

# **Central Darling Shire Council**

## **Disability Inclusion Action Plan**

**2017-2020**



# Disability Inclusion Action Plan 2017-2020

## DOCUMENT CONTROL

### Document Purpose

Central Darling Shire Council Disability Inclusion Action Plan 2017-2020 outlines Council's commitment to improving opportunities for people of all ages who live with disabilities to access the full range of services and activities available in the Shire.

### Document Identification

Disability Inclusion Action Plan, 2017-2020

### Version History

VERSION NUMBER	DATE	EDITOR	COMMENT
Version 1	12/5/2017	Michael Boyd, General Manager	Draft issued for consultation
Version 2	28/06/2017	Jacob Philp, Acting General Manager	Final issued for Distribution following Council Meeting.

Thank you to all the community members who filled in a survey. Your comments and ideas were very helpful.

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## **From the Administrator**

One of the key commitments of any Council in New South Wales is to represent all of its community and to provide equity of services to the broad range of its citizens.

All people have a right to full participation and inclusion in the social, cultural and economic life of our community. However barriers in society can make it difficult for some people to exercise the freedom of this right and prevent them from taking part in day to day community activities.

This Disability Inclusion Action Plan is all about making it easier and fairer for people with disabilities to participate effectively in community life and to have the same opportunities as any other group within our community to access services, be a part of local democracy and make a contribution to the well being of our community.

Physical access to Council and its services has been a focus of local government for some years, however this document is aimed at making communication and collaboration easier. The improvements made to Council information, services and facilities will also directly benefit older people, people with a temporary injury and parents of young children.

Of course, a small Council such as ours will always be constrained by the amount of finance that is available to deliver programs, however it is my hope that this plan will provide us with opportunities to make it much easier for people with disabilities to access what they need from us, in the future, and to actively engage in the processes of local democracy.

I commend this plan to you.

**Greg Wright**

**Administrator**

**Central Darling Shire Council**

## Statement of Commitment

This Disability Inclusion Action Plan shows the commitment of Central Darling Shire Council to create an inclusive society.

An inclusive society and community is strong because:

- we are richer with a diverse range of viewpoints and individual perspectives;
- inclusion creates advantage and reduces discrimination, which have far reaching positive impacts across all aspects of life, including health, welfare, education and employment.
- positive impacts of inclusion are felt beyond the individual, with family units and the broader community all being part of reaching an-inclusive society; and
- there is a strong economic imperative for increasing the inclusiveness of our society. Analysis indicates that providing people with disability real job opportunities and the chance to move off social service dependence can have a large economic impact.<sup>1</sup>

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<sup>1</sup> Deloitte Access Economics (2011) The Economic Benefits of Increasing Employment for People with Disability.

# Meaning of Key Words

## Inclusion

Inclusion means anyone who wants to can:

- join in community activities
- get out and about in town
- use Council services

The Disability Inclusion Plan is about making sure people with disability are included in community life.

## Disability

This Plan has must follow the laws of the Australian and the New South Wales Governments. Two laws tell us what Governments mean by the word 'disability'. When we use the word 'disability' in this Plan, we mean the same thing as they do.

In the *Disability Discrimination Act (Commonwealth) 1992*, the word 'disability' means:

- *'The total or partial loss of the person's body or mental functions*
- *The total or partial loss of a part of the body*
- *The presence in the body of organisms causing disease or illness*
- *The presence in the body of organisms capable of causing disease or illness*
- *The malfunction, malformation or disfigurement of a part of the person's body*
- *A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction'*

In the *Disability Inclusion Act (NSW) 2014*, the word 'disability' means:

*....long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others'*

This second definition includes many people that others might not think of as having a disability. It also tells us that by making things hard to do, we make impairments (like not seeing well, or not being able to read very well) turn into dis-ability (not being able to do something that others without that impairment can do).

## **More Word Meanings**

### **Focus Areas<sup>i</sup>**

The NSW Government asked people with disability what would make it easier for them to be included in community life. People said 4 areas could be changed for the better. Governments will focus on these areas (that's why we call them "focus areas"). They are:

### **Attitudes and Behaviour**

Making people aware that:

- People with disability have same rights as everyone else.
- People with disability can do things, and can contribute (add to) community life.
- We should ask people with disability what they need or want. We should just think we know.
- We need to learn how to talk to and respect people with different types of disability (and different types of ability).

### **Liveable Communities**

Make practical changes to places in the community and the activities that happen in them, such as:

- Footpaths, ramps and public toilets
- Buildings, halls, pools
- Events such as music festivals or community meetings held by Council.

### **Systems and Processes**

This is about making:

- Services easier to access and use
- Forms and letters easier to read and fill in
- Giving suggestion and ideas to Council easier to do.

### **Employment**

- Making more opportunities for people with disability to get employment, or start their own business.

## **What This Plan Will Do**

### **Our Goal**

Our goal is to make Central Darling Shire easy for people with disability, such as:

- Easier to get around
- Easier to use our parks, pools and buildings
- Easier to deal with Council
- Easier to give your ideas about what we should build or repair

### **What We Stand For (Our Principles)**

Our Disability Inclusion Plan is based on the idea that all people should be respected.

One government law says we should tell people how we will show our respect to people with disability. The Law is the *New South Wales (NSW) Disability Inclusion Act 2014*. Our Plan is based on these ideas:

- People with disability deserve respect.
- People with disability have a right to be part of community life.
- People with disability have a right to work.
- People with disability have a right to live the life they want to live.
- People with disability have the right to make their own decisions.
- People with disability have the right to privacy.
- People with disability have the right to safety.
- Our information should be easy for people to understand.
- People with disability have the right to complain.
- Family, friends and carers are important to people with disability.
- Children who may have disability have the same rights as all children.
- People with disability can be any age and their needs will change over their lifetime.

# What is in This Plan

This is a map to tell you what is in this Plan.

## 1. Links to Other Council Plans



This part tells you how the tasks in this Plan may be included in the Delivery Program, and how we report back to you.

## 2. Laws, Agreements and Policies Around This Plan



This part talks about the government laws and policies that surround our Plan.

Many new laws and policies are helping to make Australia easier for people with disability to enjoy community life.

## 3. About the People Living in Central Darling Shire



This part talks about the people living in the Central Darling Shire. We look at how old we are, and how many people may have a disability.

## 4. How We Consulted



This part talks about how we asked people for their ideas for this Plan.

## 5. The Action Plan



This part lists how we aim to make the Shire easier for people with disability to enjoy. This is what the plan looks like. This table explains how to read it.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
The task is written here.	- Who is responsible	When we plan to do the task				How we check the progress we are making.

## 6. Reporting Back to You



In this part we talk about how we check our progress and report back to the community on what we achieved.

# 1. Links to Other Council Plans

This Plan has mixed in ideas from other places, such as:

- Council's Community Strategic Plan
- Laws and policies from the Australian Government (in Canberra)
- Laws and policies from the NSW Government (in Sydney)

Council's Community Strategic Plan is based on the idea that everyone should have a fair go. Our Disability Inclusion Action Plan is based on the same idea - that people with disability should have a fair go. In the Disability Inclusion Plan we also say exactly how we hope to make this happen (our goals). In the Disability Inclusion Action Plan, we name the steps we to make our local community and Council services easier for people with disability to use.

The tasks in this Plan will be considered in our Delivery Program.

As we do the tasks, we collect information to check that the tasks have been done to make our community inclusive. We use this information to tell you what things we have made better. Every 6 months, the information is given to our senior managers. These managers check that to see if we have met the goals we hoped to achieve in the Disability Inclusion Action Plan.

At the end of each year, Council will report to the Community in its Annual Report. The Annual Report tells you what Council has done throughout the previous financial year. The tasks we have done for the Disability Inclusion Action Plan will also be in the Annual Report.

## **Picture 1- Link Between This Plan and Other Council Plans**

**Disability Inclusion  
Action Plan  
(4 years)**

The tasks in this Plan have goals that Council work towards in our Delivery Program. We will tell you what we have achieved in our Annual Report at the end of every financial year.

**Operational Plan  
(yearly)**

## 2. Agreements, Laws and Policies Around this Plan

All levels of government in Australia (national, state, territory and local) are now working towards the same goal. That goal is to make sure adults and children with disability get to enjoy their rights.

People with disability have always had the same rights as Australians without disability. But, people with disability have said that in fact, many things get in the way of them really having these rights. This next section tells you about the laws and policies that aim to make the rights of people with disability really happen.

**Picture 2 - Our Plan and Where it Sits with Australian Laws and Policies**



### 2.1 United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

In 2006, countries around the world met at the United Nations (UN). They decided that we all need to do better to make sure people with disability have a fair go. At the end of the meeting, they wrote a document that said reminded everyone to respect the rights of people with disability. The document is called the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

In 2009, Australia signed the UNCRPD. By signing the document we promised to make changes to laws and policies so that people with disability have a fair go. Australia also has to report back to the United Nations. We have to say what we have done to make things better. <sup>ii</sup>

## **2.2 Disability Discrimination Act (DDA) 1992 and Amendments (2009)**

The Disability Discrimination Act, 1992 (C'wlth) (DDA) has been law for more than 20 years. Our Disability Inclusion Plan follows this law.

The DDA says that in Australia it is against the law treat people with disability unfairly. It also says it is against the law to treat people unfairly because they are carers, family members, friends or co-workers of people with disability.

The DDA also says that Councils must write plans that will make sure people with disability are treated fairly. It says some things must be in the Plan. These things are in the list below. The Central Darling Shire Disability Inclusion Action Plan has these things in it. The Plan:

- Says what Council will do to make sure it treats people with disability fairly
- Says how Council will give this information to the community
- Explains how Council will check how we do things, to make sure people with disability are treated fairly
- Has goals and ways to check that the tasks in the Plan are being done
- Says whose job it is to do the tasks
- Says that the General Manager is responsible for the Plan
- Says what we will do to make transport easier (for example accessible parking)
- Says what we will do to make our buildings easier to use.

## **2.3 National Disability Strategy, 2010-2020**

The National Disability Strategy (NDS) is a 10-year plan written by the Australian Government and all the state and territory Governments.

The NDS has goals that all governments around Australia will work towards. The goals are about making sure that people with disability get the same opportunities as all other Australians to live a full life.<sup>iii</sup> The NDS will make Australia meet its promises to the United Nations. There are 6 areas that governments will work on in the NDS:

- Rights protection, justice, and legislation
- Personal and community support
- Learning and skills
- Inclusive and accessible communities
- Health and wellbeing
- Economic security

Some of these areas are in our Disability Inclusion Action Plan too. Some of the work that the NSW and Australian Governments are doing under the NDS will also help our Plan.

**The National Disability Strategy is a 10-year Plan that all Australian Governments are following. The Plan has us working together to make sure that people of all ages living with disability can participate fully in all parts of community life. (NDS, 2010)**

## 2.4 National Disability Insurance Scheme (NDIS)<sup>iv</sup>

The National Disability Insurance Scheme (NDIS) is one of the biggest changes made by the National Disability Strategy. The NDIS is a national insurance scheme. People with disability can claim on the insurance scheme to provide money to pay for their services. The money is to pay for "reasonable and necessary supports" to enable them to live an "ordinary life".<sup>v</sup> Parents or care givers of children who have delayed development or disability can also claim on the insurance scheme. This is called early intervention. The NDIS will help many children get extra support so that they develop their skills in physical, social, emotional, language, thinking and communication skills.

The NDIS is an important change for Central Darling Shire. It means that if they choose to, people eligible for NDIS funds can buy their services from local providers, rather than having to find a service provider further away.

The NDIS could also be very important to the local economy of Central Darling, because people with disability will be better able to get out and about, they could be more likely to spend their money locally. But, we must make sure we are ready to be welcoming, inclusive and accessible. The NDIS could also mean more jobs in the Shire for those who would like to work with people who get NDIS funds. And finally, tourists who might have NDIS funds may come to the Central Darling Shire for a visit. This could be good for business.

Up to 460,000 Australians with disability will get individualised funding from NDIS. A further 5 million Australians with disability will access supports created by the Information, Linkages and Capacity Building part of the NDIS.<sup>vi</sup>

As well as funding for individuals, the NDIS has some money to help general services (like Councils) to make changes so that they are easier for people with disability to use.

**Picture 3 - The NDIS Will Help People with Disability to be Part of Community Life**



## **2.5 NSW NDS Implementation Plan 2012-2014<sup>vii</sup>**

The NSW National Disability Strategy Implementation Plan (NDIP) is a NSW Government Plan. It says how NSW will work towards the goals of the National Disability Strategy.

The NDIP aims to make general services and disability services in NSW easier for people with disability to use. Some of the actions in the NDIP are to make:

- Buildings and houses in NSW easier for people with disability to use
- Public toilets more easier for people with disability to use
- More sporting activities available to people with disability
- Community celebrations easier for people with disability to go to (e.g. Music festivals, Christmas concerts or events etc)
- More jobs available for people with disability
- Accessing early childhood education easier for children with developmental delays.

Our Disability Inclusion Action Plan also mentions some of these things.

## **2.6 NSW Disability Inclusion Act 2014<sup>viii</sup>**

The NSW Disability Inclusion Act (DIA) 2014, is a law that says that NSW government departments, agencies and local governments must make plans that will make buildings, public places and services, easier for people with disability to use.

The Central Darling Shire Disability Inclusion Action Plan (this Plan) follows this law. Under the DIA, our Disability Inclusion Action Plan must:

- Be based on what local people with disability say the Council can do to make places and services easier for them to use
- Show how we will make sure people with disability have a fair go (another way to say 'put the Principles of the law into action')
- Be in line with other government plans that are working on the same things
- Say how we will make community events, buildings, information and employment easier for people with disability
- Be checked every four years by asking people with disability what they think.

## **2.7 NSW Disability Inclusion Plan (NDIP)<sup>ix</sup>**

The NSW Disability Inclusion Plan (NDIP) outlines how the NSW Government will work towards making government departments and agencies easier for people with disability to use.<sup>x</sup> Some of the actions under the NDIP are:

- Making the community aware that they must give people with disability a fair go
- Teaching government workers about the human rights of people with disability and how to make sure they are put into practice
- Working with local government to make the buildings and public places in local areas easier for people with disability to use
- Making NSW Government jobs more available to people with disability.

### 3. About the People Living in Central Darling Shire

#### 3.1 Where is Central Darling Shire?

Central Darling Shire has the largest land area of all Local Government Areas in NSW (53,534km<sup>2</sup>).<sup>xi</sup> The Shire is in the Far West of New South Wales. It is 1,075km west of Sydney, about 875km from Canberra and about the same distance from Melbourne. Adelaide is 675km south west from the Shire.

The main town is Wilcannia. Smaller towns in the Shire are Menindee, Ivanhoe and White Cliffs and villages being Mossgiel, Sunset Strip and Tilpa. The rural land in the Shire is used for mainly for farming, such as grazing and some fruit growing. Opal mining and tourism are also important industries in the Shire.

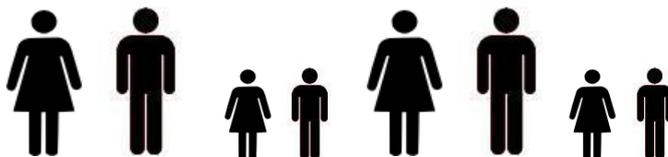
**Picture 4 - Central Darling Shire is the Largest Local Government Area in NSW**



#### 3.2 How Many People Live in the Central Darling Shire?

In 2011, the Australian Bureau of Statistics Census data reported the Shire's usual resident population was 1,991 people. Over 90% of the population speak only English at home.<sup>xii</sup>

**Picture 5 - In 2011, the Population of Central Darling Shire was 1,991**



In 2011, the population of the Shire was 1,991 people.

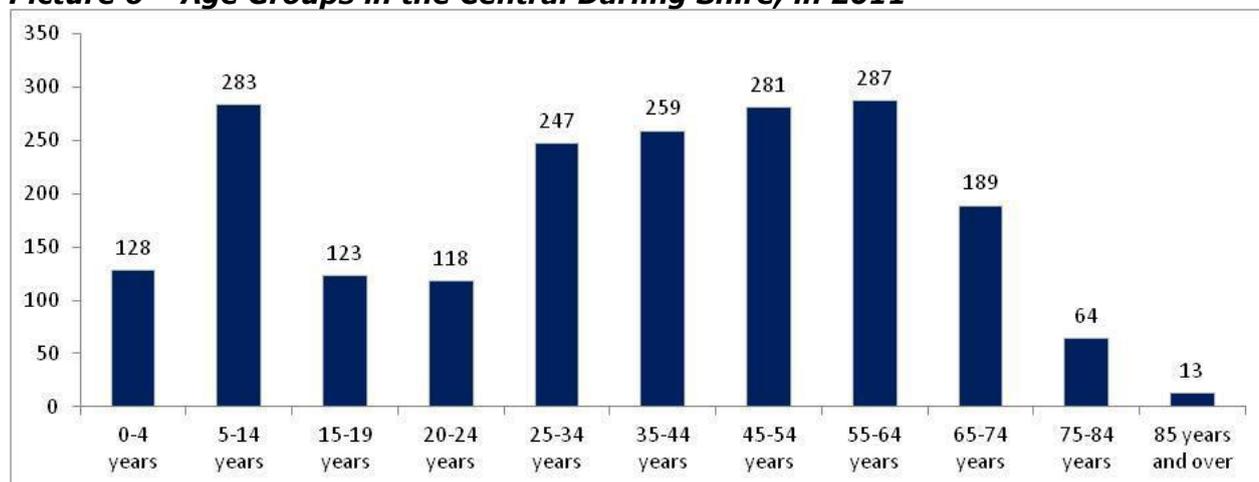
### 3.3 How Old Are We?

The older we get, the more likely it is we will have a disability. In fact, half of all people aged 65 and over in Australia have a disability. Older people sometimes find walking harder than younger people do. They also can have hearing and/or vision problems. We need to plan for how to make things easier for people in the Shire who have these age related disabilities. For this reason, we must look at how many people are aged 65 and over in the Shire.

In 2011, Central Darling Shire had 12.6% of the population aged 65 and over.<sup>xiii</sup> This is a bit less than the proportion of people aged 65 and over in the rest of NSW, which was 14%.

There are people with disability in every age group in our community. People with disability will have different needs at different ages. To plan for this, we need to look at how many people there are in each age group in the Shire. In 2011, 27% of people in Central Darling Shire were children aged under 20 years. One in three (or 32%) were young adults aged 20 to 44 years, and 42% were adults aged 45 years and over.<sup>xiv</sup>

**Picture 6 – Age Groups in the Central Darling Shire, in 2011**



Source: 2011 Census of Population and Housing, Basic Community Profile

### 3.4 Aboriginal Community

This *NSW Disability Inclusion Act 2014* (the law) says we must look at the unique needs of people with disability who identify as being Aboriginal and/or Torres Strait Islander.<sup>xv</sup> Central Darling Shire has a large population of people who identify as being Aboriginal (38.2% or 759 persons in 2011).<sup>xvi</sup>

### 3.5 People Born in non-English Speaking Countries<sup>xvii</sup>

The *NSW Disability Inclusion Act 2014* (the law) says we must look at the unique needs of people with disability who come from culturally and linguistically diverse backgrounds. In 2011, the Shire had a very small number (54 people) who said they were born in a mostly non-English speaking country. Most of those 54 people said they had lived in Australia for more than 5 years. Only 7 people said they could not understand or speak English very well.

### 3.6 How Many People in Central Darling Shire have a Disability?

We do not know exactly how many people in the Central Darling Shire have a disability. In the 2011 Census 67 people (3.4% of the population) said they needed help in their day-to-day lives due to disability.<sup>xviii</sup>

We think there might be more people with disability in the Shire. The Census is not always the best way to know how many people have a disability, because:<sup>xix</sup>

- The Census uses one question to ask about disability. This question uses a meaning for the word 'disability' that is not the same as the meaning the *NSW Disability Inclusion Act 2014* and so, many people with disability are not counted in the Census.
- People have different views about whether they have a disability. Two people with similar needs might describe them differently.
- Some people do not want to say they have a disability because they are afraid they will be treated badly. These people may not report their disability in the Census.
- Some disabilities such as mental illness or epilepsy are "off and on" in nature. People with disabilities like these might not report their disability to the Census if it is not affecting them at the time.
- Some disabilities affect self awareness. People may not realise they have a disability.

In our Plan, we have to use the meaning of the word 'disability' that is used in the *NSW Disability Inclusion Act 2014*. When we do, we know there are more than 67 people in the Central Darling Shire who have 'disability'. Some facts to support this view are:

- The Survey of Disability, Ageing, and Carers (SDAC, 2015) said 18.3% of Australians have a disability.<sup>xx</sup> If 18.3% of the population of the Central Darling Shire have a disability, then 382 people in the Shire have disability.
- The SDAC (2015)<sup>xxi</sup> asked people about long-term health conditions and not just about 'disability'. The survey found that 5.2 million people (22.1%) are living with a long-term health condition.<sup>xxii</sup> If 22.1% of Central Darling Shire population have a chronic long-term health condition, that would mean 461 people. Many of them would be included in the *NSW Disability Inclusion Act 2014* as having a disability.
- The NSW Roads and Maritime Service issued 58 individual Mobility Parking Scheme permits in the Central Darling Shire in 2016.<sup>xxiii</sup> Many people with disability and their families do not apply for MPS permits (more than 10).
- The SDAC 2015 found that Aboriginal and/or Torres Strait Islander people are on average 1.7 times more likely to live with disability when compared with the non-Indigenous population. It also found a greater likelihood of disability among Aboriginal and/or Torres Strait Islander children and people between the ages of 35 and 44 than for the non-Indigenous community. Central Darling has a higher proportion of Aboriginal people than other areas.<sup>xxiv</sup>
- In 2019 we expect 800 people in the Far West Local Health District (LHD) will get NDIS funding.<sup>xxv</sup> The Far West LHD is a large area covering from Tibooburra in the north, Balranald in the south, Broken Hill in the west and Wilcannia and Ivanhoe in the east. If 91.6% of people with disability don't get NDIS funding, this could mean as many as 9,500 people in the Far West LHD have a disability (8,700 without NDIS funding and 800 with funding).<sup>xxvi</sup>
- Many more children are entering the NDIS than expected.<sup>xxvii</sup> It is likely the Central Darling Shire could have a higher number of children accessing the NDIS than other areas because we have a high proportion of children.

### **3.7 Children and Disability or Developmental Delay**

The *NSW Disability Inclusion Act 2014* (the law) says we must look at the unique needs of children who may have disability.

We do not know how many children have a disability. We know that only a small number of children get diagnosed with a disability. Many more children are not reaching their developmental milestones (like sitting up, walking, talking, taking turns, thinking, getting on with others). Some delays in development will be permanent. Some delays are because of disability. We don't always know which children will go on to have disabilities, and which will catch up in their development.<sup>xxviii</sup> And so, we need to look at how many children in the Shire have delays in their development.

The Australian Early Development Census (AEDC) gives us information about how our children are going in their development. The AEDC looks at five domains of development: physical, social, emotional, language and thinking, communication and general knowledge. Council can use this information to plan how we can help children to learn and develop by providing parks, storytelling, pools, sports grounds etc. These services can support children to practice the skills they are developing. This will help all children be the best they can be now, and as future adults.

The section gives key points about children in the Central Darling Shire from the 2015 AEDC. It also gives examples of how Council supports children to be the best they can.

#### **Attitudes and Behaviours**

- Almost 1 in 2 children (47%) are not on track with their child development.
- 1 in 3 children assessed (35%) were vulnerable on two or more domains (this represents 9 children likely to have been eligible for NDIS funded early intervention).
  - ✓ We can help raise awareness that children need lots of support to learn and grow. We will look into working with early intervention services to make our services (pools, community events etc) easy for children with development delay to use.
  - ✓ We can help send the message that safe play is important for our children. Safe play is how all children develop their bodies and skills. Play can be in parks, playgrounds, sport, community halls or at pools.

#### **Liveable Communities**

- 1 in 4 children assessed (27% or 7 children) were vulnerable in the physical development domain and 17% (5 children) were at risk in this area.
- 1 in 2 children were not on track in language and thinking development. About 1 in 5 children (23%) were vulnerable in language and thinking development. 1 in 3 children (27%) were at risk in this area.
- 2 in 5 children assessed (42%) were not on track with social development. 1 in 3 were vulnerable in this area (or 31%).
- 1 in 2 children (55%) were not on track in emotional development. Almost 2 in 5 children (36%) were vulnerable in the area of emotional development.
  - ✓ We will look into helping to provide activities that support social, emotional and language development. We will look into helping to provide activities like storytelling or reading, being part of a group, or other children's activities. Other services and adults will need to help us by providing specialist skills (like community Elders, teachers, early childhood educators and parents).

## **Systems and Processes**

- Parents can have limited access to support for their child's development. They may:
  - Have limited transport
  - Have little money to spend on activities
  - Not know about what is available in the community to help their child develop.<sup>xxix</sup>
- The AEDC said Councils need to look more closely at the local area to find out what families think would help them to help their children to develop.<sup>xxx</sup>
  - ✓ We will help parents by looking into providing low cost activities that children can use to develop their skills. This may mean changing some policies.
  - ✓ We will look into the needs of parents and children with disability or developmental delay to get more ideas on what we could do to support them to help their child develop their skills.

### **3.8 Carers**

In the 2015 SDAC, 10.8% of Central Darling Shire residents (or 225 persons) were identified as being the carer of a person with disability, chronic illness, or who is frail aged.<sup>xxxi</sup> This data is based on estimates of persons aged 15 years and over. The estimate would not include young carers (children under the age of 15 who provide care to a parent, sibling or other family member).

## 4. How We Consulted



The *NSW Disability Inclusion Act 2014* requires local governments to base Disability Inclusion Action Plans on the input provided by people with disability, their families and supporters.

Central Darling Shire Council used the following ways to ask people for their ideas:

- A written paper based and on-line community survey (26 responses and 1 response via email without completing a survey). Eleven (11) people who answered the survey said they had a disability
- An easy to read survey (paper based only) (14 responses). We don't know how many of these people had a disability
- A mail out of a letter and the survey was sent out to:
  - Wilcannia News
  - Barrier Daily Truth
  - Hillston Spectator
  - All schools within the Shire
- Posters advising the community of the survey and inviting people to give feedback to Council were posted in all Council Offices, in Post Offices and in Supermarkets/General Stores within the Shire
- The DIAP was promoted on Outback Radio
- Interviews were conducted as part of the Community Strategic Planning process with Murdi Paaki Regional Assembly (the peak representative structure that represents the interest of Aboriginal and Torres Strait Islander people in 16 communities across Western NSW), and with Maari Ma Health.

## 4.1 About the Surveys

The survey was run at the same time as surveys and consultations for the Community Strategic Plan. The return was quite good (210 surveys sent out 41 returned = 19.5% return rate). Of the 41 responses, 26 were from the written survey, 14 from the easy read survey and one person gave their feedback via an email.

**The Long Survey** consisted of 5 Parts:

- PART 1: Attitudes of Council staff to people with disability
- PART 2: Getting Around in the Central Darling Shire
- PART 3: Council Facilities
- PART 4: Employment and Volunteering
- PART 5: Council Information

A section entitled "About You" asked about the nature of the disability of the respondent (or their family member etc), age, Aboriginal and/or Torres Strait Islander status, whether the respondent was a resident in the Shire or not, and the locality of the respondent.

Total number of responses to the written survey was 26. 11 (or 42%) were from people with disability. 11 (42%) were from family members of persons with disability. 5 (19%) were from respondents described as "other" and specified this as:

- A retired health professional who worked for many years in the disability area
- Community advocate
- Long time resident
- A person with no disability
- Just a member of the community

### The Short Survey

This was the first-time Central Darling Shire had offered an "easy to read" survey for a community consultation. The survey used pictures and few words to ask questions. It focused on the topics of places, transport, information formats and attitudes to people with disability. 14 responses were provided with the Short Survey.

The short survey offered simple questions such as "What do you like to do?" followed by a series of pictures with short descriptions of activities relevant to Council's areas of responsibility (e.g. parks, libraries, shopping precincts etc.). It consisted of two parts: the first asking what participation activities the respondent engaged in (picnics, gyms, swimming, library, shopping). This section corresponds with "Council facilities and some getting around". The second section asked what would help to do things in the community, options ranged from "people to be nicer, easier to read documents, someone to take me places". This section corresponds to the long survey attitude question, and the long survey on getting around.

#### **Picture 7 - Sample Question from the Easy Read Survey**

**What do you like to do?**

tick the box if you like to do this

Shopping



## 4.2 What the Community Told Us

### 4.2.1 About Attitudes and Behaviours

#### Long Survey

- All respondents ticked the box saying "Council staff are approachable and helpful". Comments given were:
  - " Menindee staff are second to none"
  - "Improvement on Customer Service".

#### Short Survey

- 2 people (14%) said what would help them most was:  People to be more Friendly 😊

### 4.2.2 Liveable Communities

#### Long Survey

- Most respondents said footpaths (76%) and shops (52%) were "not easy" to access.
- Almost 1 in 3 (27%) said public toilets were "not easy" to access.
- 40% said the pool was "not easy" to access, and 30% said parks were "not easy".

#### Short Survey

The short survey told us where people like to go and how they get there.

13 out of 14 people said they like to go to 93% of respondents ticked this	<input checked="" type="checkbox"/> Shopping	
11 out of 14 people said they like to go to on 79% of respondents ticked this But only 3 went to the park	<input checked="" type="checkbox"/> Picnics	 
9 out of 14 people said they like to go to 64% of respondents ticked this	<input checked="" type="checkbox"/> Swimming	
7 out of 14 people said they like to go to 50% (half) of respondents ticked this	<input checked="" type="checkbox"/> Gym	
6 out of 14 people said they like to 43% of respondents ticked this	<input checked="" type="checkbox"/> Play sport	
5 out of 14 people said they like to go to the 36% of respondents ticked this	<input checked="" type="checkbox"/> Library	

### 4.2.3 Systems and Processes

Systems and processes are words to describe the steps Council has in place to get things done. For example, a "Complaints process" is what we call the steps for making a complaint to Council.

A very clear message we got from our surveys was that the community would like Council to make information easier to understand, and to offer help to fill in forms.

People would also like to know how their comments made a difference with Council.

### Long Survey

Comments made by respondents include;

- "I would like to see or hear how the information gathered from this survey will be used to improve the Council on how they deal with people who are disabled"
- "Would be nice to get a quarterly newsletter to see what is happening around the Shire."
- " Short and to the point letters"
- "Some people don't understand big wording"
- "Unless the reader has good understanding of what it is that the Council does, the information they provide is a little difficult to understand."
- "My wife explains things for me."
- "Made easy by good staff."
- "Having good staff at your facilities"

### Short Survey

9 out of 14 people said what would help them most was



Help me fill in forms



64% of respondents ticked this

## 4. Employment

- Most respondents to the Long Survey (15 out of 25, or 60%) said they were aware Council's work to support employment or volunteering opportunities.
- Only 7 out of 25 (28%) said they were not aware of Council's work to support employment or volunteering opportunities.
- Three people did not answer the question.
- One person made the comment that it "would be great to be able to do some work make you feel like you contributing to the community (sic)".



## 5. The Action Plan

We aim to help create an inclusive Central Darling Shire which is accessible to people of all abilities, and recognises the unique needs and contributions of people from all walks of life.

### **Outcome 1: (Attitudes and Behaviours)**

People with disability experience positive attitudes and behaviours from Council staff and feel their Council is promoting disability friendly attitudes in the community.

#### Strategies

- 1.1 Support and train staff to have awareness of inclusion, and to address access and inclusion needs within their role.
- 1.2 Contribute to community awareness of disability and inclusion.
- 1.3 Investigate and respond to the access and inclusion needs of parents and children with disability or developmental delay.

### **Outcome 2: (Liveable Communities)**

People with a disability say that the places and buildings of the Shire are easier to access, and that events and activities in the community welcome and include them.

#### Strategies

- 2.1 Engage people with disability more frequently in identifying priorities for footpath and ramp construction and/or repair, and building and public toilet design, construction or access improvement.
- 2.2 Make activities and events more inclusive.
- 2.3 Support and promote accessible tourism in the Shire.

### **Outcome 3: (Systems and Processes)**

People with disability find accessing Council services easier, and they feel comfortable giving Council information about how improvements could be made.

#### Strategies

- 3.1 Make Council information more accessible.
- 3.2 Progressively review policies and procedures to enhance inclusion and access.
- 3.3 Make our community engagement strategy more inclusive and accessible.

### **Outcome 4: (Employment)**

People with disability have access to fair and barrier free employment opportunities in Council.

- 4.1 Review Council recruitment and employment processes to provide opportunity to candidates who have disability.

## Focus Area 1: Attitudes and Behaviours

**Outcome 1:** People with disability experience positive attitudes and behaviours from Council staff and feel their Council promotes disability friendly attitudes in the community.

**Strategy 1.1:** Support and train staff to have awareness of inclusion, and to address access and inclusion needs within their role

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.1.1 Support positive attitudes towards inclusion amongst staff	<ul style="list-style-type: none"> <li>- General Manager</li> <li>- Director, Business Services</li> <li>- Director, Shire Services</li> </ul>			X	X	1.1.1.1 Council training course materials incorporate the topic of disability inclusion. 1.1.1.2 Customer Service Framework incorporates the topic of disability awareness and person centred communication.
1.1.2 Train all staff to have awareness of the range of types of disability in the community, and how to address access and inclusion needs relevant to their role in Council	<ul style="list-style-type: none"> <li>- General Manager</li> <li>- Director, Business Services</li> <li>- Director, Shire Services</li> </ul>		X	X		1.1.2.1 Training programme relating to inclusion or disability confidence and awareness delivered to staff.
1.1.3 Publicise the activities of other agencies hosting inclusive events or activities	<ul style="list-style-type: none"> <li>- General Manager</li> </ul>	X	X			1.1.3.1 List of accessible and inclusive events or activities publicised on Council website.

**Strategy 1.2:** Contribute to community awareness of disability and inclusion

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.2.1 Contribute to community awareness of different types of disability in the community and encourage feedback about access and inclusion needs when engaging with Council and Council services	- General Manager		X	X		1.2.1.1 Council contributes to inclusion awareness campaigns and partners with other agencies to promote.

**Strategy 1.3:** Investigate and respond to the access and inclusion needs of parents and children with disability or developmental delay

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
1.3.1 Investigate and respond to the access and inclusion needs of parents with children who have disability or developmental delay	- Director, Business Services		X	X		1.3.1.1 Engagement strategy for reaching parents with children who have disability or developmental delay  1.3.1.2 Brief Report with recommendations on access/inclusion needs of parents with children who have disability or developmental delay in relation to Council run services and programs  1.3.1.3 Engagement strategy for reaching people with disability (including children with developmental delay). Brief Report with recommendations on disability access /inclusion needs

## Focus Area 2: Liveable Communities

**Outcome 2:** People with a disability say that the places and buildings of the Shire are easier to access, and that events and activities in the community welcome and include them.

**Strategy 2.1:** Engage people with disability more frequently in identifying priorities for footpath and ramp construction and/or repair, and building and public toilet design, construction or access improvement.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.1.1 Develop a strategy to engage people with mobility and sensory disabilities and carers of people with disability in setting annual priorities for improving accessibility of footpaths and ramps in the Central Darling Shire	- General Manager - Director, Shire Services		X	X		2.1.1.1 Priorities for the Pedestrian Access Management Plan (PAMP) reviewed
2.1.2 Progressively improve accessibility and cleanliness of public toilets	- Director, Shire Services		X	X		2.1.2.1 Public toilet strategy updated to include progressive enhancements to disability access 2.1.2.2 List of toilets that have been maintained or upgraded (including way finding changes) 2.1.2.3 Map of accessible public toilets of Central Darling Shire completed 2.1.2.4 National Public Toilet Map is updated annually

**Strategy 2.2:** Make activities and events more inclusive

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
<p>2.2.1 Increase accessibility and inclusion of events in Central Darling Shire and meetings held by Council</p>	<ul style="list-style-type: none"> <li>- General Manager</li> <li>- Director, Business Services</li> <li>- Director, Shire Services</li> </ul>		X	X		<p>2.2.1.1 Update Events Application form to include identifying access and inclusion of people of all ages with differing types of disability</p> <p>2.2.1.2 Council supported S355 Committees events that have an access and inclusion plan as part of event implementation</p> <p>2.2.1.3 Accessible Event Guidelines distributed to event organisers in contact with Council</p> <p>2.2.1.4 Accessible meeting checklist template is completed and available for staff</p> <p>2.2.1.5 Meeting procedures include how to identify and seek to address access needs of meeting attendees</p>

**Strategy 2.3:** Support and promote accessible tourism in the Shire.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
2.3.1 Progressively improve the accessibility and inclusion of places of recreation, learning and leisure	- General Manager - Director, Shire Services		X	X		2.3.1.1 Council's tourist information to include a section on Accessible Accommodation and Activities, updated bi-annually
2.3.2 Encourage, support and promote accessible businesses and tourism in Central Darling Shire	- General Manager - Director, Business Services		X	X		2.3.2.1 Representations made to businesses regarding the economic benefits of accessible and ageing friendly businesses and activities

### Focus Area 3: Systems and Processes

**Outcome 3:** People with disability find accessing Council services easier, and they feel comfortable giving Council information about how improvements could be made.

**Strategy 3.1:** Make Council information more accessible.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.1.1 Develop guidelines for creating more accessible information	- General Manager				X	3.1.1.1 Complete Guidelines/Checklist
3.1.2 Develop a policy for responding to reasonable requests for information in alternate formats	- General Manager		X	X		3.1.2.1 Policy on providing alternative format materials or other communication options completed
3.1.3 Progressively review accessibility of Central Darling Shire accessibility website to comply with WCAG 2.0 AA standards	- Director, Business Services		X	X		3.1.3.1 Basic audit of Council websites against Web Content Accessibility Guidelines 2.0 completed 3.1.3.2 Council webpage has a page describing the website accessibility features (updated annually) 3.1.3.3 Council's website includes sections on accessibility features of the Central Darling shire (updated annually)

**Strategy 3.2:** Progressively review policies and procedures to enhance inclusion and access.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
<p>3.2.1 Progressively incorporate accessibility and inclusion considerations in procurement decisions and contracts</p>	<ul style="list-style-type: none"> <li>- General Manager</li> <li>- Director, Business Services</li> <li>- Director, Shire Services</li> </ul>	X	X			<p>3.2.1.1 List of Council contracts that have inclusion requirements or clauses</p> <p>3.2.1.2 Include Social Procurement in the Procurement of Goods and Services Policy to create positive change in the Shire</p>
<p>3.2.2 Ensure Council's emergency evacuation procedures specifically consider the needs of people with disability</p>	<ul style="list-style-type: none"> <li>- Director, Shire Services</li> </ul>	X				<p>3.2.2.1 Council sites where evacuation procedures are reviewed to address the evacuation needs of workers and/or visitors with disability</p>
<p>3.2.3 Progressively review the procedures supporting access to all Council services and processes (such as making a complaint, registering a pet etc., purchasing a good or service) to ensure improved access</p>	<ul style="list-style-type: none"> <li>- General Manager</li> <li>- Director, Business Services</li> </ul>		X	X		<p>3.2.3.1 Accessing Council services are progressively reviewed for the purposes of improving accessibility</p>

**Strategy 3.3:** Make our community engagement strategy more inclusive and accessible.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
3.3.1 Review the Community Engagement Strategy to improve representation of people with disability, their families and supporters	- General Manager - Director, Business Services	X	X			3.3.1.1 Community Engagement strategy reviewed to enable input by people with disability

## Focus Area 4: Employment

**Outcome 4:** People with disability have access to fair and barrier free employment opportunities in Council.

**Strategy 4.1:** Review Council recruitment and employment processes to provide opportunity to candidates who have disability.

Actions	Lead Team(s)	Year				Measures
		1	2	3	4	
4.1.1 Review recruitment and employment processes to ensure they provide fair and barrier free opportunity to candidates who have disability	- General Manager		X	X		4.1.1.1 Membership of the Australian Network on Disability (renewed annually) 4.1.1.2 List of recruitment and employment related policies/procedures amended in line with the Australian Network on Disability guidelines and samples.

## 6. Reporting Back to You



We will check that our Plan is happening by checking the tasks are being done on time. Council's Delivery Program is a list of all the things we would like to achieve. We will put the Disability Inclusion Plan tasks into the Delivery Program, along with all our other tasks.

As we collect information about what tasks we have achieved, we will also be checking that the Disability Inclusion Action Plan tasks are being achieved. We use this information as proof that we are making the changes that we listed in the Plan.

Every 6 months, reports are given to our senior managers, who will make sure that actions under the Disability Inclusion Action Plan are being completed on time. At the end of each year, Council will report to the community in its Annual Report.

Each year, Council has an annual review. We advertise asking the community for comments. We welcome your comments and ideas about the Disability Inclusion Action Plan, or any other Council activity.

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