



LIVERPOOL

# DISABILITY INCLUSION ACTION PLAN 2024-2028

Liverpool – An inclusive place to live, learn and grow.

LIVERPOOL  
CITY  
COUNCIL





## ACKNOWLEDGEMENT OF COUNTRY

Liverpool City Council acknowledges the traditional custodians of the land that now resides within Liverpool City Council's boundaries, the Cabrogal clan of the Darug Nation. We acknowledge that this land was also accessed by peoples of the Dharawal and Darug Nations.

## ACCESS AND EQUITY STATEMENT

Liverpool City Council acknowledges and respects First Nations people as the original inhabitants of the land which now resides within the Liverpool Local Government Area, the people of the Dharug (Darug) and Tharawal (Dharawal) nations. Liverpool City Council also acknowledges and respects Liverpool's multicultural communities and their varied cultural backgrounds, languages, traditions, religions and spiritual practices.



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An easy format and plain language version of this DIAP is available on Council website.

# MESSAGE FROM THE MAYOR



I am delighted to present Council's Disability Inclusion Action Plan (DIAP) 2024-2028. This Plan reaffirms our commitment to transforming Liverpool into an even better place to work, live, learn and grow for all people, irrespective of their background, lifestyle, or abilities.

As the level of government closest to the community, Liverpool City Council plays a vital role in fostering an inclusive environment for people with disabilities. The DIAP is essential to our ethos as a Council - at the foundation of our decision making, it is important that access and inclusion is prioritised.

Our dedication to promoting and supporting access and inclusion extends to every aspect of our operations, including the workplace, where we strive to create opportunities for all.

The DIAP details strategies for engaging with people with disabilities, facilitating employment opportunities, ensuring the accessibility of buildings and public spaces, providing information, and meeting the evolving needs of our residents through easy access to available services.

To compile this Plan, Council extensively consulted with local residents with a disability, as well as carers and service providers. On behalf of Council, I want to thank everyone who participated in those sessions. Your contribution was invaluable, and your insightful feedback helped the development of Council's overall Plan.

Whilst our previous DIAP initiatives have led to notable improvements in community facilities and accessibility, including installation of inclusive play spaces and communications tools for children with disabilities, we acknowledge that there is still much progress to be made.

This Plan serves as our starting point, and we invite you to join us in continuing the dialogue and driving forward our collective journey towards a more inclusive Liverpool.

A handwritten signature in blue ink, consisting of a large, stylized 'N' followed by a horizontal line and a vertical stroke at the end.

**Mayor Ned Mannoun**

# MESSAGE FROM THE CEO



For Liverpool City Council to assume a leadership role on disability access and inclusion in the broader community, we must first look inwards at our own internal processes and systems.

As a major employer, Council is striving to further raise the bar on inclusive employment practices in Liverpool, with the aim that other employers within our City will follow.

On a personal level, I am proud to be part of an organisation that aspires to enact positive change for people with disability within our community.

One way we are achieving this is through the Disability Inclusion Action Plan (DIAP) 2024–2028 outlining practical steps, to ensure everything we do as an organisation, is in support of better outcomes for people with disability.

Reflected in this document are ideas arising from hours of consultation with stakeholders in the disability space, including members of the community with disability, carers and local service providers, as well as Council staff.

One of our key strengths at Council is diversity among staff. This allows us to deliver solutions that best fit the needs of our community comprising people with different abilities, backgrounds, and experiences.

There is always room to enhance the way we do business here at Council.

Our goal is to become an employer of choice for local people with disability, by ensuring our equal opportunity employment practices are robust.

We are fortunate to have strong working relationships with disability service providers and stakeholders in the community, to bring the aspirations and actions in this plan to life.

I look forward to working with these stakeholders to implement the key recommendations of this plan, at all levels of Council, strengthening our existing services and building on key projects.

**The Hon John Ajaka**  
CEO





# OUR COMMUNITY

**Our people, businesses, organisations and staff are diverse. It's our strength.**

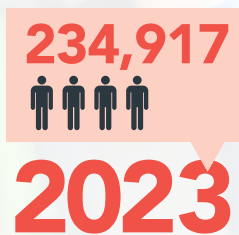
Liverpool City Council Local Government Area (LGA) is set over 305.5 square kilometres and is home to more than 230,000 people from over 140 different backgrounds, making it one of the largest and most diverse areas in South West Sydney.

Liverpool is also at the heart of the greater Sydney metropolitan area's thriving economic hub and is home to the Western Sydney International Airport with forecasts of significant population growth, new release areas and major infrastructure development.

We recognise that as a rapidly growing city, Liverpool has many challenges with significant pressure added to the availability of housing, services, employment, and transport infrastructure for our community. This presents the urgent need and opportunity for access and inclusion to be in the forefront of all aspects of planning for the future.

Liverpool will continue to be welcoming and inclusive by recognising and supporting each other's differences and working every day to build connections within and outside our community.

According to the Australian Bureau of Statistics (ABS) 2021 Census:



# OUR VISION FOR INCLUSION

## Liverpool – An inclusive place to live, learn and grow

We promote and support access and inclusion in all areas of our business. This includes:

- How we listen to and talk with people with disability;
- How we support and encourage employment opportunities;
- How we plan our buildings and outdoor spaces;
- How we provide information and services;
- How we promote community awareness and improve attitudes towards people with disability; and
- What Federal and State government services we advocate to.

## INTERSECTIONALITY

Disability takes many forms and recognising it, let alone labelling it can be problematic. Disability can be physical, neurological, intellectual, cognitive, psychiatric and sensory. It may affect a person's mobility, communication or learning as well as their income and participation in education, social activities and employment options.

Our Social Justice Policy provides a framework where diversity is promoted and positive change for people with disability can occur.

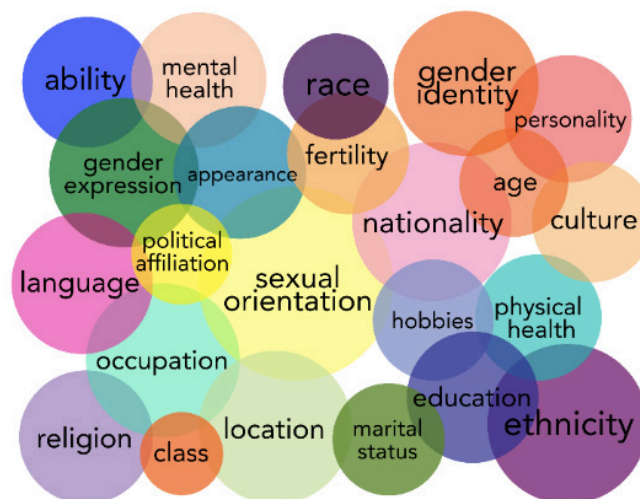
We understand that a disability does not define a person. A person's lived experiences are shaped by multiple and diverse overlapping identities that can create further barriers to access and inclusion. The groups at greater risk include LGBTQIA+, First Nations people, women and non-binary people, culturally and linguistically diverse people, people from remote

areas, older people, children and young people, and people from lower socio-economic backgrounds.

We seek to adopt an intersectionality lens recognising and working towards breaking down societal norms and pressures to promote more opportunities for access and inclusion for people with disability.

We believe access and inclusion is everybody's business. This four-year DIAP seeks to address all forms of disability, reflecting on individual limitations and also the social barriers that restrict their life choices.

Council will be a leader in making Liverpool an inclusive community. We will improve our own practices to develop Council's internal systems and processes to ensure they achieve better outcomes for people with disability.



DL Toolkit: Module 1.3- Disability Intersectionality : CEDI Website (unc.edu)

# WHY A DISABILITY INCLUSION ACTION PLAN (DIAP)

We've created this action plan to show community leadership as an exemplary employer, and to ensure our services and information are accessible for all residents and visitors.

Across NSW, Australia and the world, governments are striving to ensure that people with disability have access to services as supported members of the community. Council's DIAP draws on the United Nations (UN) Convention on the Rights of Persons with Disabilities, the National Disability Strategy and the NSW Disability Inclusion Plan (see Figure 1).

Encouraging diversity enriches us as a community and supports individuals to participate fully in our society. The measures that we take now to support full inclusion will provide social, economic and personal benefits to the Liverpool community such as:

- Reducing disadvantage and discrimination that have wide-spread health, welfare, education and financial impacts; and
- Expanding work opportunities to enhance independence, self-worth and encourage social connections.

The UN Convention on the Rights of Persons with Disabilities (2006) outline eight principles of inclusion:

1. Focusing on abilities and not disabilities
2. Fundamental rights for all people
3. Genuine dialogue and participation
4. Improving access and inclusion for all
5. Prudent use of resources
6. Recognising the benefits of collaboration
7. Principles of Universal Design
8. Access is everyone's business



The NSW Disability Inclusion Plan 2021 – 2025 identifies four focus areas of inclusion after talking with people with disability. They are:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to mainstream services through better systems and processes

Keeping in mind these important principles and focus areas, Council has completed the disability inclusion action planning process as required by the Disability Inclusion Amendment Act 2022 (NSW). This process aligns with Council's Integrated Planning and Reporting cycle – the Community Strategic Plan, and Delivery Program and Operational Plan.

# HOW IT ALL FITS TOGETHER

Figure 1



# KEY ACHIEVEMENTS

from Council's Disability Inclusion Action Plan 2017 – 2021 include:

- Hosted annual International Day of People with Disability (IDPwD) celebrations at Casula Powerhouse Arts Centre (CPAC);
- Delivered new accessible toilets and inclusive playgrounds across the LGA including a Livvi's Place Playground at Lt. Cantello Reserve, Hammondville;
- Installed Communication Boards at various playgrounds across Liverpool to support communication and improve social interaction for children with disability;
- Convened the Liverpool Access Committee which provides advice and guidance to Council on access and inclusion matters;
- Held "sensory sessions" at major community events to cater for people with sensory processing disorders;
- Participated in the Sport NSW "Activate Inclusion Sports Day" which encourages children with disability to get involved in community sport;
- Hosted inclusive events and programs at CPAC and Libraries;
- Purchased a portable Hearing Loop device which can be utilised at meetings and activities at Liverpool Library;
- Provided AUSLAN interpreters at Council meetings, where required;
- Continued audit and improvements to access at local parks, playgrounds and community facilities; and
- Created an Accessible Technology Space at Liverpool Library equipped with resources to assist people with hearing, vision, mobility and learning disabilities.



## Who we engaged

This DIAP has been created after consultation with people with disability and their carers, community groups, advocates and Council staff who have a genuine desire to make Liverpool an inclusive place for all.

In late 2021 and early 2022, we reached out to stakeholders in the Liverpool LGA for their input to develop the Action Plan. This was done through a variety of engagement methods including a survey, meetings, telephone interviews and online discussions.

We asked what people with disability do, and don't like, about living and working in Liverpool.

We spoke with service providers about what Council does well, and what and how improvements can better support people with disability.

We also asked Council staff to reflect on what they do internally, and for the community, to support inclusion in Liverpool.

Comments were received from:

- People with disability and their carers
- Members of the Liverpool Access Committee
- Local schools and university
- Council staff
- Disability services sector and advocates including Autism Advisory and Support Service, EACH, Northcott, Deaf Connect, Disability Services Australia, Down Syndrome NSW, Vision Australia, Wellways Australia, Rebound Rehab, Grow and Your Story Disability Legal Support

In 2023, an independent peer review and desktop analysis was undertaken to ensure our DIAP meets industry and community standards.



## Key messages we heard

### Positive attitudes and behaviours

Positive attitudes need to be encouraged across all Liverpool communities and cultures

The Liverpool community needs to understand the challenges of people with disability in the community

Support inclusion for carers

### Liveable communities

Liverpool needs to be easier to get around, there should be:

- safe and reliable transport options
- accessible and appropriate parking
- an inclusive physical environment with sport and recreation opportunities

### Meaningful employment

Employment options should be supported, especially for young people which better matches people's capabilities

Local businesses need to understand the benefits and rewards of providing employment and training opportunities to people with disability

### Better systems and processes

People with disability should be considered with all decision making in Liverpool

## What we are going to do

Council's DIAP provides us with a 'to do' list that identifies who's responsible, who we can work with and when we should do it by.

The Community Strategic Plan 2022 – 2032 identifies four future directions for Council:



### SOCIAL

**HEALTHY  
INCLUSIVE  
ENGAGING**



### ENVIRONMENTAL

**LIVEABLE  
SUSTAINABLE  
RESILIENT**



### ECONOMIC

**EVOLVING  
PROSPEROUS  
INNOVATIVE**



### CIVIC LEADERSHIP

**VISIONARY  
LEADING  
RESPONSIBLE**

Our actions build on the directions above, and guide the four disability inclusion focus areas of:

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



# **ACTION PLAN 2024 – 2028**

# DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS



## 1. DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

STRATEGY	ACTION	RESPONSIBILITY
<b>Raise the profile of people with disability in the community</b>	<ul style="list-style-type: none"> <li>Quarterly profile of a person with disability included in Council’s newsletter and/or social media channels</li> <li>Provide information on disability issues in Council newsletters and/or social media channels</li> </ul>	Communications Marketing and Brand
	Deliver and support events for International Day of People with Disability and Carers Week	Community Development
<b>Encourage people with disability to participate in Council decision-making processes</b>	<ul style="list-style-type: none"> <li>Encourage membership from people with disability on all Council committees</li> <li>Support access for people with disability to Council meetings and committees including provision of Auslan interpreters at Council meetings as requested</li> </ul>	Civic and Executive Services
<b>Support inclusive practices for local businesses</b>	<ul style="list-style-type: none"> <li>Promote the “Making your Business Accessible” guide to support local businesses to improve access and inclusion</li> <li>Investigate opportunities to work with the business community to recognise and reward businesses who are active in disability inclusion</li> </ul>	City Economy
<b>Provide staff resources and training on disability awareness and positive behaviour</b>	<ul style="list-style-type: none"> <li>Incorporate general disability awareness training into induction processes for all staff</li> <li>Develop and implement specific disability awareness training</li> </ul>	People and Culture

# CREATING LIVEABLE COMMUNITIES



## 2. CREATING LIVEABLE COMMUNITIES

STRATEGY	ACTION	RESPONSIBILITY
<b>Improve access and inclusion in parks, playgrounds and sporting facilities</b>	<ul style="list-style-type: none"> <li>Deliver parks, playgrounds and open spaces which improve access and inclusion for people with disability as part of Council's Capital Works Program and as recommended by audits of Council facilities and spaces for accessibility</li> <li>Include disability access requirements in sport and recreation facilities renewal and upgrade program</li> </ul>	Infrastructure Delivery
	Work with leisure centre management to support increased opportunities for access to specific events, programs and facilities for people with disability	Recreation and Community Outcomes
<b>Support programs that increase social inclusion and community connection</b>	<ul style="list-style-type: none"> <li>Investigate options which support people with disability to access cultural and leisure programs</li> <li>Establish inclusion of people with disability as a funding criteria for community groups applying for funding through Council's Grants, Donations and Community Sponsorship Program</li> </ul>	Community Development and Library and Museum Services Community Development
	Provide accessible leisure and therapeutic arts activities at the Casula Powerhouse Arts Centre	Casula Powerhouse Arts Centre
<b>Contribute towards liveable and accessible public spaces</b>	Undertake audits of Council facilities for accessibility including community centres, playgrounds and open spaces	Community Development
<b>Continuously upgrade and renew Council assets to deliver above compliance accessibility</b>	Incorporate specific considerations for the needs of people with disability in Council's Community Facilities Strategy, including inclusive programming and accessibility requirements	Community Development
	Plan and deliver an adopted program of upgrades and renewals to Council's portfolio of roads and transport related assets and facilities to ensure ongoing serviceability	Transport Management
	Plan and deliver an adopted program of upgrades and renewals to Council's portfolio of building assets to ensure ongoing serviceability, with particular consideration given to accessibility requirements	Infrastructure Delivery

# CREATING LIVEABLE COMMUNITIES

## Continued.



### 2. CREATING LIVEABLE COMMUNITIES - Continued.

STRATEGY	ACTION	RESPONSIBILITY
<b>Promote accessibility and Universal Design Principles in new and existing residential and commercial developments and in the design of public spaces</b>	<ul style="list-style-type: none"> <li>Ensure development applications for new and existing developments address access and inclusion criteria to support accessibility for people with disability</li> </ul>	Development Assessment
	<p>Consider the incorporation of universal design principles in the development and delivery of new and/or upgrades to existing public spaces, to create a more accessible and inclusive urban environment, for people of all levels of ability</p>	City Planning Transport Management Infrastructure Planning Infrastructure Delivery
<b>Improve accessible paths of travel to and parking at key destinations</b>	<ul style="list-style-type: none"> <li>Evaluate the availability of accessible parking across the LGA</li> <li>Include access and mobility provisions for people with disability in pedestrian and transport management plans and strategies</li> </ul>	Transport Management
	<p>Ensure enforcement of designated accessible parking spaces in the city centre</p>	Community Standards
<b>Support public transport that is accessible and inclusive</b>	<ul style="list-style-type: none"> <li>Upgrade existing bus shelters and stops for compliance with disability standards</li> <li>Ensure Liverpool Traffic Taskforce advocates for services which are appropriate for people with disability</li> </ul>	Transport Management
<b>Increase the provision and/or quality of accessible toilets, including Changing Places (adult accessible change facilities)</b>	<p>Include planning for accessible toilets and Changing Places at all Council venues and spaces</p>	Infrastructure Delivery Recreation and Community Outcomes
<b>Accessibility and inclusion at Council-run early education and care centres</b>	<ul style="list-style-type: none"> <li>Identify and address access and participation barriers for all children</li> <li>Support the social inclusion of children with additional needs</li> </ul>	Childrens' Services



# SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

## 3. SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

STRATEGY	ACTION	RESPONSIBILITY
<b>Create opportunities for the employment of people with disability</b>	<ul style="list-style-type: none"> <li>Develop and implement initiatives that ensure disability inclusive practices are core to all of Council’s hiring practices</li> </ul>	People and Culture
<b>Review and enhance Council’s employee value proposition (EVP) so it continues to create an engaging and inclusive environment for everyone, including for people with disability</b>	Ensure strategies and activities are developed and are in place to support inclusion and belonging in the workplace	People and Culture
<b>Work with employers, government and community to support local employment for people with disability</b>	<ul style="list-style-type: none"> <li>Develop and implement initiatives that support local businesses to engage people with disability in employment</li> <li>Provide information on government programs and initiatives which support local businesses to engage people with disability in employment</li> <li>Work with local education institutions to support training and skills development to increase workforce engagement for people with disability</li> </ul>	City Economy



# IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES



## 4. IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

STRATEGY	ACTION	RESPONSIBILITY
<b>Ensure the DIAP is embedded in all aspects of business across Council</b>	Establish an internal project control group to monitor implementation and progress on the DIAP.	Community Development
<b>Raise awareness of services, events and facilities for people with disability in the community</b>	<ul style="list-style-type: none"> <li>Promote Council provision of outdoor fitness equipment through a range of accessible formats</li> <li>Investigate the need for a disability sports directory</li> <li>Promote information on programs being offered at community centres and other Council facilities in a range of accessible formats (and languages)</li> </ul>	Recreation and Community Outcomes
	Promote accessible services and resources provided by Council's Library Service including the home library service	Library and Museum Services
	Update and maintain the Liverpool Mobility Map	Community Development
	Promote the "Infirm Service" to the community, which assists people with disability or chronic illness to bring their waste and recycling bins to and from the curb for collection	Waste and Cleansing
<b>Review and upgrade access to Council facilities and services</b>	Improve internal library access through review of assisted technology, design and placement of furniture and shelving	Library and Museum Services
	Conduct regular audits of Council facilities and recreation spaces to ensure ongoing compliance with relevant legislation and standards for access and inclusion	Recreation and Community Outcomes
<b>Make community events accessible and inclusive</b>	Improve access and inclusion to Council's Major Events for people with disability their families and carers	Major Events

# IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES



Continued.

## 4. IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

STRATEGY	ACTION	RESPONSIBILITY
<b>Support regional and local organisations providing services for people with disability</b>	<ul style="list-style-type: none"> <li>Co-convene the South West Sydney Disability Forum</li> <li>Respond to requests for information from service providers and community about people with disability in Liverpool in a timely manner</li> <li>Develop a community profile and identify priority needs for people with disability in the LGA to support the prioritisation of services and supports in the community</li> </ul>	Community Development
<b>Provide accessible and inclusive mechanisms for community engagement</b>	Review Council's Community Engagement Strategy to ensure consideration of people with disability	Corporate Strategy and Performance
	Develop and promote accessible documents and information, including large print and easy-to-read versions	Communications Marketing and Brand
	Identify and promote accessible options and technologies for communicating with the community	Information Technology
<b>Improve the accessibility of Council's website and resources</b>	Update Council's style guide to reflect contemporary access requirements	Community Development
	Continually update website with useful resources and information for people with disability	Communications Marketing and Brand

The implementation of this Plan will be monitored by Council's Community Development Worker Aged and Disability, the contact between Council, the disability services sector, community, government agencies and service providers in the Liverpool LGA.

Progress reports on the implementation of this Plan will be incorporated as a standing item on the Liverpool Access Committee meetings.

A comprehensive review and evaluation of the Plan will be undertaken by the internal working group at the completion of the four year term.

The results will be reported to Council on the outcomes achieved. Outcomes will also be made available to service providers and people with disability upon request.

## For further information

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