Disability Inclusion Action Plan 2026-2030 Public Exhibition

Engagement Summary



Council has developed a draft Disability Inclusion Action Plan 2026-2030 (the Plan), a four-year plan that sets out real, practical steps to make our community more accessible and inclusive.

The Plan was developed from extensive community consultation from April to June 2025, where we heard from over 450 community members and internal stakeholders.

Between 2 February and 2 March 2026, Council invited the community to review the draft Plan and share their feedback, to make sure the plan truly reflects the needs and aspirations of the community.

The community could share their feedback by:

- Completing the online submission form
- Completing a paper submission form at one of Council's libraries or customer service centres
- Attending the Auslan interpreted workshop
- Writing to Council via email or post

Engagement Results

- **82%** of submission form respondents **supported** the Plan, while **11%** were unsure and **7%** were **unsupportive.**
- Of those who were supportive of the Plan, key themes included **overall support** for the Plan and support for the Plan's **commitment to equality, accessibility and inclusivity**.
- When asked if any key actions were missing from the Plan, key themes included more action on **accessible pathways and roads**, **accessible beaches,** and increased education and support to **improve accessibility of private businesses** and organisations**.**
- Of those who were **unsupportive** of the plan, feedback included a need to **address wider socio-economic issues** which impact mental health and disability, and views that **Council doesn't understand the needs of people with disability.**

How you connected

A total of **26** online, **7** written, and **2** hard-copy submissions received

1 Auslan interpreted workshop with **12** attendees from the Deaf community

Your Voice Our Coast **2,440** views

The plan was downloaded **225** times

Facebook – **12,657** people were reached, generating **62** interactions

Instagram – **1,902** people were reached, generating **48** interactions

Meta paid - Reach of **49,748** and **12,147** impressions

Targeted stakeholder email - Delivered to **1,571** recipients

eNews - Delivered to **31,398** recipients

Coast Connect print – Readership of **60,000+**

Who we heard from

Based on the submission form, we heard from a range of people, **31%** identifying as a **person with disability** (n=15), followed by **24%** identifying as **community members interested in access and inclusion** (n=12) and family members/friends of a person with disability (20%, n=10) (See Figure 1).

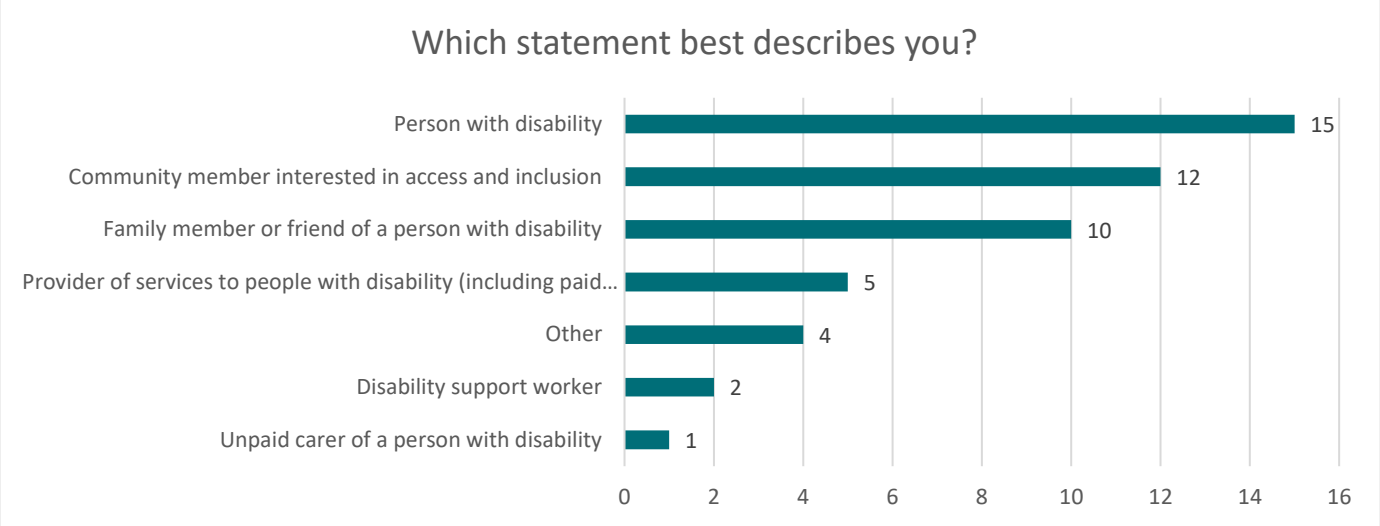


*Figure 1: Respondent's relation to the Plan, Online survey on Your Voice Our Coast and hard-copy form, 2 February to 2 March, 28 responses. *Note: Selection of multiple options allowed*

Participants ranged in age, with the **most common age groups** being **50–59** years (26%, n=7), **35–49** years (22%, n=6), and 25–34 and 60–69 years (both 15%, n=4). **Most respondents identified as women** (74%, n=20), with fewer identifying as men (22%, n=6) or non-binary (4%, n=1). A small number identified as Aboriginal and/or Torres Strait Islander (4%, n=1) or LGBTQIA+ (11%, n=3).

What we heard

Support for the Plan

A strong majority of submission form respondents supported the Plan, with **82% in favour** (n=22). Only **7% did not support** the Plan (n=2), and **11% were unsure** (n=3) (Figure 2).

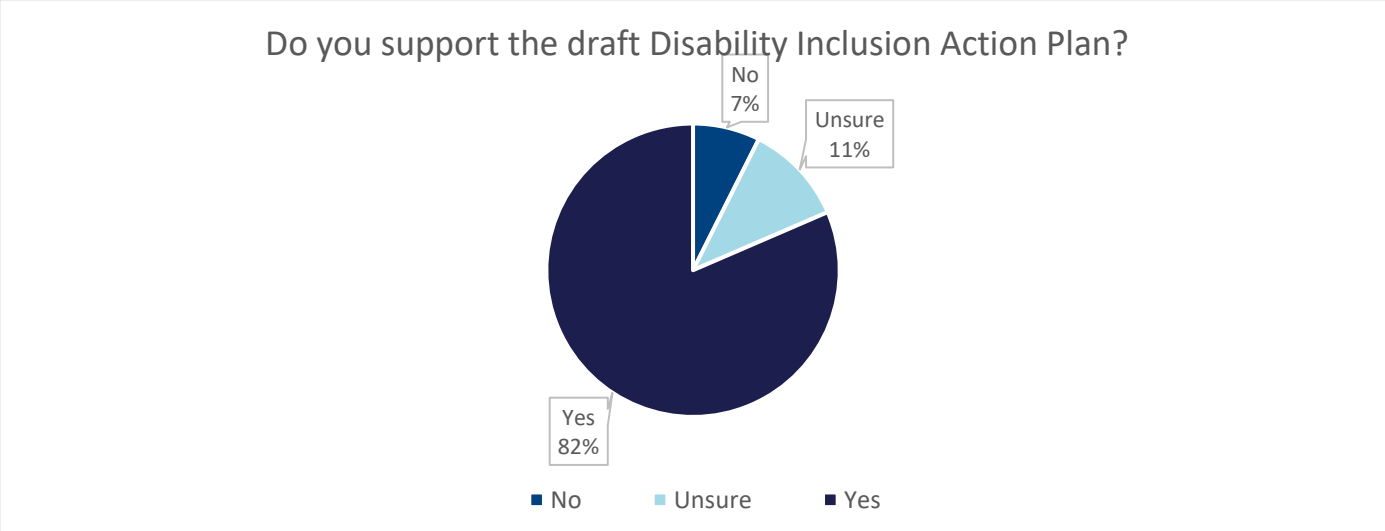


Figure 2: Support for the Plan, Online survey on Your Voice Our Coast and hard-copy form, 2 February to 2 March, 27 responses.

Key themes

Key themes relating to feedback on the Plan are presented below. These themes were identified through analysis of the online submission form, written submissions and the Auslan Workshop. Themes have been organised into the corresponding Action Plan Focus Area.

Liveable communities

Liveable communities was the focus area which received the most feedback. Respondents mentioned the need for improved **accessibility of pathways and roads** (n=8) and more **accessible beaches** (n=7) with some suggesting reconsideration of current beach accessibility measures. Respondents also mentioned the need for increased **accessible parking** (n=7).

"Pretty much every week, I push my wheelchair to the local Woolworths at Wadalba and I have to go off the footpath onto the road, multiple times on some days to get around cars that have parked in their driveway and parked blocking the footpath. They may say it is only for an hour or two but it only takes 2 seconds for someone driving on a road to stop paying attention and run into myself in a wheelchair or other pedestrians who go onto the road for the same reason. This could be young kids on bikes who aren't aware of traffic in the same way adults are or parents with prams or the elderly with walking frames or mobility scooters. Making it an inconvenience and putting lives at risk."



"I am a member of Toowoon Bay SLSC, the blue access mat was damaged some time ago from a storm event. It is now only about half of its original size. Pushing a disability beach wheelchair on the sand into the sea and back out is not easy and can take a number of people to get back to the mat. I think a better solution of getting in and out the water needs to be investigated."

During the Auslan interpreted workshop with members of the deaf community, participants described significant **barriers to beach and community safety** due to inaccessible safety announcements and alarms. They strongly advocated for visual alerts, clear signage, and Deaf-informed testing of beach procedures to ensure safety for all. Participants also raised issues with carpark boom gate speaker systems, which create communication breakdowns and stress when audio-only instructions cannot be accessed.

Attitudes and behaviours

Attitudes and behaviours was the second most common focus area that respondents commented on. Respondents made calls for **increased education and support for private businesses and organisations** to increase accessibility of businesses and services (n=6).

"There is no mention of any assistance to privately owned businesses to facilitate access of people with physical disabilities. I have recently been forced to use a wheelchair and have been horrified at the number of places I can no longer go due to them having a single step at point of entry. I can no longer access my hairdresser, favourite cafes etc. Assistance to include a ramp or even fund portable ramps for businesses would help lots of people be able to access more venues in the community."



"[I support the plan] Because I believe in an inclusive society for everyone, and at the moment, disabled people are often left out, ignored or disregarded because it's considered too hard to do anything. I have noticed that a lot of people are more likely to prioritise their own comfort and convenience. I have also experienced an unwillingness of some people to understand why 'just getting the bus' isn't always easy. I think this plan and public education will help."

"Our community is severely behind in acceptance, understanding and accessibility for PWD. We are also severely lacking in accountability for those who violate the rights of those of us with disability."

During the Auslan interpreted workshop with members of the deaf community, participants expressed **appreciation for existing accessibility initiatives** (Sunflower campaign, captioned gym equipment) and for Council staff who can sign, alongside a strong call for broader Auslan training and recognition that Deaf communication needs vary widely. Participants also expressed concerns about limited accessible information channels as services move online, and a requested Council promote key Deaf community awareness days.

Employment

Respondents expressed support for the actions under the employment focus area, with some suggesting actions to support employment for neurodivergent people, flexible work models and more out of the box thinking (n=3).

"I am not sure if this is appropriate but I would like to see more actions for neurodivergent people or people with mental illnesses. This would be in particular around employment and events etc. but could be about other issues."

"A suggestion for a flexible work model would be allowing the person to "swap" days if needed. Since starting in this type of role I have not had any sick leave. This has boosted my confidence greatly."

During the Auslan interpreted workshop with members of the deaf community, participants noted that Deaf people continue to face **indirect discrimination** and limited employer understanding. Participants **encouraged Council to educate employers** about the Job Access program. Participants also emphasised the need for **better workplace communication tools** and disability-advocacy training opportunities.

Systems and processes

During the Auslan interpreted workshop with members of the deaf community, participants raised concerns about **access to emergency information**, including during emergencies, outages and critical events, due to ongoing barriers with relay services and online systems. Participants

suggested emergency services and Council develop a list of people from the deaf community so they can be checked on during disasters and receive SMS notifications.

Participants advocated for a dedicated **SMS only contact option for council services,** and a commitment that all calls received through the National Relay Service are accepted. There was also support for **Auslan interpreted drop-in sessions** at customer service centres to help residents navigate bills, rates and other council processes.



Council's response

Due to the volume and variety of content contained within community feedback, not every issue or theme is included and responded to in the following table, however all feedback has been read and considered by the project team.

Theme	Council's response
Improve accessibility of pathways and roads (n=8)	No change to plan. Addressed in action LC 1.3 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. Indicator: 5km of new accessible pathways built, upgraded or renewed.
Improve actions on accessible beaches, with a reconsideration of current beach accessibility options (n=7)	No change to plan. Addressed in action 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. Indicator: Number of improvements to beach accessibility Addressed in action LC 1.2: Better promote accessible beaches on the Central Coast including through Council platforms, local businesses and tourism operators. Indicators: - 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

Increase accessible parking (n=7)	No change to plan. Addressed in action 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. Indicators: - Review and assessment completed -New spaces and upgrades to existing parking spaces identified for Forward Works Program Addressed in action LC 3.2: Work with relevant Council teams to implement accessible parking review findings. Indicators: -Number of new accessible parking spaces -Number of upgrades to accessible parking spaces Positive feedback received
Increase education and support for private businesses (n=6)	No change to plan. Addressed in action AB 1.1: Deliver an annual community education program and resources for local businesses and tourism providers to become more accessible and inclusive. Indicators: -Program delivered -Number of businesses engaged -Number of resources developed/ distributed
Improve access to information and services for the deaf community	No change to plan. Addressed in action SP2.2: Improve access to and promote Council services for members of the Deaf community, including Auslan drop-in days, National Relay Service calls and continue to implement use of speech to text technology Indicators: -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

	Addressed in action SP2.3: Explore all accessibility options and emerging technologies to improve accessibility of Council meetings. Indicators: - Auslan users can access Council meetings -Accessibility options are available for people to access Council meetings Addressed in action SP4.1: Host annual targeted engagement sessions with people with disability to have their say including Auslan interpreted session for the Deaf community. Indicators: -Updated strategy -All community engagements consider access and inclusion -Number of Auslan interpreted community engagement sessions hosted -Suite of measures defined Addressed in action 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. Indicators: -Number of Auslan interpreted community engagement sessions hosted -Number of people with disability engaged Accessibility for the Deaf community is also noted and included amongst other accessibility considerations in two further actions
Increase employment opportunities for people with disability	No change to Plan. Employment is one of the 4 Focus Areas of the Disability Inclusion Action Plan and defined as a requirement for all DIAPs in the NSW Disability Inclusion Action Planning Guidelines. Central Coast Council's Draft Disability Inclusion Action Plan 2026-2030 includes 10 Employment actions for implementation.

What's next?

Council will now consider all feedback received during public exhibition and amend the Disability and Inclusion Action Plan where appropriate. Once finalised, the Plan will be presented to Councillors for adoption.

Find out more and stay up to date at
www.yourvoiceourcoast.com/disability-inclusion-action-plan-2026-2030

Appendix A – Verbatim survey responses and email submissions

Survey responses			
Do you support the draft DIAP?	Why do you support the DIAP/What makes you unsure/ Why don't you support the DIAP?	Are there any important actions we have missed that should be included in our plans for the next four years?	Please provide any further comments
Yes	because it demonstrates a strong commitment to equity, accessibility, and meaningful participation for people with disability. The plan recognises that inclusion is not just about compliance, but about removing structural, social, and attitudinal barriers that prevent people with disability from fully participating in community life.	promotion of intersectional inclusion	
Yes	Increase in employment access, increase in accessible beaches and community areas	The need for adult changing rooms	
Yes	This is essential for all central coast services.	1. More off lead parks for assistance and companion dogs. Although council has numerous off lead areas, sadly they are mostly next to busy roads or are too restrictive. We need areas away from roads with access to areas that are wheelchair friendly or have longer length pathways. Dogs obviously need good recall but at present there are too many parks with no accommodation for safe dogrunning and dog parks with fences only seem to have aggressive dogs that attack our	

		well behaved dogs. Companion dogs are a lifeline for our wellbeing but unsafe areas when trying to navigate our own abilities as well as our dogs make life extremely difficult. Would council consider larger off lead areas that are far away from roads or would they consider permits for those with disabilities so they could have dogs in more accessible areas? Unfortunately one rule for everyone is not working. 2. I agree that education to reduce stigma is important. Sadly, public attitudes are still stuck in the Victorian era so people with lived experience need to be employed to educate public service staff and other organisations on the coast. I have had some very weird ignorant attitudes and scenarios happen but as an ex registered nurse, it no longer surprises me. All age groups have shown stigma as well as verbal abuse.	
Yes	Inclusiveness	actions generally fine .. but performance indicators could be enhanced .. to measure more of the outcomes, not just the process across a few areas: example .. changed attitudes .. events held doesn't measure the effectiveness of the campaign to change attitudes .. before / after surveys would (I recognise they're difficult to validate but they measure effectiveness) Same across several other areas	Generally well constructed plan .. frankly, I'd like to see a 10 year plan .. 4 years is too short, especially when it's already 18 months into the term of the current council.

Yes	More and more people with disabilities including the elderly-therefore more accessibility is needed.	Yes. Umina Rockpool is littered with rocks from the 1974 storms and nothings been done since.It is inaccessible/dangerous to the general public due to uneven slippery rocks and even more inaccessible to the grandparents, disabled folks who want to enjoy the ocean. Rebuilding Umina Rockpool would be a start and clearing all the rocks and placing them evenly at the point would create a long world class wave and a natural paved walkway from the carpark will allow everyone to enjoy the beautiful Umina Rockpool and the Point once again.	The above project is so easy to implement and the business community, locals and visitors have agreed it should be done. My daughter and I have started a Change.Org petition 'Rebuild Umina Rockpool post 1974 storm.' and will hand out 500 flyers soon to confirm community support for 'the bleeding obvious-Rebuild Umina Rockpool.
Yes	All of the areas identified - attitudes and behaviours, liveable communities, employment and systems & processes are areas that need improvement/action by council and the community to ensure that people with a disability are included and have access. Some of the areas identified e.g. liveable communities actions in this area would also mean better accessibility and inclusion for all members of the community e.g. parents with prams (make it easier to get around)	Not that I can think of right now	It is well written and great that there is an "easy read" version. I also think having positive representations of people with a disability from the community within the plan demonstrates the person responsible commitment to the actions in the plan. I also think its a good idea to establish an "internal working group" as creating change in this space needs collective action.
Yes			
Yes	A think the Plan looks at a wide range of issues that can really help people with a disability.	I am not sure if this is appropriate but I would like to see more actions for neurodivergent people or people with mental illnesses. This would be in particular around employment and events etc. but could be about other issues.	

Yes	Very important to have the DIAP to work towards people living with both visible & invisible disabilities on the coast are included and community is accessible in all areas of life, eg physical environment, able to work/employment go to school etc, and access all commercial, mainstream services and play spaces.	I was thinking about language .. to educate and or increasing community awareness around ableism and the inappropriate use of ableist language which is discrimination towards a pwd etc, just a thought.	Thanks again, great work! I love being part of the AIRG.
Yes	It's always important for those who are older or have to deal with a more difficult lifestyle to not be left behind and this plan should hopefully allow them to not be as left out of their community and not have their day to day life be unnecessarily made more difficult.		Thanks again, great work! I love being part of the REDACTED.
Yes	Its moving in the right direction	I am a member of REDACTED The blue access mat was damaged some time ago from a storm event. It is now only about half of its original size. Pushing a disability beach wheel chair on the sand into the sea and back out is not easy and can take a number of people to get back to the mat. I think a better solution of getting in and out the water needs to be investigated. In addition there are currently only two disabled parking spots at the beach lower car park which fills up very quickly, and is generally very congested. Additional parking for disabled people is needed so the beach is easy for them to actually enjoy. If there is no parking available they are not going to be able to actually get on the Beach !!	

Unsure	Some important items are missing to my understanding.	Free to the public with good 24 hour lighting, security and accessibility for basketball & netball courts, soccer & hockey fields, rollerskate/rollerblade/skateboard parks to ensure inclusion of all across the lifespan - not just at one location e.g. Woy Woy needs more than the REDACTED. Perhaps the derelict building on REDACTED (old leagues club) could become such a facility. Not everyone can pay a fee to access e.g. $7.50 to use a basketball half court for half an hour, $9.20 to access a pool - a pool that is frequently booked out weekends, weekdays, mornings and afternoons because the REDACTED is the only one in Woy Woy. Where is the REDACTED?	Thanks for awesome plan.
Yes		More awareness, education for private businesses including accessibility	
Yes	I think it is important that all community meters get to enjoy their life including those with any level of disability. To live as independently as possible, and using the community services, infrastructure, public transport, etc	- Supporting local business and employers who provide for people with disability. - Promote the development of appropriate single level medium density housing for both private and housing provider organisation and companies.	Disabled people or people with disabilities should not be discriminated against,and be inclusive in our villages, suburbs and greater community.
Yes	I feel very strongly that people of all abilities should be able to enjoy all aspects of the central coast. I have found that when taking people in wheel chairs out at cafes near the beach it is really difficult to find cafes that don't have a step. We alway end up having to sit outside on the pavement seating in the rain and the extreme heat. Or we are limited to going to shopping centres. Also	Making it mandatory for all shops cafes and activities to have a ramp. Making disability parking on main roads safe to get wheel chairs out. Ensuring paths are level for wheelchair users and those with walkers and with mobility issues Ensuring that timers in lifts give wheelchair users enough time to get in (REDACTED lifts)	I am very excited to hear that this is being looked into.

	at ettalong near the box the disability parking is nose to curb and we have to open the wheelchair ramp onto the road which is not safe for the wheelchair user. Cars don't wait and we end up having to park really far away.		
Unsure	Our vision is that the Central Coast is a place where everyone can participate fully, (unless you are from wyong) move around with ease, and feel welcome whether we live, work, visit or play here. Auslan interpreted workshop on Wednesday 18 February from 10am-1pm at Gosford Regional Library. funny story a lot of things that affect myself are in Gosford and funny story I come from the north of Wyong I drive past Gosford when I am going to Sydney so how many of the central coast issues that affect me in the Wyong area and I have to go to Gosford about gee I dont know your council count them I have already switched off the second I read or hear we are doing this service in Gosford that is for everyone really is it ? 37.2 km away 50 minutes to an hour with traffic. Oh joy I dont go to gosford for a holiday let alone a service I need I dont support central coast action plan for anything you dont support us we do not have the service here we dont get a say here I am sick to death of gosford being the centre we No way am ever going	Including people in Wyong might be nice before we were ignore in the nroth because we have to go to the Entrance now its moved to Gosford the Entrance people now know what it feels like. Congradulation The Entrance join the great unwashed of Australia we who money for rates is most welcome but we are just a passing thought.	whats the point ?

	to turn up at a public meeting that is Gosford centric		
Yes	Very extensive. Great start	Employment, creating jobs for people with disabilities can be expanded with easy modifications. For example. Why do workers on traffic management on roads have to stand. They could still do the job in a wheelchair. Just need to think out of the box	The central coast could become a Mecca for people with disabilities as a holiday destination if done right. There is a need for an increase in indoor entertainment precincts. Beaches and bush walking are out of reach if you are in a wheelchair or have mobile issues. Business that have entertainment for indoor activities should be encouraged. There are a few at Lake macquarie and I'm sure would be well enjoyed here on the coast for people with disabilities and those who don't. Even something like ifly, indoor sky diving. Yes people with disabilities can participate in that.
No	DIsability to certain people is disgusting, yet we all will be disabled in some way, We need to connect colour and vibrance to events to prevent disability. At the moment i suspect a high use of ice in the area and a high level of domestic voilence, this will cause massive disability and harm to our area, so we need to counter balance it very quickly with festivals festivals to prevent disability nutrtion farmers markets exercise festivals and walks and runs goals state the community goals and achieve them and people will mirror it goal1 clean up	As a resident living with Schizoaffective disorder and PTSD, I believe the Draft DIAP 2026-2030 overlooks the specific needs of those with psychosocial disabilities. Many in our community remain "locked up" in their homes, unable to leave due to a lack of support and a fear of local crime. I propose the following additions to the plan: Mandatory Training: All Council staff must be trained in Mental Health First Aid. This ensures that every interaction from the front desk to the field is handled with the understanding required for residents in distress. Safety & Crime: Council must acknowledge that high crime rates particularly in Tuggerah,	i dont feel comfortable in the area due to the council not mowing hardly ever any nature strips or round a bouts, we need pride in the area. if council cant keep our areas clean it looks like a rubbish tip and living in a rubbish tip is pointless

	goal 2 financially healthy goal 3 imporved dwellings and correct developments built well. More people have a mental illness and more needs to be done	Wyong, and Long Jetty exacerbate mental illness. A sense of safety is a prerequisite for accessibility; if we don't feel safe, we cannot participate. Wellness Activities: Council should instigate "On the Sea" programs for the disabled, such as Tai Chi, photography, or community picnics. These activities provide a vital bridge for those currently isolated at home to engage with nature and the community. Sensory Pride: Improving nature strips and road vegetation aids the mentally disabled in regaining pride in their area. Well-maintained environments reduce the sensory chaos that can trigger PTSD symptoms. We need a plan that addresses the mind and personal safety as much as physical ramps. I look forward to your response. Sincerely,	
Yes			
Yes	Think it comphrensive and concise with outlined action points	No	I like that each goal is broken down into a 4 year plan
Unsure	There is no mention of any assistance to privately owned businesses to facilitate access of people with physical disabilities. I have recently been forced to use a wheelchair and have been horrified at the number of places I can no longer go due to them having a single step at point of entry. I can no longer access my hairdresser, favourite cafes etc.	As above	

	Assistance to ramp or even fund portable ramps for businesses would help lots of people be able to access more venues in the community.		
Yes	I support the draft Disability Inclusion Action Plan because it includes clear, practical actions that address both access and inclusion. The plan recognises that access is not only physical, but also about access to information, participation, and belonging. Examples such as providing information in Easy Read formats, improving access to place through increased accessible parking and supporting inclusion in libraries and other arts and cultural hubs on the coast show a well-rounded and realistic approach. These actions demonstrate an understanding of how people with disability actually engage with community life and help create environments where participation is possible not exceptional.	I love the focus on marketing and promotion of community events. For events designed with and/or for adults with disability, effective promotion is not optional, it is essential to participation. Disability-led and inclusive events face additional barriers that mainstream events do not. When events are part of larger coastal festivals, promotion becomes even more difficult. At the same time lower initial attendance can make festival organisers less likely to invite or retain disability-led events within their mainstream programs, creating a cycle of exclusion (for example writing event deigned to include adults who find reading and writing hard within festivals such as Coastal Twist or Words on the Waves). Festival organisers want to include but have significant trouble getting enough participants at events to make it 'worth' putting on event programs in future. Local council is uniquely positioned to interrupt this cycle of exclusion. As a central and trusted hub for community information, council already plays a key role in connecting residents, service providers, carers, and people with disability. Reviewing council policies around the advertising and promotion of community events particularly where there is a	I appreciate council's efforts to move beyond access alone and create real opportunities for inclusion, and I am proud to belong to the coast's vibrant disability community.

		cost or potential income for the event holder would be a practical and high-impact way to support inclusion. This could include council actively promoting inclusive and accessible events, or providing a central, easy-to-find platform where people with disability and their carers can access clear information about accessible events. Such measures would help improve attendance, increase confidence for festival organisers, and support genuine inclusion of disability-led events in mainstream community life. It could also really assist tourism to the area.	
Yes	More inclusive and more awareness	More accessible bike paths and more accessible swings	
Yes	Our community is severely behind in acceptance, understanding & accessibility for PWD. We are also severely lacking in accountability for those who violate the rights of those of us with disability.	Yes. Our local police and hospital need serious re-education and accountability regarding their behaviour & management with people with disability. Hospital emergency staff don't know how to communicate with autistic and neurodiverse adults - to the extent that they will violate our rights with physical force, and deny we are autistic based on their own preconceived notions. They will even go so far as to violate our reproductive rights by not informing us (PWD), or our carers when we are pregnant, and utilise tribunals to perform termination procedures without disclosure or consent.	Please do something. We need to be better. The central coast is not safe for us (PWD). I feel fear every time I hear a siren, or see a police vehicle or ambulance. When my own immediate family member was in the emergency room, I was unable to enter to see them as the PTSD I am living with from my treatment is so severe that I had a completely paralysing panic attack at the thought of going inside the hospital. I never managed to get out of my car. It's not right, we shouldn't have to live in fear.

		Our local police make a big show of striking back against domestic violence but this is not the reality for those of us that have multiple disabilities that make concise and clear verbal communication difficult. In the event that a PWD calls 000 for help regarding DV & sexual assault, simply not being calm and concise when the abuser is, is enough that not only will police do nothing to help, not believe the PWD, but will actually fail to document reports of sexual assault. This results in it being impossible to access victims services counselling, leaving PWD vulnerable, alone, scared and unable to ever process what happened to them. All of this is based on my own personal experiences - almost exactly one year ago. As a Level 2 Autistic adult I have been left so afraid of the police, paramedics and hospitals that it's been made clear no one is to ever call 000 for me in an emergency. I have had to come to terms with the fact that I would rather die than experience the trauma of responding officers, paramedics, and medical staff that don't understand Autism ever again. This is not how it should be. I am not the only person that feels this way. This is a nationwide issue - but the central coast has the chance to be better. I shouldn't have to be so afraid of what happens to me if I call 000 for help, that I	

		would rather lose life or limb than risk daring to ask our emergency services to consider me an equal human deserving of humane, compassionate treatment.	
Yes	I suggest to reconsider terminology, call it All Abilities Inclusion Plan and as much as possible refer to (including changing signage) 'people with disability' as 'people of varying/all abilities' and label toilets, 'walkways' and car parks as 'accessible' to reduce the stigma and it also just says whet is is. People with disability/ people of varying abilities have just as much ability if not more when given the right supports to meet their needs. Disability parking, walkways/paths or toilets have not been 'disabled' ie abled and then disabled, they meet the needs of people with different abilities, eg wheelchair and stoller/pram users.		
Yes	Because I believe in an inclusive society for everyone, and at the moment, disabled people are often left out, ignored or disregarded because it's considered too hard to do anything. I have noticed that a lot of people are more likely to prioritise their own comfort and convenience. I have also experienced an unwillingness of some people to understand why 'just getting the bus' isn't always easy. I think this plan and public education will help.	Not that I can see, it will be interesting to see how the employment aspect works. As someone who is disabled and who has skills and experience but has been overlooked in my 20 years of trying to obtain ongoing work, I think this is going to be an area I watch. As a person trying to get work and as a Guide Dogs Advocacy volunteer.	Making sure businesses implement things will be crucial. It's one thing to have the plan, to offer training and so forth. Attitudes need to change and I think that is going to tale a lot of work and education. And if you ask disabled people to help with this, pay them!

No	Not in its present form. Reflects Councils approach to deciding what is best for the elderly without proper understanding all needs.	1. UN A. Convention on the 'Rights of Person with Disability' (CRPD) B. Recommends new treaty older poeples rights. 2. Commonwealth (Aus) A. New ages care Act 2024. B. Disability Services and Inclusion Act 2023. C. National Plan to respond to the Abuse of Older Australians (Elder Abuse) 2019-23.	Many articles on the IMPORTANCE of dogs to the mental, physical, emotional health of elderly of ages and disabled Australians and the provision of LEGAL ORDER to ensure physical and mental health of dogs and owners and socialisation.

Email submissions

I am giving my feedback in regards to the plan being a:
Person with disability
Family member or friend of a person with disability
Provider of services to people with disability (including paid carers and community workers)
Community member interested in access and inclusion
I am a member of the central coast community myself and work for REDACTED. We are engaged in a program currently through REDACTED called REDACTED and this is being funded by the NDIS.
Looking at the attitudes and behaviours (5.1)
I would love to become involved in this area. We are helping business setup up their inclusion plan and providing a suite of presentations to help business both understand disability and use inclusion as part of their everyday language. We are also helping peers find meaningful work and use their experience as a person with a disability as a positive.
I feel you have covered everything here. It will now depend on how this is implemented. I am wondering if this includes psychosocial hazards as well
5.2
There is nothing about inclusive public transport.
If we do not have this then there is no use have all this accessibility to other places.
Buses are still not all able to lower so people woth limited mobility are able to access. Also the way some bus stops are setup it does not matter if they are accessible buses as the buses are not able to go that low so you still have to climb in. With accessibility comes public training. Currently at certain times, even if it is not timetabled as a school bus, children are all sitting in the accessible seating. I feel we need to do more about not all disabilities are visible.
5.3
This is something that we could definitely collaborate on and help the council develop
A suggestion for a flexible work model would be allowing the person to "swap" days if needed. Since starting in this type of role I have not had any

sick leave. This has boosted my confidence greatly. If you would like to contact me about this please feel free to email or call REDACTED
To whom it may concern This is a wonderful plan for the Central coast. It is so important to include all residents in the plan. People with disability deserve to have a good life. I run a land care group at REDACTED. The area is slowly being regenerated back into Natural Bushland. It would be a lovely project to have a wheel chair pathway between the 2 surf clubs. That would allow people to walk along the beach front and to enjoy the open space and the wild life that are starting to come back into the area. We now have a flock of Black Cockatoo's who regularly come into the area that we work. It would allow all people to enjoy access into the area. It would also open the way to further regenerate the land along the pathway access. The layout of the land will allow such a pathway to be built. It will also form a part of a pathway that will allow greater access to other parts of our wonderful coast way. There has been a new pathway built at the Entrance down to the Light house area. Bikes and people can walk or ride for some distance. Wheel chair access as well. Just something to think about. Regards, REDACTED.
I am very impressed with the plan. My wife and I currently run a private approved care home and I used to work at REDACTED supporting people with disabilities. I was hoping we would review and consider a golf cart path strategy like peachtree city in Georgia USA. I would see this as along term positive for all types of residential opportunities in the canwal Toukley and lakefront areas of the central coast. REDACTED REDACTED REDACTED
I was really happy to read that beach access is being improved for those of us with mobility issues, with the installation of more beach mats. Could I please ask you to consider putting these mats in place on some of the beaches at the northern end of the coast, eg Frazer Beach, Birdie Beach, Budgewoi, Lakes Beach etc? As a person with Multiple Sclerosis, I have problems with my mobility and balance, and I really, really miss being able to go onto the beach. So much so that I actually try to get to Port Douglas every year as the sand there is like concrete and I'm able to walk on it! It would be great if the 'forgotten north' could be given the same consideration as places like Terrigal and Umina in council decision-making. Many thanks and kindest regards REDACTED
Hi there, I participated in the initial survey for the disability inclusion action plan. I am a permanent manual wheelchair user born with Spina Bifida. I live in REDACTED. My estate is around 12-15 years old I'm guessing so it's fairly new. My town house is 13 years old.

I have come up with the following extra feedback.

In regards to livable communities -

Developers or town planning, whoever is in charge of building new streets and footpaths in the new estates, need to make sure they build streets wide enough to allow for parking spaces on street, parallel to the street, for visitors and families with multiple cars for multiple family members.

It seems developers are more interested in building small streets to be able to build as many houses as possible to earn top dollar on the land they bought.

I have lived in the Netherlands from 96' to '04 and even 22 years ago, the neighbourhoods i lived in all had wide streets where there was enough on street parking. We are a long way behind here in Australia if you ask me.

Pretty much every week, I push my wheelchair to the local woolworths at Wadalba and I have to go off the footpath onto the road, multiple times on some days to get around cars that have parked in their driveway, and parked blocking the footpath. They may say it is only for an hour or two but it only takes 2 seconds for someone driving on a road to stop paying attention and run into myself in a wheelchair or other pedestrians who go onto the road for the same reason. This could be young kids on bikes who aren't aware of traffic in the same way adults are or parents with prams or the elderly with walking frames or mobility scooters. Making it an inconvenience and putting lives at risk.

If I am to contact the local police station, they tell me they have more important jobs to do. When I call council, it takes them a few hours to get a ranger to come by to fine the offender, if they're there still. If I report it via the website, it may not get looked at the same day. So the local residents see they can get away with parking over a footpath illegally. In doing so, they do not realise how their parking is affecting others in the local community.

I would also like to see change in the mobility parking spaces size. Parking spaces for a wheelchair user need to be wider for access in and out of vehicles to get a wheelchair in and out of a car independently or a van with side access for a person in an electric wheelchair. Some mobility spaces are not wide enough for a wheelchair users.

A lot of mobility parking spaces are taken up by the aging population who are still able to walk. Those of us in wheelchairs who actually need the space are then finding it hard to find parking suitable to be able to get to the shops for essentials or doctors appointments for example. There needs to be seperate permits and parking spaces for elderly who are still able to walk. If you can have parking for parents with prams, I believe you can have parking for elderly and seperate parking for people with mobility aids.

If you need to call me for further discussion or clarification, please call me on REDACTED.
Regards
REDACTED

DISABILITY INCLUSION ACTION PLAN 2026-2030

To whom it may concern,

I have for over sixteen years tried to get Wyong and now Central Coast Council to listen to those who are hands on when it comes to Disabilities and their needs in our community.

I was one of the community representatives on Council's first Inclusion Committee and quickly found out that Council had no clue and that other community representatives where there for other personal motives, not looking at the bigger picture.

I have conducted for Council and independently many access and inclusive audits on play spaces, shopping centres and beaches, none of which have been acted upon. A small amount of beach matting and a beach wheelchair do not constitute an accessible or inclusive area.

The Disability Inclusion Act became law in 2014, requiring all Local Governments to conform to strict guidelines. I submitted an audit report on fifteen play spaces from Patonga to Mannering Park of which Council proudly bragged about in the tabloids, only one of which passed my audit,

Former Administrator REDACTED questioned my findings and invited me to join him on a tour of some of those parks. We had only visited two parks when he offered me the position looking after the audits, play spaces, and beaches, of which I declined.

Council has ignored the magnificent contributions that organisation's such as REDACTED and the REDACTED make for the Central Coast, yet don't acknowledge this simply on their website.

As the former President of the REDACTED, National president of the REDACTED (40 years) and chairperson of REDACTED, I am continually dismayed with Council's lack of concern for our local and visiting disabled communities.

Sixteen years ago, I addressed Council on these issues before I had the keys for my new home in REDACTED. Former Mayor REDACTED tried to dress me down saying that Council had three liberty swings, how wrong was he, as the only one at the time and still was Freshwater Creek, the other two were privately owned.

When REDACTED donated a Liberty Swing to me, I had nothing but trouble getting council to accept it for Mackenzie Reserve at Budgewoi. An intervention from a former Councillor helped make it happen.

I have raised the issue of Disability Toilets and the MLAK key system, only to here that Council was not in favor, even though I offered a free key for all disabled residents on the Coast.

I have on many occasions suggested that Council officers take a visit to Caves Beach and see how disability infrastructure should be done. REDACTED acknowledged that Disability Parking was not up to scratch and amenity blocks were antiquated.

At a Disability meeting at the Wyong chambers last year, I was at one stage the only community member to attend. Shortly after two young men turned up which made three representing the community. Council employed two so-called experts and had at least four staff members who were certainly out of their depth. (photo used in your plan)

Until Council changes their attitude, even though they believe the community needs to do so, nothing will change and Central Coast will miss out on a unique opportunity to be seen as a disability destination and an inclusive place to live.

Glossy brochures titled Accessible Playspaces, Accessible Nature and Accessible Beaches are a poor example for true and accurate Accessibility and Inclusion.
For Council to supply free beach wheelchairs at their nominated beaches is flirting with danger. Beaches I would consider potentially dangerous for both the disabled and their carers are Patonga Beach (rips), Pearl Beach (rips and deep drop off), Terrigal Beach (dangerous waves), Ettalong Beach (rips), Avoca Beach (unexpected large waves).
Several years ago I was asked by Council to do an audit on all their beach wheelchairs. It was conducted at Terrigal SLSC and a full report was made available of the condition of those chairs. It was accepted that Council needed to service them and asked me to do so.
When I went back to do maintenance, the chairs had been returned to their SLS Clubs. Most had simply been dismantled and put away in corners as leaving it to the surf club is simply not feasible as for their need to perform their other duties.
Trying to make every aspect of life Accessible or Inclusive may never be achieved. Ticking boxes and supplying glossy brochures is a bureaucratic way of feeling good. Not listening to those having a record of total inclusion is that of the REDACTED.
Not only are surfing participants, their carers and all volunteers treated the same and with respect. This organization has operated for over 20 years and each event the numbers are swelling. Community volunteers are approaching 200 at nearly every event. Surfers are now being capped, as they cannot keep up with the demand, yet Council continues to argue about the antiquated facilities at the most suitable beach being Umina.

I will no longer participate in any Disability programs which are conducted by Central Coast Council, unless I see they have been listening to those who understand.
If I hear of any accidents to our disabled community, I will be the first to investigate and if I feel Central Coast Council was responsible, I will be the first to take legal action.
Whilst Council thinks they are fulfilling their requirement under the Act, nothing could be further from the truth.

REDACTED
REDACTED
REDACTED

Feedback on the Draft Disability Inclusion Action Plan 2026–2030
From: REDACTED To: Central Coast Council
1. Introduction
The REDACTED welcomes the Draft Disability Inclusion Action Plan 2026–2030 (the Plan) and strongly supports its vision of a Central Coast where people with disability can participate fully in civic, social and economic life.

The REDACTED is a NSW Government–supported precinct initiative focused on Mann Street and surrounding areas of the Gosford CBD. Our purpose is to support a walkable, safe, inclusive and economically active 24-hour precinct serving residents, workers, students and visitors.
This submission focuses on one critical priority for delivery: accessible footpaths, safe crossings, and inclusive entry and exit points to businesses and facilities in Gosford CBD.
2. Gosford CBD: A Priority Environment for Inclusion
Gosford is increasingly the Central Coast's primary urban centre, with:
● a growing residential population,
● a major university campus,
● a new Regional Library,
● a regional stadium,
● expanding dining, cultural and night-time activity.
As Gosford's role grows, so does its responsibility to be accessible by default, not by exception.
CBDs are where disability inclusion is most visible and most tested. If inclusion does not work in the CBD, it does not work anywhere.
3. Priority Issue: Footpaths, Crossings and Entry Points
While the Plan strongly supports liveable and accessible communities, the REDACTED believes greater emphasis must be placed on the condition and continuity of the pedestrian environment, particularly:
● uneven, cracked and sloping footpaths,
● poor drainage and trip hazards,
● inconsistent kerb ramps,
● unsafe or poorly designed crossing points,
● inaccessible or difficult business entry thresholds.
Recent Gosford audit findings
A recent on-the-ground accessibility audit undertaken in Gosford CBD (including Mann Street and surrounding streets) identified:
● multiple sections of poor-quality footpath presenting mobility and fall risks,
● dangerous or confusing pedestrian crossings, particularly for people using mobility aids or with low vision,
● inconsistent access into shops, cafes and services, creating exclusion despite compliance intentions.
These conditions undermine the intent of the Disability Inclusion Action Plan and actively discourage participation by people with disability, older residents and carers.
4. Liveable Communities: Moving from Policy to Practice
We strongly support the Plan's focus on Liveable Communities and recommend Gosford CBD be prioritised as a delivery area, not just a policy aspiration.
We encourage Council to:

● prioritise footpath renewal and maintenance in Gosford CBD,
● audit and upgrade pedestrian crossings for safety, legibility and accessibility,
● ensure kerb ramps, tactile indicators and gradients meet best practice,
● work with businesses to improve accessible entry and exit points,
● treat accessibility upgrades as core infrastructure, not discretionary works.
Accessible movement is fundamental to dignity, independence and economic participation.
5. Inclusion in the Night-Time Economy
The REDACTED is focused on building a safe and inclusive night-time economy. For people with disabilities, confidence in movement after dark is critical.
We support Plan actions that:
● improve lighting along footpaths and crossings,
● ensure accessible routes remain clear and safe at night,
● provide clear information about accessible venues and facilities,
● embed accessibility into event planning and approvals. ● CCTV which is working and strategically positioned
Inclusion must apply at all hours, not just during the day.
6. Business Engagement and Precinct Delivery
The Plan's emphasis on attitudes, behaviours and business capability is particularly relevant to CBD precincts.
The REDACTED can assist Council by: ● Recommending heavy thoroughfare pathways ● Sharing data on known issues from daily business operations
● sharing accessibility guidance with local businesses,
● encouraging low-cost improvements to entrances and layouts,
● promoting inclusive practices as good customer service,
● acting as a local delivery partner for Council initiatives.
Precinct models are well suited to translating policy into consistent, street-level outcomes.
7. Conclusion
The REDACTED strongly supports the Draft Disability Inclusion Action Plan 2026–2030.
We submit that Gosford CBD should be prioritised as a visible, practical delivery environment, with immediate focus on our Living Communities plans - LC 2.1 & 3.1 and 3.2
1. improving accessible footpaths,
2. fixing dangerous or poorly designed crossings,
3. supporting inclusive entry and exit points to businesses and facilities.
4. Support disabled parking options in the CBD
5. Collaborative approach directly with the businesses on the front line through the Precinct membership

These improvements are not only about compliance, they are about participation, safety and confidence. An accessible Gosford CBD strengthens social inclusion, economic activity and the Central Coast's reputation as a place that genuinely welcomes everyone.
There is a set of traffic lights n railway parade just a cross the station. Those lights have an islad on the middle of the road, but there is no wheelchair access to the island. People on a wheel chair must go on the road, avoiding the island, which is very dangerous. ALSO, on the shopping centre next to Deep Water Plaza, there is a ramp But no access from the parking to the ramp (for a motorised wheelchair) i complained several times but i was told that wheelchairs can access via the underground parking and lift. How can people think that a person on a powered wheelchair can risk using the car parking and the car ramp??? its not that important, there is no need to go to that small shopping centre, but it is no right to discriminate. Regards. REDACTED