easier to get around					
LC 2.1 Review Council's active transport plans and continue to upgrade and maintain accessible and continuous paths of travel near community hubs, bus stops, town centres and health services.	People with disability require continuous accessible paths of travel to be able to move around the Central Coast and access their destination in an equitable way.	Roads and Drainage Infrastructure	Transport for NSW Engineering Services Road Construction and Maintenance Procurement and Project Management	Year 1 Year 2 Year 3 Year 4	5km of accessible pathways built, upgraded or renewed
LC 3 Improve accessible parking					
LC 3.1 Review and assess existing accessible parking provisions at key locations including town centres, beaches, pools, leisure centres, libraries and community facilities and identify opportunities to increase and where required, upgrade accessible parking spaces.	Increased availability of accessible parking spaces at key destinations across the Central Coast so people with disability can participate in community life.	Events and Placemaking Leisure and Pools Roads and Drainage Infrastructure Asset Management and Maintenance Community Services and Facilities Libraries		Year 1 Year 2 Year 3	Review and assessment completed New spaces and upgrades to existing parking spaces identified for Forward Works Program

Action	Why	Lead	Key Partners	When	Indicators
LC 3.2 Work with relevant Council teams to implement accessible parking review findings.	Identify gaps in the availability, design and compliance of accessible parking spaces.	Events and Placemaking Leisure and Pools Asset Management and Maintenance Community Services and Facilities Libraries Facilities and Asset Management	Local Traffic Committee Roads, Drainage and Assets	Year 3 Year 4	Number of new accessible parking spaces Number of upgrades to accessible parking spaces Positive feedback received
LC 3.3 Advocate with NSW government and stakeholders to increase the availability, frequency and access to transport across the Central Coast facilitating links to key hubs, facilities and events.	To improve transport options for people with disability who rely on transport services for mobility, appointments, employment education and social connection.	Strategic Planning and Projects	Transport for NSW Events and Placemaking	Year 1 Year 2 Year 3 Year 4	Submissions include disability inclusion requirements
LC 3.4 Ensure universal design and accessibility requirements are included for Master Plans and Public Domain Plans where practicable.	Master Plans and Public Domain Plans include accessibility requirements.	Strategic Planning Projects		Year 1 Year 2 Year 3 Year 4	Number of Master Plans and Public Domain Plans that incorporate accessibility requirements and principles of universal design
LC 4 Accessible and affordable housing options					
LC 4.1 Advocate for and deliver accessible and affordable housing options in partnership with government and non-government stakeholders.	Support accessible and inclusive living options and independent lifestyles for people with disability.	Community Development Local Planning and Policy	Transport for NSW	Year 2 Year 4	Number of dwellings and/or construction certificates Number of responses to parliamentary enquiries about housing affordability and accessibility

Action	Why	Lead	Key Partners	When	Indicators
LC 5 Make community events programs and activities more inclusive of people with disability					
LC 5.1 Continue to build capacity of event staff to deliver accessible and inclusive events, activities and programs.	Develop knowledge, skills and capacity of events staff to plan and deliver accessible events.	Events and Placemaking		Year 1 Year 2 Year 3 Year 4	Number of Council events staff who receive training/upskilling delivery of accessible events
LC 5.2 Deliver and promote accessible and inclusive events for people with disability.	Council hosted events are accessible and inclusive for people with disability of all ages.	Events and Placemaking Community Development Community Services and Facilities Libraries Arts and Culture Natural Assets and Biodiversity Leisure and Pools	Marketing and Visitor Economy Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Increase attendance of people with disability at events All Council events have accessibility features included as part of planning and promotion
LC 5.3 Invite members of Council's Access and Inclusion Reference Group to assist with event site walk-throughs as part of the event planning process.	Ensure accessibility considerations are addressed early in event planning and design and informed by lived experience.	Events and Placemaking	Access and Inclusion Reference Group Community Development	Year 1 Year 2 Year 3 Year 4	Number of Events planned with Access and Inclusion Reference Group involvement per year





Planning for disability inclusion matters for Annette...

Annette has lived on the Central Coast for over 40 years and loves the mix of bush and beach. She enjoys yoga, spending time at the Gosford Regional Gallery and Edogawa Garden and taking her grandkids to the park. As someone with multiple family members with disability from dementia and autism to hearing loss and mobility issues Annette has a deep understanding of the everyday barriers people face. She's also been a champion of inclusion at work, helping roll out the Sunflower initiative. For Annette, inclusion is about education, awareness and making sure no one is left behind regardless of whether their disability is visible or not.

5.3 Employment

Focus Area: Supporting access to meaningful employment and independence.

Action	Why	Lead	Key Partners	When	Indicators
E1 Inclusive entry level opportunities					
E1.1 Provide work placement opportunities at Council for people with disability.	Create on-the-job pathways that support skills development and transition into employment.	People Development	Local Business Disability Employment Services Advocacy Groups	Year 1 Year 2 Year 3 Year 4	Number of work placements offered Participant and employer feedback after work placement
E1.2 Partner with local schools, TAFEs and disability employment services to build career pathways for people with disability.	Build stronger local employment pipelines for people with disability.	Learning and Development	TAFE Disability Employment Services Local Schools Local Business	Year 2 Year 3 Year 4	Number of partnerships Number of partnership activities
E1.3 Seek funding and resources to employ more people with disability at Council e.g. Job Access.	Implement accessible and inclusive recruitment, hiring and retention practices through practical workplace adjustments.	Learning and Development		Year 1 Year 2 Year 3 Year 4	Funding secured Increase in number of employees with disability

Action	Why	Lead	Key Partners	When	Indicators
E1.4 Provide training and resources for employees with disability to advocate for themselves in the workplace.	Empower employees with disability to understand their rights, access, supports and thrive in their roles.	People Development	Disability Employment Agencies Advocacy Groups	Year 1 Year 2 Year 3 Year 4	Training delivered and resources developed and shared across Council Feedback from staff measured with a question in the Pulse survey
E1.5 Provide training to recruitment staff and Council managers on types of reasonable adjustments to accommodate the diverse range of disabilities.	Ensure Council staff are confident, supportive and capable in accessible and inclusive employment.	People Development	Access and Inclusion Reference Group	Year 1 Year 3	Training delivered Appropriate adjustments offered
E1.6 Develop a flexible work model and micro-employment opportunities (e.g. project-based, secondments or short shifts) to offer work experience, placements and employment opportunities to more people with disability.	Support people with disability to access and engage in meaningful work opportunities that accommodates their needs.	Strategic Business Partnering		Year 1 Year 2 Year 3 Year 4	Number of employees with disability Feedback from staff measured with a question in Pulse Survey
E1.7 Through an opt in process, continue the ongoing collection of data of staff who identify as having a disability.	Council can identify trends and needs for staff with disability to better support and engage them.	People Development	Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Number of staff who identify as having a disability
E2 Recruitment					
E2.1 Review recruitment practices to remove barriers to employment including: • job ad formats • non-essential criteria • pre-interview information • accessible and inclusive interview methods	Improve access to job opportunities and reduce bias in Council's recruitment processes.	People Development	Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Updated recruitment guidelines and practices Feedback from staff measured with a question in the Pulse Survey

Action	Why	Lead	Key Partners	When	Indicators
E3 Support people with disability to establish new businesses					
E3.1 Support people with disability to engage in start-up business initiatives including social enterprise programs, resources and referrals.	Develop and support entrepreneurship, financial independence and alternative employment options for people with disability on the Central Coast.	Business Economic Development	Events and Placemaking	Year 1 Year 2 Year 3 Year 4	Number of referrals Number enrolled Feedback from participants
E4 Support for local employers					
E4.1 Provide information, training and support to local employers on accessible and inclusive hiring practices, workplace adjustments and the benefits of employing people with disability.	Build the capacity of local businesses to become more inclusive employers and improve job opportunities for people with disability across the Central Coast.	Community Development	Business Economic Development Events and Placemaking Learning and Development	Year 1 Year 2 Year 3 Year 4	Number of employers engaged in workshops, training or information sessions Feedback from local employers attending sessions



5.4 Systems and processes

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

Action	Why	Lead	Key Partners	When	Indicators
SP1 Council information and platforms are accessible to people with disability					
SP1.1 Ensure Council's platforms comply with the current Web Content Accessibility Guideline (WCAG) version.	Accessibility of all Council's platforms meet the needs of the community and Council.	Communications, Engagement and Digital Marketing Marketing and Visitor Economy		Year 1 Year 2 Year 3 Year 4	Web compliance audited annually Online platforms compliant with current guidelines
SP1.2 Ensure Council's website and engagement platforms includes alternative versions of information and content including: • Easy Read • Auslan interpreted video • Accessible PDF's • Accessibility Language Tool • Accessiblity Widget	Provide equitable access to Council's online community engagement processes.	Communications, Engagement and Digital Marketing		Year 1 Year 2 Year 3 Year 4	Relevant platform content has alternative versions
SP1.3 Identify and provide key Integrated Planning and Reporting documents in accessible formats such as: • Community Strategic Plan • Annual Report • Operational Plan	All people can access Council strategic public information including people who are Deaf or Hard of Hearing, people with vision impairment and people with an intellectual disability.	Corporate Planning and Reporting	Community Development	Year 1 Year 2 Year 3 Year 4	Community Strategic Plan, Annual Report and Operational Plan are available in an accessible format
SP1.4 Ensure accessible formats (Easy Read, video, visual, Auslan) are available for all major consultations and public documents by reviewing writing style guides and developing Easy Read guidelines.	Ensure community engagement activities are accessible to give people with disability the opportunity to have their say.	Communications, Engagement and Digital Marketing	Community Development	Year 1 Year 2 Year 3 Year 4	Number of people who identify as having a disability who participate in engagement forums and surveys

Action	Why	Lead	Key Partners	When	Indicators
SP1.5 Train staff responsible for communications, engagement and graphic design in accessible documentation practices.	Build internal capability to communicate inclusively across all platforms.	Learning and Development		Year 1 Year 2 Year 3 Year 4	Number of staff trained Number and type of training courses offered
SP1.6 Develop an accessible format checklist to equip staff to produce information and content in an accessible format.	All Council information is accessible to people with a vision impairment, who are Deaf or Hard of Hearing, who use screen reading technology, and people with sensory or visual processing disorders.	Community Development	Communications, Engagement and Digital	Year 1	Checklist developed Checklist for communication promoted to all staff and uploaded to Council's corporate intranet
SP1.7 Review and co-design the Council Writing Style Guide and Brand Style Guide section on accessibility requirements to ensure staff and external stakeholders produce documents and information in an accessible format.	Staff and external stakeholders will understand access requirements and provide information that is accessible.	Strategic Communications and Digital Marketing Marketing and Visitor Economy	Access and Inclusion Reference Group Community Development	Year 1	Accessibility section in the Council Writing Style Guide and Brand Style Guide has been reviewed and co-designed with the Access and Inclusion Reference Group



Action	Why	Lead	Key Partners	When	Indicators
SP1.8 Provide detailed accessibility information in accessible formats for Council events and venues, including pictograms, maps, photos, sensory guides and social stories.	People with disability have available information to plan and feel confident attending Council spaces and events being barrier free.	Events and Placemaking Community Development Community Services and Facilities Parks and Reserves Libraries Leisure and Pools Facilities Management and Operations Sport Facilities and Roadside Vegetation Arts and Culture Natural Assets and Biodiversity	Strategic Communications and Digital Marketing Marketing and Visitor Economy	Year 1 Year 2 Year 3 Year 4	Number of venues, events, programs and activities that promoted the accessible features
SP2 Council services are more accessible					
SP2.1 Explore the establishment of a disability concierge or similar function to support people with disability to access services and resolve issues.	Ensure people with disability have a clear, supported way to navigate Council services.	Customer Experience	Access and Inclusion Reference Group Community Development	Year 1 Year 2	Research and benchmarking undertaken Options explored Feasibility study undertaken
SP2.2 Improve access to and promote Council services for members of the Deaf community, including: • Auslan drop-in days • National Relay Service calls • Continue to implement use of speech to text technology	Increase accessibility of customer services and remove barriers to engagement.	Customer Experience	Access and Inclusion Reference Group Community Development Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Number of Auslan interpreted drop-in sessions Customer Feedback about use of National Relay Service All Customer Service Officers working on counters are trained in speech to text technology

Action	Why	Lead	Key Partners	When	Indicators
SP2.3 Explore all accessibility options and emerging technologies to improve accessibility of Council meetings.	People from the deaf community can access Council meetings.	Councillor and Democratic Services	Community Development Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Auslan users can access Council meetings Accessibility options are available for people to access Council meetings
SP3 Recognise and support Council's Access and Inclusion Reference Group					
SP3.1 Continue to support and resource the Access and Inclusion Reference Group quarterly meetings.	Ensure lived experience is reflected in decision making and planning processes and valued.	Community Development		Year 1 Year 2 Year 3 Year 4	Quarterly meetings held
SP3.2 Review current participation arrangements for members of Council's Access and Inclusion Reference Group to trial how to formally recognise and value their time, expertise, and contributions.	To recognise and support the time and expertise people with disability contribute to assisting Council.	Community Development		Year 1 Year 2 Year 3 Year 4	Proposal for a trial framework submitted
SP3.3 Promote the role and function of Council's Access and Inclusion Reference Group.	Raise awareness internally and to the community about the group.	Community Development	Communications, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Promotional campaign implemented
SP4 Community engagement is accessible and inclusive					
SP4.1 Host annual targeted engagement sessions with people with disability to have their say including Auslan interpreted session for the Deaf community.	More people with disability from the community hear about and participate in Council's engagement activities.	Communications, Engagement and Digital Marketing	Access and Inclusion Reference Group Community Development	Year 1 Year 2 Year 3 Year 4	Updated strategy All community engagements consider access and inclusion Number of Auslan interpreted community engagement sessions hosted Suite of measures defined

Action	Why	Lead	Key Partners	When	Indicators
SP4.2 Ensure Council's community engagement project planning process defines how people with disability can participate including Auslan interpreted engagement with the Deaf community.	People with disability can fully participate in Council engagement activities.	Communications, Engagement and Digital Marketing	Community Development	Year 1 Year 2 Year 3 Year 4	Number of Auslan interpreted community engagement sessions hosted Number of people with disability engaged
SP5 Diversify suppliers engaged by Council					
SP5.1 Explore opportunities to link Council procurement with businesses who are owned by or employ people with disability.	To increase opportunities for businesses and employment for people with disability.	Procurement Operations		Year 2 Year 4	Number of suppliers engaged who employ or owned by people with disability
SP6 Disaster preparedness is inclusive of people with disability					
SP6.1 Build relationships with services and organisations to increase knowledge and skills to undertake Emergency Preparedness planning with people with disability.	People with disability have a person-centered emergency plan.	Community Development	Access and Inclusion Reference Group	Year 1 Year 2 Year 3 Year 4	Services and organisations are informed of best practice guidelines
SP6.2 Provide "Get Ready" information in accessible formats.	People with disability have emergency preparedness information in accessible formats.	Community Development	Communication, Engagement and Digital Marketing	Year 1 Year 2 Year 3 Year 4	Accessible Formats produced
SP7 Disability Inclusion Action Plan reporting under Council's Integrated Performance and Reporting Framework complies with the Disability Inclusion Act 2014					
SP7.1 Report on meaningful progress of Disability Inclusion Action Plan actions with review and approval by Executive Leadership Team prior to publication of the Annual Report.	Enhance internal accountability for Disability Inclusion Action Plan implementation.	Corporate Planning and Reporting Executive Sponsor Relevant Standing Council Committee	Community Development	Year 1 Year 2 Year 3 Year 4	Staff are aware of their reporting responsibilities Quarterly and annual reporting completed by all responsible teams Progress comments reviewed and evaluated by Executive Sponsor



Monitoring, reviewing and reporting

6

Monitoring, reviewing and reporting

The Disability Inclusion Action Plan will be delivered across all of Council, with each business unit responsible for delivering actions, tracking progress and reporting on outcomes. The Disability Inclusion Action Plan is aligned with Council's Integrated Planning and Reporting Framework including the Community Strategic Plan, Delivery Program and Operational Plans.

Council will continue to work with the Access and Inclusion Reference Group to look at practical ways to implement the Plan, check in on progress and adapt, if required, to meet changing community and organisational priorities.

How we will monitor progress

The internal Reference Group made up of representatives from across Council business units and led by the Executive Sponsor, who will monitor the progress of the Plan over the next four years.

Progress on actions will be tracked quarterly by each business unit and shared with Council's internal Reference Group, made up of representatives from across all relevant business units and led by the Executive Sponsor.

The Access and Inclusion Officer will support the implementation process, provide support and advice and feedback to teams on the implementation of actions to achieve positive outcomes for people with disability.

How we will engage community

Council will continue to work closely with the Access and Inclusion Reference Group to ensure the Plan stays relevant to the lived experience of people with disability.

We will host annual targeted engagement sessions with people with disability.

Ongoing feedback from community members will help inform the delivery of actions in the Plan. Feedback will be captured via Council's website, directly to the Access and Inclusion Officer and through Council's yearly community satisfaction survey.

How we will report and evaluate

Annual progress will be published in Council's Annual Report, including updates on all ongoing and completed actions. A copy will also be provided to the NSW Minister for Disability Inclusion in line with statutory requirements.

Quarterly progress summary updates are provided by Disability Inclusion Action Plan action owners through Council's Performance and Reporting process.

An evaluation of the Disability Inclusion Action Plan will be completed in the final year of the Plan, and learnings will inform the development of the next Disability Inclusion Action Plan.



Central Coast Council Disability Inclusion Action Plan 2026-2030

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