



CUMBERLAND  
CITY COUNCIL

# Cumberland Disability Inclusion Action Plan

Progress Report:  
Year 2 (2023-2024)

**2022-2026**

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# Introduction

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The *Cumberland Disability Inclusion Action Plan (DIAP) 2022 - 2026* was adopted by Council on 2 November 2022 following engagement with over 3,337 stakeholders across Cumberland.

The *DIAP* is a whole of Council Plan which provides a strategic framework to plan for, respond to and identify the barriers that prevent people with disability from fully accessing Council services, facilities, programs and information. The Plan focuses on 12 strategies with 53 actions to be implemented across Council over four years.

The Plan was developed in line with the legislative requirements under the *Disability Inclusion Act 2014 (DIA)* and consists of four focus areas to be actioned over the four years.

Council's Seniors & Disability Services is responsible for driving the implementation of the plan in collaboration with other departments of Council, Council's Access Advisory Committee, residents and local service providers.

## FOCUS AREA 1:

### Positive Attitudes & Behaviours

Council encourages positive and inclusive staff behaviours, and a whole of community attitude to people with a disability. We champion behaviours that respects and embraces diversity and difference within our community.

## FOCUS AREA 2:

### Liveable Communities

Council contributes to and advocates for a liveable and welcoming Cumberland, where community places, neighbourhoods and facilities promote health, happiness and wellbeing and contribute to social connectedness. This includes important liveability factors such as housing design, transport access, community recreation, universal design and social inclusiveness.

## FOCUS AREA 3:

### Employment

Council maintains its commitment to equal employment and workplace opportunities and the ongoing commitment to reducing barriers for current and future employees to remain and thrive in the workplace.

## FOCUS AREA 4:

### Systems & Processes

Council encourages a culture of continuous improvement and inclusion to provide easy access to Council information, services and facilities. We provide opportunities for the community to actively participate and partner with Council to improve our decision making and service delivery.



# Progress Overview

Out of the 55 actions outlined in the Plan:

**11**

have been completed  
during Year 2.

**32**

are on track.

**6**

have been identified  
for implementation in 2025,  
Year 3 of the Plan.





# Key Highlights

Some of the key highlights from the implementation of the DIAP in Year 2 include:

- Council became a member of the Hidden Disabilities Sunflower campaign in September 2024, in Years 3-4 we will focus on education initiatives for staff and build into our organisational culture for both staff who identify as having a hidden disability and education of staff to support community members with hidden disabilities.
- Council facilitated Disability Inclusion & Awareness online training and 757 staff successfully completed the training. In addition to this, Council facilitated face to face Disability Inclusion & Awareness training for volunteers with 14 participants in attendance.
- Council's Customer Service Centres at Auburn and Merrylands now have a telephone available for residents to contact Translating and Interpretation Service (TIS). Business cards for the TIS service are available at all Service Centres.
- Council's libraries partnered with Early Ed and Benevolent Society to run sessions for caregivers of children with a disability or learning delay. 282 community members participated in the workshops.
- The Zero Barriers program 'Helping Businesses Grow' included free resources for local businesses. The free resources included tip sheets, short trainings, newsletters and brief articles to read. A 'Helping Businesses Grow' email was distributed to 28,694 local businesses. 240 local businesses in Cumberland engaged with Zero Barriers.
- A marketing campaign 'Shared Spaces, Shared Responsibilities: Creating Accessible Environments Together' was started in August 2024 and will continue for 12 months. The campaign included the creation of educational materials including posters, flyers and corflutes for residents to consider how all actions can impact on accessibility for people with disability. Posters have been displayed in 24 locations across the LGA such as bus shelters, phone booths and light toppers. The campaign also appeared on Council's Administration buildings foyer screens, Council's social media platforms and website.
- A group of residents with disability, showcasing talent and ability, performed at the Mayor's Christmas Party in December 2023.



- Council is committed to improving access and inclusion across our playspace network by applying the principles of the NSW Government's Everyone Can Play Guidelines. Council utilises these principles in upgrades and design briefs for new playspaces across Cumberland. While each project and location are unique, small steps can make a big difference to how people can access, stay and play at our playgrounds. Council received funding for several playspace upgrades through the NSW Government 'Everyone Can Play Program'. Playspaces at the following parks were upgraded with the help of grant funding through the program:
  - Central Gardens, Merrylands West
  - Civic Park, Pendle Hill
  - Ruth Street Park, Greystanes.
- Council's Work Health and Safety (WHS) Team has been working on a project to install defibrillators across various public locations in Cumberland. The defibrillator installed at Auburn Botanic Gardens was placed at an accessible height to enhance usability and access of the machine.
- In response to previous input of artists and visitors with disability, Council continued to provide an online virtual tour of exhibitions in Year 2 of Council's DIAP. Virtual tours can eliminate physical boundaries that might otherwise prevent some people from experiencing exhibitions.
- Council has provided a 'Helping Hand Program' giving people with disability an opportunity to volunteer with the Home Delivered Meals Service including delivering meals to isolated seniors in their homes. In addition to this, participants have hand-made cards and delivered with the meals over the Easter period, giving them enjoyment and purpose to their craft activities.
- Council has signed on to work with Australian Disability Network to become a Disability Confident Recruiter. Council is currently working through the process and a checklist with the Australian Disability Network. Once this is complete, identified staff from across the organisation will attend a training session with the Australian Disability Network to become disability confident hiring managers.





# Action Plan

## Progress Against Focus Areas

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Key to traffic light status symbols:



Scheduled for implementation in 2025



Not Commenced



In Progress  
(Some progress made to date;  
further action required)



On Track



Completed












# Positive Attitudes & Behaviours




Strategy	Action	Status	Progress Update/Key Achievements
1.1	Improve capacity of Council staff to identify, understand and deliver inclusive practices.	1.1.1	Undertake a review of the level of understanding and specific training needs required by staff across the organisation.
			<ul style="list-style-type: none"> <li>1. Face-to-Face Disability Awareness Training was delivered to staff appointed to Council's Disability Inclusion Action Plan (DIAP) Steering Committee in December 2023. Committee members as well as direct managers were provided training to strengthen knowledge and commitment to delivering on actions.</li> <li>2. Online Disability Awareness Training was rolled out across the organisation in December 2023.</li> <li>3. Council is a member of the Hidden Disabilities Sunflower campaign in September 2024, in Years 3-4 of the current DIAP. Council will focus on education initiatives for staff and build into organisational culture for both staff who identify as having a hidden disability and education of staff to support community members with hidden disabilities.</li> </ul>
		1.1.2	Provide disability awareness induction, training and support programs for staff and volunteers including annual disability awareness training for existing staff and volunteers.
			<ul style="list-style-type: none"> <li>1. Council has reviewed and renewed inclusive statement on job advertisements in February 2024.</li> <li>2. Council reviewed and updated its Recruitment and Selection Policy in November 2023.</li> <li>3. Council has developed and implemented a Disability Inclusion Action Plan (DIAP) and Council Staff Steering Committee information sheet to be utilised at all new staff inductions.</li> <li>4. Council facilitated Disability Inclusion &amp; Awareness Online Training with 757 staff successfully completing the training.</li> <li>5. Council provided face-to-face training for the DIAP Steering Committee on Disability Confident Workforces.</li> <li>6. Council facilitated face-to-face Disability Inclusion &amp; Awareness training for volunteers, with 14 participants in attendance.</li> </ul>
		1.1.3	Incorporate disability awareness information into the Councillor Induction and Training Program for newly elected representatives.
			Cumberland City Council's Councillors were provided a briefing on disability awareness, access and inclusion and Council's Disability Inclusion Action Plan.






Strategy	Action	Status	Progress Update/Key Achievements
1.1 Improve capacity of Council staff to identify, understand and deliver inclusive practices.	1.1.4 Continually review, improve and deliver Council's community engagement framework to ensure participation by people with disability and their carers in all public participation programs including the development and delivery of Council plans and strategies.		No update in Year 2.
	1.1.5 Annually deliver a professional development program for education and care and frontline staff to meet the needs of children and families with disability.		No update in Year 2.
	1.1.6 Regularly promote Council's Engaging Translators and Interpreter Guidelines and the Relay Service available to staff to promote awareness and use of these services.		<ol style="list-style-type: none"> <li>1. The Quarterly Resident Printed Newsletter includes the phone number for translation services.</li> <li>2. Information about Council's Engaging Translators and Interpreter Guidelines and the services available included in the weekly careers email sent to all staff. A reminder of this service sent in the Communique and 10@10 (internal information share) in October 2024.</li> <li>3. Council's Community Development Team created a quick-access link to the disability guidelines and relay service login information. This has improved integration into daily work supporting and providing guidance to community organisations on working with people with disability and providing inclusive programs and activities.</li> <li>4. Council has included training on receiving incoming calls from TIS into the induction program for all new Customer Contact staff and Community Centre staff.</li> <li>5. Council's Customer Service Centres at Auburn and Merrylands have a telephone for residents to contact TIS. Business cards for the TIS service have also been made available at all Service Centres.</li> </ol>


Strategy		Action	Status	Progress Update/Key Achievements
1.1	Improve capacity of Council staff to identify, understand and deliver inclusive practices.	1.1.7 Assign a staff Disability Champion within Cumberland City Council to develop and implement an Inclusion Committee within Council made up of employees across departments and oversee the DIAP implementation.		<ol style="list-style-type: none"> <li>1. Council established an internal Steering Committee for the implementation of the DIAP in 2023. The Steering Committee has met quarterly to discuss action items and provide updates. Details of the Steering Committee have been added to Council's intranet page as well as details of staff involved and how to become involved.</li> <li>2. Information on Council's DIAP Steering Committee has been added to Council's new Staff Induction Program to promote the Steering Committee and to encourage participation. This strengthens Council's commitment to action items with the DIAP and increases outcomes for people with disability and carers within the community.</li> </ol>
1.2	Continue to develop partnerships which promote and raise awareness of inclusive practices.	1.2.1 Convene the Cumberland Access Committee and promote awareness amongst staff, volunteers and residents.		Council has convened an Access Advisory Committee made up of community members and held four (4) meetings for the year. The Committee has made six (6) requests relating to access issues within the community that have been actioned and rectified by Council. The Committee has provided input into the design of Granville Park upgrade, accessible play equipment and provided information and direction for Council campaigns around positive attitudes and education.




Strategy	Action	Status	Progress Update/Key Achievements
1.2 Continue to develop partnerships which promote and raise awareness of inclusive practices.	1.2.2 Continue to work with key community organisations, advocacy groups and government agencies and deliver initiatives to promote access and inclusion.		<ol style="list-style-type: none"> <li>1. Council's Libraries partnered with Early Ed and Benevolent Society to run sessions for caregivers of children with a disability or learning delay. The workshops had 282 community members participate.</li> <li>2. Council worked with a local school who caters for students with disability to provide access to an enclosed space for their evacuation meeting point to ensure a safe place for the students and teachers to convene in the event of an emergency. This caters to the needs and access of the students attending the school.</li> <li>3. Council offered training to community organisations on Coercive Control Information Session + Legal Problem Spotting for Community Workers in July 2024. This supports those working with a disability and/or elderly that are vulnerable to this type of abuse.</li> <li>4. Council has become a business member of The Hidden Disabilities Sunflower organisation in September 2024. The Hidden Disabilities Sunflower works towards raising awareness of hidden disabilities and supporting those who identify as having a hidden disability. A full campaign of the initiative is planned for Year 3 of Council's DIAP implementation.</li> <li>5. Council continues to promote and share information on free workshops offered by the Physical Disability Council of NSW. Topics cover Speaking Up, Post Traumatic Growth and Employability. The information is also shared directly with people with disability accessing Council services and programs.</li> <li>6. Council partners with local organisations and advocacy groups, such as disability services and cultural associations, to co-design initiatives that address the diverse needs of the community. Council ensures that all voices are heard and considered in program planning.</li> <li>7. Delivering workshops and training sessions, both online and face-to-face, Council ensures that community members, especially those with accessibility needs, can participate and benefit from Council programs. This assists to break down barriers to participation for people with disabilities and other marginalised groups.</li> </ol>

Strategy	Action	Status	Progress Update/Key Achievements
1.2 Continue to develop partnerships which promote and raise awareness of inclusive practices.	1.2.3 Support businesses and community organisations to implement and promote inclusive practices through membership with the Zero Barriers project.		<ol style="list-style-type: none"> <li>1. Zero Barriers introductory email 'Helping Businesses Grow' included free resources such as tip sheets, short trainings, newsletters and brief articles to read was distributed to 28,694 businesses in the Cumberland LGA.</li> <li>2. Free Inclusive Customer Training provided by Zero Barriers was offered to 26,766 businesses in the Cumberland LGA.</li> <li>3. 240 local Cumberland businesses were directly engaged by Zero Barriers.</li> <li>4. Zero Barriers provided Inclusive Marketing Training that six (6) volunteers and three (3) staff members attended. This was also offered to 39,825 local Cumberland businesses.</li> </ol>
	1.2.4 Support Council's access and inclusion objectives through the procurement and tendering process including asking suppliers and partners about their commitment and practices with regards to access and inclusion.		Council reviewed and updated processes in Procurement and Tendering. Compliance Criteria, Purchase Order Terms and Conditions and Conditions for Participation in the process now includes Suppliers acknowledgment and agreement for Disability Inclusion Act 2014 No 41. Additional evaluation criteria allows the selecting and inclusion of Value added Services.
	1.2.5 Provide accessibility support in the rollout of the Cumberland City Council community grants program.		<ol style="list-style-type: none"> <li>1. Council has ensured all communications (Eventbrite, website, social media, flyers, etc.) include a dedicated section for individuals with accessibility needs, allowing them to contact a Grants Officer to request reasonable adjustments.</li> <li>2. Time slots were made available for participants with additional needs to meet the Grants Officer in person for one-on-one support with their applications.</li> <li>3. Council provided a series of workshops, both online and face-to-face, to accommodate different needs and ensure accessibility for all participants.</li> <li>4. Council have simplified the Emergency Relief Fund Guidelines and Community Grants and Donations Policy by using clearer, more accessible language.</li> <li>5. Council have actively promoted the Community Grants to Not for Profit (NFP) disability organisations, encouraging them to share the information with their clients.</li> </ol>



Strategy	Action	Status	Progress Update/Key Achievements
1.3 Demonstrate leadership in inclusive and accessible communication and publications.	1.3.1 Developing Council publications reflective of our diverse community e.g. images of people with disability in Council publications and promotional material.		<ol style="list-style-type: none"> <li>1. Council updated their image gallery photographs. Photography and videos were taken of Council's Lifestyle and Leisure Links Cooking Class for people with disability to enhance image gallery for Council publications.</li> <li>2. Our communications delivered two key messages: "Shared Spaces, Shared Responsibility. Creating Accessible Environments Together" and "Shared Spaces, Shared Responsibility. Building Inclusive Communities Together" these are central themes in our efforts to build an inclusive community. The publications and promotional materials included in this campaign featured photos of people with disability: <ul style="list-style-type: none"> <li>• A1 Poster</li> <li>• A3 Poster</li> <li>• A5 Flyer</li> <li>• Social Tiles</li> <li>• Street Light Topper</li> <li>• Phone Booths</li> <li>• Bus Shelter Posters</li> </ul> </li> <li>3. Council created a new digital video for Volunteering opportunities within Council. The video included inclusive footage representing our diverse community and people with disability both working in volunteer roles and working with volunteers.</li> </ol> <p><b><a href="http://www.cumberland.nsw.gov.au/people-disability">www.cumberland.nsw.gov.au/people-disability</a></b></p>

Strategy		Action	Status	Progress Update/Key Achievements
1.3	Demonstrate leadership in inclusive and accessible communication and publications.	1.3.2 Increase the delivery of public campaigns and activities that highlight inclusion and recognize the rights and contribution of people with disability in our community in Council's publications all year round focusing on both physical and non-physical disabilities.		<ol style="list-style-type: none"> <li>1. Council Mayoral Minute on 1 May 2024 recognised and congratulated local Para-athlete, Ethan Hallak for his outstanding achievement in sport. A young local resident born with proximal femoral focal deficiency, yet despite challenges in life, he continues to display determination and resilience.</li> <li>2. Council recognised World Down Syndrome Day on 21 March 2024. The Seniors and Disability Services staff wore socks that would get noticed - in support and to raise awareness of this very significant day. Photos were published in both internal and external publications.</li> <li>3. Council held a program through the Lifestyle &amp; Leisure Links Program supporting the connection of people with disability and the local Community Garden. This program evidences the capacities of people to contribute economically by essentially volunteering for the day and showcasing ability.</li> <li>4. Council's Community Development Team shared five (5) public campaigns highlighting inclusion and rights of people with disability through an e-group network and Community Exchange Network made up of organisations and groups in the community with 701 members. These included: IDPWD, 'MyTime' a support group for children with disabilities, Employment Assistance Fund, Frank Hall-Bentick Education fund for people with disability and Mental Health Week.</li> <li>5. Promotional material was released via social media posts, local newspapers and Councilor Bulletins in relation to International Day of People with Disability (IDPWD). Seniors &amp; Disability Services Team held a series of events in December 2023 to mark celebrations. Inclusive practices were promoted and awareness was raised. Events included: Celebration Disco, Festival of Ability, Lend a Helping Hand Meal Delivery Day.</li> <li>6. To showcase the talents and abilities of local people with disability, Council facilitated rehearsals for a performance at the Mayor's Christmas Party held in December 2023.</li> </ol>




Strategy	Action	Status	Progress Update/Key Achievements
1.3 Demonstrate leadership in inclusive and accessible communication and publications.	1.3.3 Develop education initiatives to improve community awareness of the impact of behaviours which impede public access. For example, communication which highlights the impact of obstructing pathways or driveways to people with disability.		<ol style="list-style-type: none"> <li>1. 'Shared Spaces, Shared Responsibility: Creating Accessible Environments Together' marketing campaign was rolled out in August 2024 and will continue over the next 12 months. The campaign includes the creation of educational materials including posters, flyers and corflutes for residents to consider how all actions can impact on accessibility for people with disability. Posters have been displayed in 24 locations across the LGA including bus shelters, phone booths and light toppers. The campaign also appeared on Council's Administration Buildings foyer screens, Council's Facebook, social media stories and a website.</li> <li>2. To enhance community awareness regarding accessibility, Council's Bookings and Community Centres Team has established education initiatives that inform the public on the importance of unobstructed pathways and other accessible features. Examples are, Council requires all contractors, volunteers, and visitors to complete an induction that emphasises maintaining clear pathways and accessibility. This induction is especially crucial during events, as it ensures that infrastructure is organised to allow for easy access. Council also conducts audits and risk assessments of event layouts, such as accessible footpaths, vendor placements, and marquee setups, to prevent obstacles that may impede movement. Additionally, during weekly Oz Harvest food distributions, staff prioritise assisting clients with high needs, including supporting elderly individuals, parents/carers with prams, and people with physical limitations by providing logistical support such as alternative routes or assistance with packing hampers.</li> </ol>






# Liveable Communities







Strategy	Action	Status	Progress Update/Key Achievements
2.1 Increase access to public places and facilities.	2.1.1 Undertake an audit of accessible public toilets across Cumberland to evaluate the accessibility of each toilet, including their access.		Council has partnered with Western Sydney Local Health District to map Council managed public amenities with preliminary results indicating an increase in public amenities open during daylight hours and MLAK amenities which provide 24 hours access for people with disabilities or medical needs.
	2.1.2 Undertake an audit and develop a priority plan to increase the number and distribution of accessible parking spaces across Cumberland and develop an accessible online map.		No update in Year 2.
	2.1.3 Review current planning control for access to buildings Class 2-6 and develop a new Access & Mobility Development Control Plan (DCP). The DCP meets and exceeds the access standards set out in the Disability (Access to Premises — Buildings) Standards 2010.		All buildings need to comply with the National Construction Code (NCC) and Disability Standards 2010. Council's current Development Control Plan (DCP) has provisions referring to both. Notwithstanding, the current DCP will be reviewed in accordance with the endorsed Council's Strategic Planning Work Program (endorsed by Council in July 2020) and these planning controls will be considered in future review of Cumberland's Development Control Plan.
	2.1.4 Identify priority locations to undertake pedestrian access and mobility plans to inform accessible paths of travel between major facilities and services.		Preparation of Cumberland Pedestrian access mobility plan under way.



Strategy	Action	Status	Progress Update/Key Achievements
2.1	Increase access to public places and facilities.		
	2.1.5 Develop and implement a Cumberland Pedestrian Access Mobility Plan (PAMP) and ensure all new road and transport infrastructure works undertaken by Council are coordinated and in accordance with current legislation.		Preparation of Cumberland Pedestrian access mobility plan under way.
	2.1.6 Prepare and implement a Cumberland wide Pedestrian Access and Mobility Plan including an Audit of bus stops to meet Disability Discrimination Act (DDA) requirements.		Preparation of bus stop audit underway.
	2.1.7 Investigate the options for an interactive map of the Cumberland LGA that provides information on access features e.g. toilets, building access, play equipment, quiet zones.		Council is currently investigating options for implementation in Year 3 of the Disability Inclusion Action Plan (DIAP).

Strategy	Action	Status	Progress Update/Key Achievements
2.1	Increase access to public places and facilities.	2.1.8	Continuously upgrade recreational facilities (playgrounds, sports fields, golf courses, amenities, parks, etc.) to incorporate access and inclusion provisions and to meet the requirements of the Disability Discrimination Act and the relevant Australian Building and Construction Codes.
			 <ol style="list-style-type: none"> <li>1. The Council website has a dedicated page for 'Playspace &amp; Inclusion'. Signage has been designed and will be installed at Civic Park, Pendle Hill in November 2024. The signage includes a QR code linking to Council's website on Council's playgrounds, guiding principles for the use of playgrounds and information regarding fair play and inclusion.</li> <li>2. Council's Work Health and Safety (WHS) Team has been working on a project to install defibrillators across various public locations in Cumberland. The defibrillator installed at Auburn Botanic Gardens was placed at an accessible height to enhance usability and access of the machine.</li> <li>3. In Year 2 of Council's DIAP, Auburn Golf Course updated pathways to improve accessibility across the course. New design elements currently in the planning stage for Auburn Botanic Gardens to include elements of nature play that will be accessible for all and the Liberty Swing in the Gardens is to be relocated to the picnic area to enhance accessibility. Both projects are due for implementation in Year 3 of Council's DIAP.</li> </ol>
		2.1.9	Undertake an audit of Council aquatic centres and develop a priority plan to incorporate access and inclusion provisions in priority locations and ensure compliance with accessibility standards.
			 <p>No update in Year 2.</p>
		2.1.10	Undertake access appraisals of the Central Gardens, Holroyd Gardens and Auburn Botanic Gardens and promote as destinations for people with disability.
			 <p>All gardens remain accessible to all persons with disabilities.</p>



Strategy	Action	Status	Progress Update/Key Achievements
2.1	Increase access to public places and facilities.		
	2.1.11 Incorporate accessible play elements when renewing and installing playgrounds.		<ol style="list-style-type: none"> <li>Council is committed to improving access and inclusion across our playspace network by applying the principles of the NSW Government's Everyone Can Play Guidelines. Council utilises these principles in upgrades and design briefs for new playspaces across Cumberland. While each project and location are unique, small steps can make a big difference to how people can access, stay and play at our playgrounds. Council received funding for several playspace upgrades through the NSW Government Everyone Can Play Program. Playspaces at the following parks were upgraded with the help of grant funding through the program: <ul style="list-style-type: none"> <li>Central Gardens, Merrylands West</li> <li>Civic Park, Pendle Hill</li> <li>Ruth Street Park, Greystanes.</li> </ul> </li> </ol>
	2.1.12 Advocate for accessible public transport hubs and infrastructure.		Council endorsed a submission to the Department of Planning, Housing and Infrastructure (DPHI) on the Transport Oriented Development (TOD) Program in March 2024. In May 2024, Council also endorsed the Cumberland Walking and Cycling Strategy, which promotes active transport in Cumberland making it easier to access places including public transport hubs and infrastructure. Council has also been working with Transport for NSW (TfNSW) and DPHI advocating for improved accessibility to public transport hubs and infrastructure. This includes the proposed improved accessibilities in Westmead South area under the Draft Westmead South Planning Proposal.
	2.1.13 Continue to provide accessible transport to enable participation in Council programs, services and events.		<ol style="list-style-type: none"> <li>Council has provided 554 transport trips to support people with disability to access Council programs and events.</li> <li>For the Sydney Cherry Blossom Festival in August 2024, free and physically accessible shuttle buses were provided for the community. The buses were available between Auburn Train Station and the event location of Auburn Botanic Gardens. This was supported by online information on a range of accessible transport and parking options.</li> </ol>

Strategy		Action	Status	Progress Update/Key Achievements
2.2	Provide programs which aim to increase social inclusion, participation and community connections.	2.2.1 Promote and support inclusion in all activities delivered by Council in community centres, youth centres, arts facilities and libraries.		<ol style="list-style-type: none"> <li>1. Council registration forms for Children's programs include a question on medical conditions and additional needs which enabled a child with a health condition that impacts mobility and stamina to participate in the Term 3, 2024 Multisport Program. Coaches modified the activities each week so that the child could actively participate and enjoy the program.</li> <li>2. Council provides a Home Library Service that assist members with accessibility issues with delivery of books and access to the collection. In 2024, this service supported 82 people who identified as having a physical and/or intellectual disability to access library materials.</li> <li>3. Council provided a Tech Savvy Seniors Program in conjunction with the NSW State Library and Telstra. The program was delivered in November and December 2024 and 12 participants attended the six (6) week program utilising the additional support to enhance their ability to navigate the internet. Libraries also ran a Health Session in Hindi which enabled 10 participants to access information on improving their health and access to available services. During IDPWD Council Libraries partnered with a disability services organisation to host a movie program which had 13 participants.</li> <li>4. Council's Community Development Team utilises a detailed accessibility checklist when planning programs and activities. Feedback is also sought to maintain a culture of continuous improvement.</li> <li>5. Council implemented within the Cherry Blossom Festival 2024 event an 'Express Trail' in the Festival's Japanese Garden. Designed to support users with limited mobility the Express Trail provided a concise and more level and comfortable pathway for experiencing the Japanese Gardens' Cherry Blossom experience.</li> <li>6. In response to previous input of artists and visitors with disability, Council continued to provide an online virtual tour of exhibitions in Year 2 of Council's DIAP. Virtual tours can eliminate physical boundaries that might otherwise prevent some people from experiencing exhibitions.</li> <li>7. Community Centre staff received training on providing accessible services.</li> </ol>



Strategy	Action	Status	Progress Update/Key Achievements
2.2 Provide programs which aim to increase social inclusion, participation and community connections.	2.2.2 Provide, resource and support education and care service for families with children with disability.		No update in Year 2.
	2.2.3 Operate quality and specialised services for people with disability that reflect the needs and requirements of people with disability.		<ol style="list-style-type: none"> <li>1. Council celebrated Social Inclusion Week with an inclusive Belly Dancing Class and an Active Inclusion Sports Day which had 74 participants. This program connected people with disabilities to local sport and active recreation activities.</li> <li>2. Council attended group homes within the Cumberland LGA to provide information to providers, residents with spinal cord injuries and carers about programs and services provided by Cumberland City Council.</li> <li>3. Council held a My Rights Matter Workshop on 29 May 2024.</li> <li>4. Council held a Carers Gateway Information Session on 26 June 2024.</li> <li>5. Council held accessible events for Harmony Day 2024 including Beat to the Harmony Drumming Circle, Chinese Artistry through Brush Painting and a Cultural Cook Off.</li> <li>6. Council has provided 593 services and programs designed to support people with disability to meet their goals around accessing the community, health, wellbeing and social connections. This equated to 11,626 hours of direct support to community members with disability.</li> <li>7. Council's Education and Care Team continues to work with KU early intervention supports to maintain and update an Inclusion Plan for Children's Services. Together with this plan, is a framework that is consistent for children with additional needs. This includes having individual care plans that addresses a comprehensive approach to the safety, growth and development of the child accessing Council's Children's Centres.</li> <li>8. Council installed raised garden beds in the Community Garden at the Auburn Centre for Community (AC4C) to provide improved accessibility for residents to access and enjoy the facilities.</li> <li>9. NDIS Participants accessing Council's programs completed a course on Dignity &amp; Respect. This course was designed to enhance relationships and identify suitable behaviors. There were 25 customers that participated in this course content.</li> </ol>







# Employment



Strategy	Action	Status	Progress Update/Key Achievements
3.1 Increase access to public places and facilities.	3.1.1 Partner with Disability Employment Providers to identify options under the DIAP to increase employment outcomes for people with disability.		<ol style="list-style-type: none"> <li>1. Council provides opportunity for Community organisations to sign up to receive job alerts from Council at <a href="http://www.cumberland.nsw.gov.au/jobs-offer">www.cumberland.nsw.gov.au/jobs-offer</a></li> <li>2. Council continues to work with Disability Employment Services to place work experience and placement students within the organisation. In Year 2 of Council's DIAP one (1) disability agency put through five (5) requests which were all accepted.</li> <li>3. One (1) High School student with disability undertook placement twice with Cumberland City Council.</li> <li>4. Council has included information from Ignite - Self Employment Support on Council's website. IgniteAbility offers workshops designed by people with disability for people with disability, offering a platform of self-paced eLearning courses and front-line training, designed to empower people with disability on a journey toward self-employment. In addition to this, Council partnered with the organisation to offer a free workshop to explore the possibility of self – employment and equip people with disability with the fundamentals of entrepreneurship. The tailored program was designed for and by people with lived experience of disability.</li> <li>5. Council provided a School Leaver Employment Support Industry Tour in October 2024. Partnering with Scope Bankstown, who work with school leavers aged 17-24 with disability to empower them with transferable skills in the hopes it allows them to gain employment. Industry Tours allow participants to gain insight into many different industries and see all of the roles that make up businesses. Council provided an industry tour at Auburn Botanic Gardens to provide insight into the different roles within the organisation working from the gardens and also information on the different volunteer roles available across Council to develop skills, experience and knowledge.</li> </ol>

Strategy	Action	Status	Progress Update/Key Achievements
3.1 Increase access to public places and facilities.	3.1.2 Implement actions from the Workplace Management Plan to improve the inclusion and professional development of employees with disability.		<ol style="list-style-type: none"> <li>Council's Human Resources (HR) Team has worked to enhance and improve the inclusion and professional development of staff across the organisation, including those with disability. The team has driven various initiatives across the past 12 months including: <ul style="list-style-type: none"> <li>Health and Wellbeing initiatives for staff such as fruit deliveries.</li> <li>Celebration of various cultural days such as Easter, Ramadan, Diwali, Christmas, etc.</li> <li>Celebration of corporate days of recognition such as International Men's and Women's Day.</li> <li>Harmony Day.</li> <li>R U OK Day.</li> <li>Mentoring and Development Program.</li> <li>Certificate IV in Leadership and Mentoring.</li> </ul> </li> </ol>
3.2 Provide volunteering and work placement opportunities for people of all abilities.	3.2.1 Identify and provide volunteering opportunities for people with disability through Council's Volunteers Program.		<ol style="list-style-type: none"> <li>Council has provided a 'Helping Hand' program giving people with disability an opportunity to volunteer with the Home Delivered Meals Service including delivering meals to isolated seniors in their homes. In addition to this, participants hand made cards and delivered with the meals over the Easter period, giving them enjoyment and purpose to their craft activities.</li> <li>Council provided a young person with Autism the opportunity to undertake a volunteer role assisting with programs for seniors. The young person attended with his support worker and gained valuable skills and experience assisting seniors.</li> <li>Council Partnered with employment consultant Scope who work with school leavers aged 17-24 with a disability to empower them with transferrable skills in the hope to gain employment. Council delivered an industry tour on 15 October 2024 of Auburn Botanic Gardens to provide insight into the parks and gardens industry and the types of roles and responsibilities. Council's Volunteer Development worker facilitated an information session during the tour to explain the different volunteer roles available with Council.</li> <li>The Seniors and Disability Services Team has a Council Employee that has committed 100 hours of volunteer supports to the Lifestyle &amp; Leisure Links – Cultural Cooking Lesson Program since April 2024. The staff member has commented on how uplifting the experience has been. A news piece was broadcasted in Council's internal correspondence to promote the positive impacts of these volunteering opportunities available.</li> </ol>

Strategy		Action	Status	Progress Update/Key Achievements
3.2	Provide volunteering and work placement opportunities for people of all abilities.	3.2.2 Provide work placement opportunities for people with disability within Council.		<ol style="list-style-type: none"> <li>1. Council provides work placement opportunities to the wider community, including people with disability.</li> <li>2. Council's external website has been reviewed and amended to ensure ease of access for all people, and that the community is able to apply for these opportunities online.</li> <li>3. In 2023, Council hosted a work experience student who had a visible disability, with overwhelming support and feedback for the student across the organisation. This then enabled Council to partner with the student again, for a second round of work placement.</li> </ol>
3.3	Improve organisational capacity to support a diverse workforce.	3.3.1 Conduct regular reviews of Council's HR, recruitment and workplace practices to identify barriers for people with disability and develop strategies to address them. Include channels such as the staff engagement survey to gather information and feedback.		<ol style="list-style-type: none"> <li>1. Council's HR Team has recently completed the review of the recruitment and selection policy, procedure and Council's overall recruitment process, including advertising. There have been improvements made to the processes to streamline the advertisement template for candidates and a review has also been completed of Council's inclusion statement on job advertisements, with the assistance of the Seniors and Disability Services Team.</li> <li>2. Council has signed on to work with Australian Disability Network to become a Disability Confident Recruiter. Council is currently working through the process and a checklist with the Australian Disability Network to become a Disability Confident Recruiter. Once this is complete, identified staff from across the organisation will attend a training session with the Australian Disability Network to become disability confident hiring managers.</li> </ol>




Strategy	Action	Status	Progress Update/Key Achievements
3.3 Improve organisational capacity to support a diverse workforce.	3.3.2 Implement Reasonable Adjustment Guidelines and practices to improve equal access to employment for people with disability and provide a committed approach to promoting the Guidelines to staff and candidates seeking employment with Council.		Council's Reasonable Adjustment Guidelines was reviewed in February 2024. The Guidelines have been updated to improve equal access to candidates and employees across Council. These Guidelines have been updated on Council's Intranet and is incorporated in Council's recruitment and selection process.
	3.3.3 Continue to implement a Carer's Policy to reflect the Carer's Recognition Act including being committed to providing flexible working arrangements for staff with disability.		Council's Flexible Work Arrangements Policy was reviewed in November 2023, and incorporates that flexible working arrangements may be requested due to carer's requirements. This Policy outlines Council's commitment to supporting a healthy work/life balance for staff and outlines the process for application.












# Systems & Processes





Strategy	Action	Status	Progress Update/Key Achievements
4.1 Increase access to Council information and services.	4.1.1 Provide information in a range of accessible formats and ensure that Council's website, print material and social media is accessible. Implement the use of QR codes to improve accessibility.		<ol style="list-style-type: none"> <li>Council disseminated information throughout eight (8) Library branches from Ageing &amp; Disability Commission in Easy Read, ATSI and translated languages. This included: <ul style="list-style-type: none"> <li>Easy Read Guides – Your Right to be treated fairly, Neglect, Physical Abuse, Sexual Abuse</li> <li>Booklet: Yarning About Abuse, Neglect &amp; Exploitation and Keeping Safe and Stop Think Respect Flyer</li> <li>Brochures: Some choices you should be free to make, Abuse, Neglect – 4 languages</li> </ul> </li> <li>All communications plans include printed promotional materials that are displayed at Council venues.</li> <li>Seniors and Disability Team eNews is distributed digitally and also printed and posted to customers.</li> <li>Strategic Communications staff training Completed: Marketing Advisor – webinar - Thursday 16 May 2024 – Vision Australia: Free Colour Accessibility webinar for Global Accessibility Awareness Day</li> <li>Print materials with a call to action all have a QR Code included on printed materials.</li> </ol>
	4.1.2 Ensure Council's website is compliant with Web Content Accessibility Guidelines 2.1AA to ensure minimum standards of accessibility requirements (vision and hearing impaired).		Council's website provides a range of features to ensure greater access to information for people with disability. It was built by Council's developers with the aim to meet Website Content Accessibility Guidelines 2.1AA.
	4.1.3 Develop a range of publications to promote accessible places and spaces within the Local Government Authority .		<ol style="list-style-type: none"> <li>Council has added a section called 'Accessible places to Visit' on Council's website, a link to a resource created for accessible beaches on the Central Coast has been added as well as information on accessible train travel. Council will continue to add to the information and resources available to this page to provide people with disability easy access to information to support them accessing recreational activities inside and outside the Cumberland Local Government Area.</li> <li>Council is planning the development of an accessible places and spaces with Cumberland publication and website space in Year 3.</li> </ol>

Strategy	Action	Status	Progress Update/Key Achievements
4.1	Increase access to Council information and services.		
	4.1.4 Create a DIAP section on Council's external website to share news, updates and actions. Include content from Council as well as from the community.		Council continues to expand on the DIAP section of Council's website that was implemented in 2023. The 2023 DIAP Progress Report has been added to this section to enhance community access to the report and knowledge on what Council has achieved to date. Council has included five new links on the pages with useful information for people with disability and carers on topics such as accessible places, travelling on trains and travelling with companion animals.
	4.1.5 Develop and install signage to promote accessibility within Council's facilities for example hearing loop, braille tactile signs, Master Locksmiths Access key (MLAK) key access and include information about Council's accessibility features and services on Council's website.		<ol style="list-style-type: none"> <li>1. Accessibility signage designs have been added to Council's Strategic Communications Sign Design Manual in July 2024.</li> <li>2. Council has installed multilingual signage at community centres to ensure accessibility for non-English-speaking community members, with language options provided based on local needs. Where necessary, tactile signs and other accessibility indicators have been included to support those with visual impairments. To promote further inclusivity, staff have been trained to use the Translating and Interpreting Service (TIS) for language support and are encouraged to use translation apps to improve communication with non-English-speaking visitors. Council is committed to continuously enhancing signage and accessibility features across all community facilities to ensure everyone can access and benefit from Council services and programs.</li> </ol>
	4.1.6 Include guidance on inclusive communication in Cumberland City Council's style guides and writing guides. Make guides available for all staff.		<ol style="list-style-type: none"> <li>1. The Strategic Communications team maintain a Writing Guide that supports staff on Council terminology and inclusive and effective copywriting.</li> <li>2. Council's website team have also created "Writing Text for Council's Website" guidelines for staff uploading their own content to the website.</li> <li>3. The Strategic Communications Team are working on updating Council's Brand Style Guide and have included accessibility into their scope for this update to take place in Year 3.</li> </ol>

Strategy	Action	Status	Progress Update/Key Achievements
4.2 Review and continuously improve Council's service delivery.	4.2.1 Undertake regular, independent reviews of Council's services and systems to identify barriers to access for people with disability.		Independent reviews of Council's services have continued to be undertaken following the direction of the Executive Team, and in all reviews due regard is given to identifying barriers to access for people with a disability. In a recent review of the Events and Culture service, opportunities to increase the participation of people with a disability in art gallery programs were identified. This review is currently with Council's Executive Team for approval.
	4.2.2 Undertake regular internal review of Council's systems and processes to identify barriers for people with disability.		Data driven process reviews have been undertaken to identify areas of improvement in the Facilities and Fire Safety services. Independent reviews will continue to occur in line with direction from the Executive Team and any barriers for people with a disability will be identified.
	4.2.3 Promote Council's DIAP outcomes to the community, ensuring use of a range of communication methods and accessible formats.		<ol style="list-style-type: none"> <li>1. Council wrote and designed a Disability Inclusion Action Plan (DIAP) report for 2023, this accessible publication was made public on Council's website and a communications plan developed and implemented to use a range of formats to promote to the community as well as internal stakeholders. This enables the community and people with disability to track Council's progress and obtain updates on initiatives Council has and continues to implement.</li> <li>2. Further annual reports will be actioned in the same format.</li> </ol>
	4.2.4 Include Disability Inclusion Action Plan items in business plans for each department.		Council's Disability Inclusion Action Plan (DIAP) Actions have been included in all 2025-2026 Service Plans for each department within Council. A new strategy section has been included in these plans to ensure all relevant businesses have Disability Inclusion Action Plan (DIAP) items included.

Strategy	Action	Status	Progress Update/Key Achievements
4.3	Develop and implement staff procedures and practices that support the implementation of access and inclusion.		
	4.3.1 Implement guidelines for making Council's publications and signage accessible, including 'Easy Read' publication.		<ol style="list-style-type: none"> <li>1. Accessible sign designs added to new Sign Design Manual – July 2024.</li> <li>2. Sign Design Guide design checked as accessibility friendly, accessible signage included e.g. Hearing Loop signage in foyers.</li> <li>3. Writing Guide updated and maintained for Council Staff. Marketing Officer attended Free Colour Accessibility webinar for Global Accessibility Awareness Day – May 2024.</li> <li>4. Obtained standard accessible symbols for design from Australian Network on Disability representative – February 2024.</li> </ol>
	4.3.2 Develop an accessibility checklist for staff developing content for Council's website.		Council has created an Accessibility Checklist for developing content for Council's website. References to making content accessible have also been added to Council's Content Editors Guide.
	4.3.3 Develop and implement training for staff to deliver better access outcomes, for example, how to use accessible technologies.		Council has incorporated 'Use of Accessible Technology' into the initial training sessions provided at Website Content Editor Training which is undertaken by all new staff with the responsibility of creating content and updating Council's website.
	4.3.4 Develop and implement accessible event management guidelines and toolkit for Council delivered events to promote access and inclusion.		<p>Cumberland City Council's Accessible Event Management Guidelines and toolkit is currently in draft form, pending review and finalisation scheduled for November 2024.</p> <p>The Guidelines and Toolkit are scheduled for implementation from the commencement of the 2025 Major Events Program which falls in Year 3 of Council's current DIAP.</p>
	4.3.5 Develop and implement training for staff delivering community engagement programs to promote access and inclusion.		No update in Year 2.



Strategy	Action	Status	Progress Update/Key Achievements
	4.3.6 Support staff with disability to attend training and professional development opportunities.		In line with Equal Employment Opportunity (EEO) practices, all staff no matter of their individual circumstances, has an equal chance to attend training and professional development opportunities that become available through several development opportunities that arise at Council. In Year 2 reporting period, this has included three (3) training requests from staff who identify as having a disability and each request was fulfilled. Council has also identified staff across the Directorates to be trained as Disability Recruiters. These staff will be trained within the next few months.
	4.3.7 Add DIAP action items to Council's formal reporting system allocating to specific departments within Council to provide feedback and updates.		Council has developed an internal online reporting system for the DIAP Action Plan that was launched in May 2024. Each of the strategies and actions have been assigned to the responsible teams and departments within the organisation. Senior Leadership team and Executive Team are required to view the action items, updates and approve. This improves accountability, quality of reporting and capturing of the work happening to report to the community. The online reporting system will be utilised from Year 2 for annual reporting.















CUMBERLAND  
CITY COUNCIL

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