

2026/29

DISABILITY INCLUSION ACTION PLAN



ACKNOWLEDGEMENT OF COUNTRY

Kempsey Shire Council acknowledges the land of the Thunggutti/Dunghutti Nation. We pay respect to Elders past and present.

We acknowledge the role of emerging leaders to continue to guide us in the future.

We acknowledge the Stolen Generations and the need to change practices to be inclusive. This land always was and always will be Thunggutti/Dunghutti land.



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MESSAGE FROM THE MAYOR

Our community is full of strength, resilience and diversity. This diversity includes people of all abilities who contribute so much to the life of our shire. A truly inclusive community is one where everyone feels valued, can participate fully, and has equal opportunities to live, work, learn and belong.

Over many years, Council has listened closely to people with disability, their families, carers and support networks. We have heard your stories, your challenges, your aspirations.

The updated Disability Inclusion Action Plan (DIAP) builds on that foundation and strengthens our commitment to removing barriers, increasing access and creating a community where people with disability are supported to thrive.

This plan is about real change, change that makes everyday life easier and more fulfilling.

Around one in ten residents in the Kempsey Shire live with a disability. Based on 2021 population estimates, this represents approximately 2,900 people who require assistance in their daily lives, a higher proportion than in many other regional areas. This reinforces how vital disability inclusion is for our community. Many people with invisible disabilities may not need daily assistance and are therefore not fully captured in these statistics. The true number of residents living with disability is likely to be higher.

I want to thank everyone who has contributed to this DIAP, particularly the people with disability and their support

networks who shared your insights and helped shape the actions within this plan. Your lived experience is invaluable and continues to drive positive change in Kempsey Shire.

Together, we are building a community that listens, learns and lifts each other up.

Thank you for taking the time to read this plan, and for joining Council in making Kempsey Shire a more inclusive and accessible place for all.

Kind regards,

Mayor Kinne Ring
Kempsey Shire Council



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I'm proud to share Kempsey Shire Council's updated **Disability Inclusion Action Plan (DIAP)**.

Every day, we see the strength of our community in the way people support one another, the dedication of local organisations and the resilience shown during challenging times. People with disability are an essential part of this story, contributing to the life of our shire in many meaningful ways.

For the past four years, Council staff and the community have worked together to make the shire a more inclusive and welcoming place. This updated DIAP continues that work and reflects our ongoing commitment to creating a place where people with

disability are respected and supported to achieve their potential.

The DIAP focuses on four key areas:

- building positive community attitudes and protecting rights
- creating liveable, inclusive and safe environments
- supporting meaningful employment and independence
- improving access to mainstream services through better systems and processes

These priorities reflect what our community has told us matters most, and they align with statewide disability inclusion goals. Each focus area is supported by practical, measurable actions that will

help turn these priorities into real change in everyday life.

Council recognises that inclusion is more than compliance. It is about compassion, fairness and opportunity. It is about designing places, delivering services and communicating in ways that recognise and respect everyone. Our commitment is to build a community where people feel valued for who they are, and where our decisions are guided by the needs and voices of all residents.

Thank you to everyone who generously shared their insights and lived

experience. Together, we will continue working towards a Kempsey Shire that is inclusive, accessible and welcoming for all.

Best wishes,

Andrew Meddle

Chief Executive Officer
Kempsey Shire Council



DISABILITY INCLUSION ACTION PLAN

VISION STATEMENT

Kempsey Shire is an accessible and inclusive place to live, visit, work and play.

Accessible: means easy access for everyone: easy to get to or get around, easy to use and understand.

Inclusive: means everyone can be involved and included.

COMMUNITY VISION

From the mountains to the sea, our people are given the opportunities and infrastructure to create a safe, sustainable and inclusive community.



CORPORATE VALUES

Caring is at the forefront of everything we do at Council and the culture that drives us.

Our six core values below not only spell out **Caring** but bring meaning to it in the workplace.

COLLABORATION

The intertwining of skills, passion and knowledge in the workplace that produces innovation.

ACCOUNTABILITY

Responsibility equals accountability and is essential to personal and team growth.

RESPECT

Treat others as we want to be treated ourselves, everyone deserves to be respected. Communication is the key to respect.

INTEGRITY

The foundation for building relationships through trust and honesty, the choice of doing what is right.

NURTURING

Creating a safe workspace for all, to share joy, kindness and caring for others, promote wellness and the potential for greatness within us all.

GROWTH

We believe in you, will invest in you, so you can achieve whatever you set your mind to, if you have the passion to strive for success without fear of failure, we will help you grow.



INTRODUCTION TO THIS PLAN

Kempsey Shire Council wants to be a place where people with disability feel welcome, respected and included, and where everyone has the chance to take part in community life.

This Disability Inclusion Action Plan (DIAP) builds on the work done in the 2022–2025 DIAP. The previous plan helped Council make improvements to accessibility, awareness and inclusive practices. While progress has been made, Council recognises there is still more to do. Disability inclusion is ongoing work, not a one-off task.

Kempsey Shire has a diverse community, strong Aboriginal

heritage, and is often affected by floods, bushfires and other emergencies. These factors can create extra challenges for people with disability. This plan recognises those challenges and focuses on practical, local solutions.

Council recognises that people with disability are diverse and may experience additional barriers based on age, gender, cultural background, Aboriginal identity, sexuality or gender identity.

Council will seek to consider these diverse experiences in its planning, engagement and delivery of services.



WHAT THIS PLAN MEANS FOR YOU

This plan is for people with disability, their families and carers, and the wider Kempsey community.

It means Council will:

- Listen to people with disability and include their lived experience in planning and decisions
- Work to make public spaces, buildings, services and events easier to access
- Promote respect, understanding and positive attitudes, including awareness of invisible disabilities

- Support better access to employment, training and community participation
- Improve how information and services are provided, so they are clear, accessible and inclusive

The DIAP also helps community organisations, businesses and partners to work with Council to create a more inclusive Kempsey Shire for everyone.



DIAP FOCUS AREAS

The Kempsey Shire Council DIAP is built around four focus areas that guide Council's actions.

1. Developing positive community attitudes and upholding the rights of people with disability

Council will work to build understanding, respect and positive attitudes towards people with disability. This includes challenging stigma, recognising invisible disabilities, and supporting the rights of people with disability to be treated with dignity and fairness.

2. Creating liveable and safer communities

Council will work to make public spaces, buildings, facilities, events and programs safer and easier to access. Accessibility and safety will be considered early in planning, using universal design wherever possible.

3. Supporting access to meaningful employment and independence

Council recognises the importance of work, training, volunteering and community participation in supporting independence and wellbeing. This focus area supports more inclusive employment practices within Council and works with partners to improve access to employment opportunities.

4. Improving access to mainstream services through better systems and processes

Council will continue to improve how people with disability access information and services. This includes clear communication, accessible websites and documents, inclusive customer service, and systems that reduce barriers and make services easier to use.



HOW THIS PLAN WAS DEVELOPED

This DIAP was developed through a combination of community engagement, stakeholder consultation and review of existing information. The aim was to understand the lived experiences of people with disability in the Kempsey Shire and identify practical ways Council can improve inclusion, access and participation across the community.

Community input was gathered through a range of engagement activities between November 2025 and April 2026, including:

Interviews and conversations with people with disability and their support workers

Council met directly with people with lived experience of disability to hear about their experiences of living, working and participating in the Kempsey community. These conversations explored what works well, what barriers people face, and what changes would make the biggest difference to inclusion and accessibility.

Community surveys

Feedback was collected through surveys designed to capture the experiences and views of people with disability, carers, families and community members. Surveys were distributed online and through community networks.



HOW THIS PLAN WAS DEVELOPED

Community event engagement

Council collected feedback at the **Big Day Out in December 2025**, where people were invited to share their experiences of accessibility, community participation and inclusion within the Kempsey Shire.

Consultation with service providers and community organisations

Local disability service providers, agencies and community organisations were invited to provide feedback on the development of the plan.

Review of existing plans and policies

The development of this plan also included a review of the previous **Kempsey Shire DIAP 2022–2025**, relevant Council strategies and plans, and guidance provided under the **NSW Disability Inclusion Act 2014**.

Together, this engagement helped Council better understand the priorities, challenges and opportunities for improving access and inclusion in Kempsey. The feedback gathered has directly informed the actions and commitments included in this Disability Inclusion Action Plan.



HOW THIS PLAN WILL BE DELIVERED

This Disability Inclusion Action Plan sets the direction for how Council will improve access and inclusion for people with disability across the community.

The actions in this plan will be delivered through Council's existing services, projects and programs. This includes being incorporated into Council's annual Operational Plan, capital works programs and other key strategies, in line with available resources and priorities.

Council will work across its teams, as well as with the community and local organisations, to progressively implement the actions in this plan.



LIVED EXPERIENCES COMMUNITY VOICES

BRETT



Getting out on the mountain bike or walking in the bush really helps my mental health. I think it would be great if there were more bush walking tracks around here that people with disability could use too.

UNDERSTANDING **DISABILITY**

Disability is a normal part of human diversity. Many people in the Kempsey Shire live with disability, whether permanently, temporarily, or at different times in their lives.

Under the **NSW Disability Inclusion Act 2014**, disability is understood as a long-term physical, mental, intellectual or sensory impairment that, when combined with barriers in the environment or community, can limit a person's full and effective participation in society on an equal basis with others.

The **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)** takes a similar approach. It recognises that

disability is not just about a person's impairment, but about how society is designed. Disability can occur when people with impairments face barriers such as inaccessible buildings, information that is hard to understand, negative attitudes, or systems that do not consider different needs.

In simple terms, disability is created when...

- environments are not accessible
- information is not provided in inclusive ways
- attitudes and assumptions exclude people
- systems and processes do not meet diverse needs

Disability can be:

- visible or invisible
- lifelong or acquired later in life
- experienced differently by each person

Everyone experiences disability differently, and people are the experts in their own lives.

This DIAP uses a **social model of disability**, which means the focus is on identifying and removing barriers in the community, rather than trying to "fix" individuals. By improving accessibility, attitudes, and systems, Council can help ensure people with disability can participate fully in community life.



LEGISLATIVE FRAMEWORK CONTEXT

The DIAP aligns with the NSW Disability Inclusion Act 2014, the NSW Disability Inclusion Plan, and Council's broader Integrated Planning and Reporting framework, including the Community Strategic Plan and Reconciliation Action Plan. It helps make sure disability inclusion is considered across Council's services, facilities, programs and decision-making.



LIVED EXPERIENCES COMMUNITY VOICES

CASS



I'm really proud of my job. It helps me feel more independent and more confident, even when things get busy at reception.

LEGISLATIVE FRAMEWORK HIERARCHY

UN Convention on the Rights of Persons with Disabilities

Recognises the rights of people with disability, including the right to respect for their inherent dignity and autonomy and to non-discrimination.

National Disability Strategy

This document states how Australia will meet its obligations under the UN Convention and sets out actions to improve inclusion and accessibility of buildings, homes, schools, employment, businesses, sports and community groups.

Disability Discrimination Act 1992

Disability Services Act 1986

National Arts and Disability Strategy 2009

Disability (Access to Premises Standards - Buildings) Standards 2010

National Disability Insurance Scheme Act 2013

NSW Disability Inclusion Act 2014

Makes it clear people with disability have the same rights as other people.

Promote inclusion of people with disability by requiring NSW and state government agencies and local councils to undertake disability inclusion action planning in consultation with people with disability.

Supports people with disability to exercise choice and control through individualised funding.

Provides safeguards for people accessing NSW funded disability supports and services.

NSW Anti-Discrimination Act 1977

NSW Government Sector Employment Act 2013

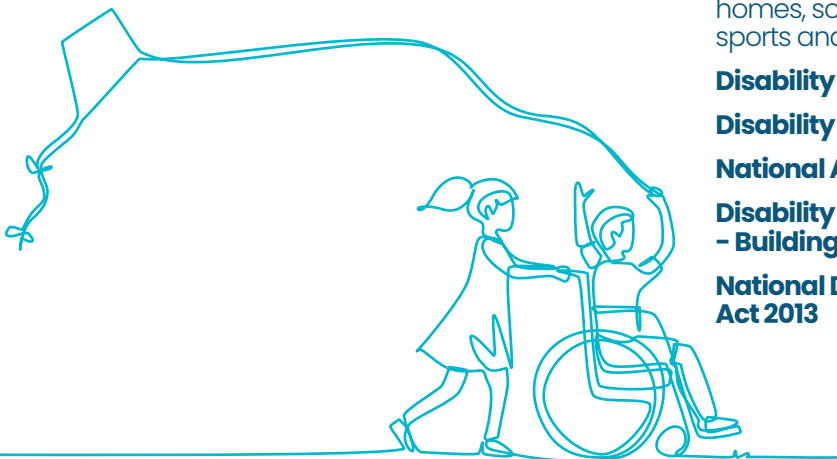
NSW Disability Inclusion Action Plan

Kempsey Shire Council Disability Inclusion Action Plan

Kempsey Shire Council's plan to improve access and inclusion.

Community Strategic Plan, 2042: Your Future

Pedestrian Access and Mobility Plan (2016)



LIVED EXPERIENCES COMMUNITY VOICES

MAX



Because of my eyesight I've got to watch for trip hazards like uneven footpaths or steps without handrails. Small things like that can make a big difference to getting around safely.

COMMUNITY PROFILE

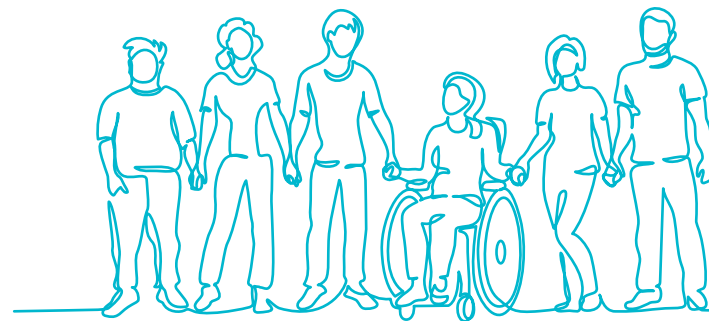
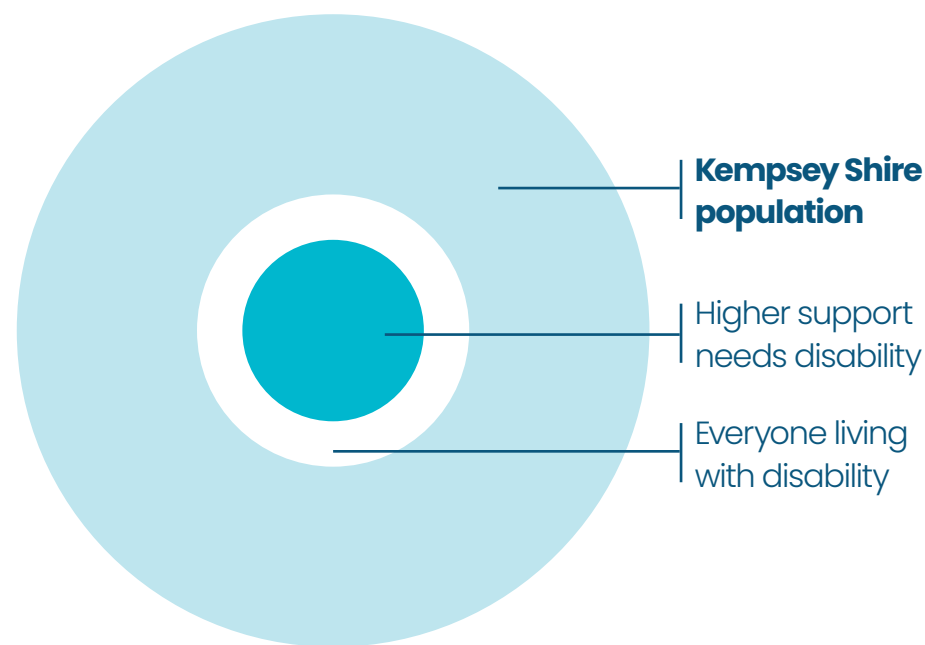
Kempsey Shire is home to a diverse community, with people of all ages, backgrounds and abilities. According to the 2021 Australian Census, around 1 in 10 people in Kempsey Shire need help with everyday activities because of disability, a long-term health condition, or older age.

Disability in Kempsey Shire

In 2021, around 2,900 residents (about 9.5%) reported that they needed help with core daily activities such as **moving around, personal care or communication** (ABS 2021).

This is a higher proportion than in many other regional areas, showing that disability and access needs are an important issue for the Kempsey community.

The Census measure used focuses on people with higher support needs. It does not include everyone living with disability, such as people with mental health conditions, learning disabilities, chronic illness, or invisible disabilities who may not need daily assistance. This means the true number of people living with disability in Kempsey Shire is likely to be higher.

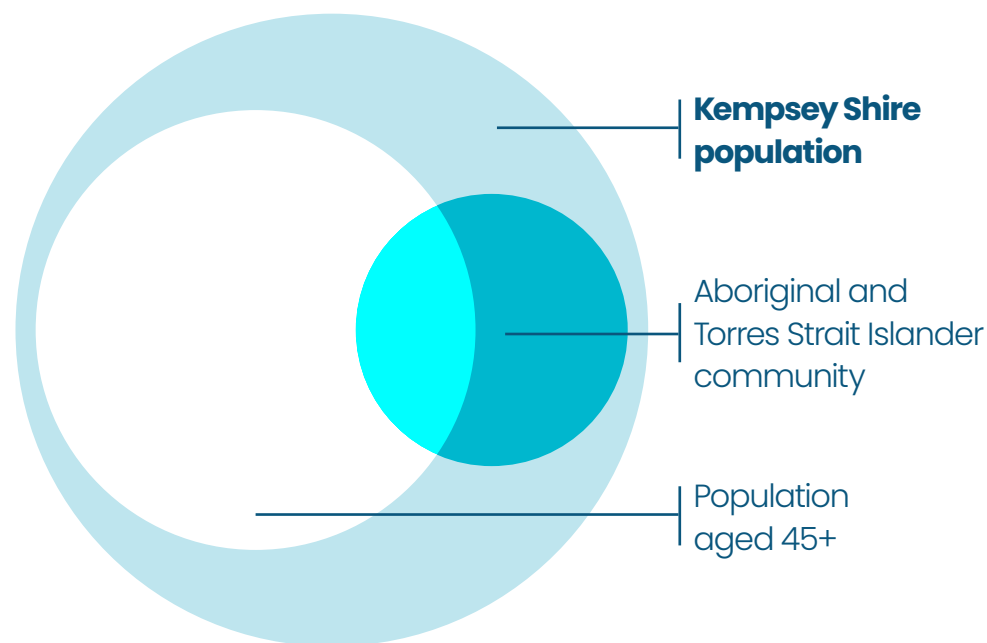


COMMUNITY PROFILE

Age and Community Context

Kempsey Shire has a slightly older population, with a median age of 48 years. Almost 35% of the population is over the age of 60, which can increase the number of people experiencing disability or mobility challenges.

The shire also has a strong Aboriginal and Torres Strait Islander community, making up around 13% of the population. Aboriginal people are more likely to experience disability earlier in life, often due to social, health and environmental factors. This is an important consideration for inclusive planning and service delivery.



Families and Carers

Many people with disability in Kempsey Shire are supported by family members, friends and carers. These informal supports play a vital role in helping people stay connected to their community, access services, and live independently.

What this means for Council planning

The Census data shows that disability is a significant part of everyday life in Kempsey Shire.

It highlights the need for:

- Accessible public spaces and facilities
- Clear and inclusive information
- Services that are easy to use
- Opportunities for people with disability to participate in work, community life and decision-making

This plan responds to these needs by focusing on removing barriers and creating a more inclusive community for everyone.



LIVED EXPERIENCES COMMUNITY VOICES

PATRICK



It's good when people feel included and welcome in the community. That's what helps people take part and feel like they belong.

LIVED EXPERIENCES COMMUNITY VOICES

ROBERT
(BOBBIE)



Listening to people
with disability about
their experiences
helps services
understand what
really works and what
needs to change.

FOCUS AREA ONE

DEVELOPING POSITIVE COMMUNITY ATTITUDES AND UPHOLDING THE RIGHTS OF PEOPLE WITH DISABILITY

What you told us

You told us that feeling welcomed, respected and understood in the community is extremely important.

Many people shared positive experiences of local businesses and community members who are friendly, welcoming and willing to help. Being recognised by name, greeted warmly, or having staff who understand individual needs can make a big difference to confidence and participation.

However, some people also shared that judgement and misunderstanding still occur, particularly when disabilities are not immediately visible. People spoke about feeling judged when using accessible facilities such as accessible toilets or parking spaces, because others may not realise they have a disability.

Several people highlighted the need for greater community awareness of invisible disabilities, including epilepsy, autism, ADHD and intellectual disability. Participants suggested that simple actions such as signage or community awareness campaigns could help people

better understand that disability is not always visible.

Overall, most people reported feeling welcome in the community most of the time, but there are still occasions where people feel excluded, misunderstood or uncomfortable.

You told us that continuing to build awareness, respect and inclusion across the community will help people with disability feel more confident participating in everyday life.



FOCUS AREA ONE

Developing positive community attitudes and upholding the rights of people with disability

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
1.1 Raise awareness and understanding of disability.	1.1.1 Deliver a community education initiative each year that promotes understanding of disability, including visible and invisible disabilities.	Number of community education initiatives or campaigns delivered annually, including reach where available and feedback on whether the initiative improved understanding and confidence in interacting respectfully with people with disability.	P – Communications S – Community Development	Ongoing
1.2 Increased inclusion and positive representation of people with disability in our community.	1.2.1 Promote or support at least one community initiative or event each year that recognises the contributions and participation of people with disability.	Number of initiatives or events promoted or supported. Number of participants or attendances in supported initiatives.	P – Community Partnerships	Annually
	1.2.2 Include positive and inclusive representation of people with disability in Council-produced communication materials each year, and maintain an accessible image library to support consistent, inclusive representation.	Annual sample review of key Council communications demonstrates use of inclusive imagery or stories representing people with disability. Accessible image library reviewed and updated annually, with evidence of use in Council publications.	P – Communications S – Commercial Business	Ongoing
	1.2.3 Support local schools and sporting clubs each year to build inclusive practices through Sport4All or other relevant inclusion programs and initiatives.	Number of schools and sporting clubs engaged in the Sport4All program or other relevant program annually, with feedback from participants, families, carers or clubs on whether inclusive practice and participation improved.	P – Community Development	1-2 years

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
1.3 Staff are skilled and able to recognise and improve the experience of people with disability.	1.3.1 Provide disability inclusion training to staff involved in planning, service delivery and customer service, achieving at least 50% participation within two years and measuring changes in confidence through post-training feedback.	Number and proportion of relevant staff participating in disability inclusion learning opportunities, with annual reporting on participation and feedback. Staff reporting increased confidence in considering disability inclusion in their work. Learning opportunities incorporating lived experience (where appropriate.)	P – Senior Leadership Team S – People & Culture	Ongoing
1.4 Leadership has awareness and understanding of disability inclusion.	1.4.1 Deliver at least one disability inclusion awareness session each year for Councillors and senior leaders, and record participation and feedback.	At least one disability inclusion awareness opportunity delivered annually, with Councillor and senior leader participation recorded.	P – People & Culture S – Governance / ELT	Ongoing
1.5 Encourage inclusive practices within local businesses and organisations.	1.5.1 Deliver at least two business engagement initiatives each year that promote accessibility and inclusion resources and support businesses to adopt inclusive practices.	At least two business engagement initiatives delivered annually, with accessibility and inclusion resources developed or shared. Number of business engagement activities delivered annually and number of businesses reached, where available.	P – Commercial Business	Ongoing

LIVED EXPERIENCES COMMUNITY VOICES

TIM



I rely on lip reading a lot. When people face me, when they talk it makes communication so much easier.

FOCUS AREA TWO

CREATING LIVEABLE AND SAFER COMMUNITIES

What you told us

You told us that getting around town safely and easily is one of the biggest issues affecting participation.

Many people shared experiences of uneven or damaged footpaths, small level changes between concrete slabs, and surfaces that can become slippery. These issues can create trip hazards for people with mobility challenges, vision impairment or balance issues.

You also told us that steps without ramps or handrails make it difficult to enter some shops and buildings, particularly in older parts of

town. Participants suggested that installing ramps, handrails and wider entrances would make businesses and public spaces more accessible.

Parking was also raised as an issue. People told us that accessible parking spaces are limited in some areas, and that better placement, clearer connections to footpaths, and improved compliance would make accessing shops and services easier.

Access to public toilets and seating was another common theme. People told us that accessible toilets are not always easy to find, and that some facilities need improvements in cleanliness, lighting or accessibility. More seating in public areas,

particularly in West Kempsey, would help people rest when walking around town.

Families also highlighted the need for more inclusive play spaces and recreational areas. Suggestions included fenced playgrounds for children who may wander, inclusive play equipment, and more accessible outdoor recreation opportunities.

Many participants spoke about the importance of nature, outdoor activity and recreation for wellbeing. Walking, cycling, kayaking, beach visits and bushwalking were all mentioned as activities that support both physical and mental health. People told us they would like to see more accessible walking tracks and

outdoor spaces, including bush tracks that can be used by people with mobility aids or wheelchairs.

Overall, you told us that small improvements to accessibility in public spaces could make a big difference to people's independence and ability to participate in community life. This includes improving access to natural environments and recreation opportunities, where appropriate, and creating spaces that are safe, usable and welcoming for a wide range of people.



FOCUS AREA TWO

Creating liveable and safer communities

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
2.1 Improve accessibility and inclusion in public spaces, infrastructure and facilities.	2.1.1 Identify, prioritise and progress accessibility improvements to Council's existing public spaces, infrastructure and facilities each year through the Operational Plan and works programs, subject to available funding.	Rolling register of community-identified accessibility improvements maintained and reviewed annually, including public spaces, facilities, footpaths, amenities and recreation areas. Number of priority accessibility improvements progressed or closed through the Operational Plan, asset, maintenance, grant or works programs, subject to available funding. Evidence of community feedback or lived experience considered in prioritising relevant accessibility works annually.	P – Operations / Commercial Business / Planning S – Community Partnerships	Ongoing
2.2 Embed accessibility and universal design in Council planning, design and delivery processes.	2.2.1 Ensure all new capital works projects include documented consideration of accessibility and universal design principles at design stage, with compliance reviewed annually.	Proportion of new capital works projects with documented accessibility and universal design consideration at design stage, reviewed annually.	P – Strategic Planning / Operations / Commercial Business	Ongoing

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
2.3 Improve movement, connectivity and access across the community.	2.3.1 Prioritise and deliver pedestrian, transport and movement accessibility improvements through relevant strategic plans, such as the Pedestrian Access and Mobility Plan, and annual works programs.	Priority actions identified through plans such as the Pedestrian Access Mobility Plan (PAMP) Improvements to footpaths, crossings, transport access and parking progressed.	P – Operations / Strategic Planning	Ongoing
2.4 Support inclusive and accessible community spaces, facilities, programs and events.	2.4.1 Incorporate accessibility considerations into Council-supported programs, events and community grant processes and monitor compliance annually.	Number or proportion of Council-supported major events, programs and grant processes that include documented accessibility considerations, including access information, accessible parking/toilets, sensory considerations and Auslan/captioning where appropriate. Council event application and grant processes reviewed annually to confirm accessibility prompts or requirements are included.	P – Community Partnerships S – Commercial Business / Operations	Ongoing
2.5 Improve access to information about accessible places and facilities.	2.5.1 Maintain and annually review accessibility information for Council facilities, public spaces and services across Council information platforms.	Accessibility information for priority Council facilities, public spaces and services reviewed and updated annually across relevant platforms.	P – Operations / Commercial Business S – Community Partnerships	Ongoing

LIVED EXPERIENCES COMMUNITY VOICES

KAYANI



I love going to the beach and meeting new people. Community events are a good way to get out and be part of things.

FOCUS AREA THREE

SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT AND INDEPENDENCE

What you told us

You told us that employment plays a vital role in building independence, confidence and a sense of purpose.

Many participants described work as an important part of their identity and routine. Having a job provides opportunities for social connection, skill development and financial independence.

You told us that supportive workplaces make a significant difference. This includes having supervisors and colleagues who understand disability,

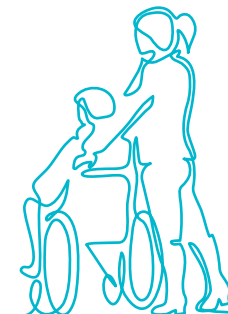
provide clear instructions, and are patient and flexible when needed.

- Some people explained that they work best when tasks are explained clearly and one step at a time. Others highlighted the importance of safe workplaces that reduce hazards and accommodate individual needs.

Transport and access to services were identified as barriers that can affect employment opportunities.

- Some people cannot drive due to their disability and rely on support workers, family or limited transport services to get to work, training or volunteering.

- You also told us that opportunities for employment and training for people with disability in the region could be strengthened through more inclusive practices and partnerships. While some opportunities exist, many people feel local options remain limited.
- You highlighted that practical supports such as accessible workplaces, flexible hours, transport assistance and mentoring can help people with disability participate more fully in employment.



FOCUS AREA THREE

Supporting access to meaningful employment and independence

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
3.1 Council is an inclusive and accessible employer.	3.1.1 Review and update recruitment and onboarding practices every two years to improve accessibility and inclusion, and report progress annually.	Recruitment and onboarding processes reviewed every two years, with accessibility improvements identified and progress reported annually. Reasonable adjustments offered and provided during recruitment and onboarding where required, with de-identified reporting annually.	P – People & Culture S – Hiring Managers	1–2 years, then ongoing
3.2 Strengthen employment opportunities and pathways for people with disability.	3.2.1 Maintain partnerships with disability employment providers and facilitate at least one work experience, traineeship or placement opportunity annually.	Engagement activities with disability employment providers or organisations, including opportunities offered and learning outcomes where available. At least one work experience, traineeship, placement or inclusive volunteering opportunity facilitated annually where feasible, with reasonable adjustments identified and reviewed. Workforce strategies include actions that support inclusive employment.	P – People & Culture	Ongoing

FOCUS AREA THREE

Supporting access to meaningful employment and independence

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
3.3 Support employees with disability in the workplace.	3.3.1 Provide and monitor reasonable workplace adjustments for employees with disability and promote awareness of available workplace supports annually.	Reasonable workplace adjustment requests recorded and responded to in line with Council procedures, with annual de-identified reporting. Types of workplace adjustments implemented summarised annually where available and appropriate. Workplace adjustment and support information promoted to staff at least annually.	P – People & Culture S – Senior Leadership Team	Ongoing
3.4 Staff and leadership capability supports an inclusive workplace.	3.4.1 Deliver disability inclusion learning opportunities to all staff and leadership as part of corporate learning and induction, achieving at least 80% participation across the organisation within the life of the plan.	At least 80% of staff and leadership participate in disability inclusion learning within the life of the Plan, with participation reported annually. Workplace inclusion and disability awareness topics included in leadership learning, induction or staff forums at least annually.	P – People & Culture S – Senior Leadership Team	Ongoing

LIVED EXPERIENCES COMMUNITY VOICES

AMY



Seeing people happy, included and connected is what it's all about. We need more accessible places and more understanding in the community.

FOCUS AREA FOUR

IMPROVING ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

What you told us

Information and services need to be easier to find, understand and access.

Some people said they find it difficult to navigate Council information online and would like clearer pathways to find what they are looking for. Others suggested that Council communication could be simpler and easier to follow.

People asked for information to be available in more accessible formats, including:

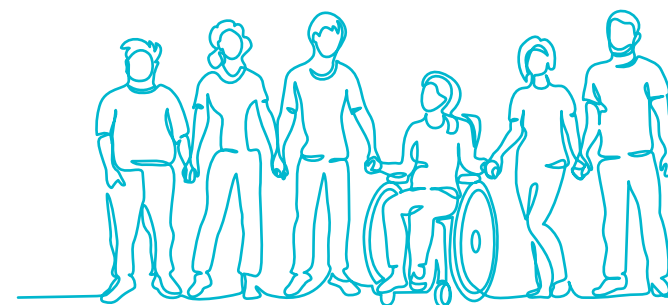
- Easy Read
- larger text
- plain English
- audio or text-to-speech options
- Auslan videos
- visual guides or social stories.

You also told us that communication about events and services could be improved. Many people rely on social media such as Facebook to learn about local

events and activities, while others prefer email updates or direct communication.

Emergency preparedness was another area discussed. While many people feel reasonably prepared for emergencies, some people shared concerns about whether people with disability would receive the information and support they need during an emergency. Participants highlighted the importance of communities knowing who may need additional assistance and ensuring information is accessible during emergencies.

Overall, you told us that clearer communication, accessible information and responsive services would make it easier for people with disability to engage with Council and community services.



FOCUS AREA FOUR

Improving access to mainstream services through better systems and processes

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
4.1 Improve accessibility of Council communications and information.	4.1.1 Apply accessibility standards to key Council communications and high-use information and review compliance annually.	Annual review of a sample of key Council communications confirms accessibility standards, plain English and inclusive communication practices are being applied. Accessibility standards applied across digital and printed information, with priority issues identified and progressed annually. Key documents and high-use information reviewed annually and provided in accessible formats where appropriate.	P – Communications S – People & Culture / IT	Ongoing
4.2 Improve accessibility of digital platforms and key information.	4.2.1 Undertake accessibility reviews of Council websites and digital platforms at least every two years and implement priority improvements.	Council websites and digital platforms reviewed against WCAG 2.2 AA or the current applicable accessibility standard, with accessible alternatives provided where needed. Accessibility reviews completed at least every two years, priority issues identified, and the number or proportion of priority fixes progressed reported.	P – Communications / IT S – Community Engagement / Commercial Business	Ongoing

FOCUS AREA FOUR

Improving access to mainstream services through better systems and processes

OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE DEPARTMENT P – Primary S – Secondary	TIMEFRAME
4.3 Improve accessibility of community engagement and participation.	4.3.1 Incorporate accessible participation options into major Council engagement activities and encourage participation from people with disability and carers.	Number of major engagement activities offering accessible participation options and evidence of methods used.	P – Community Engagement S – Communications	Ongoing
4.4 Improve access to information during emergencies.	4.4.1 Work with emergency agencies, disability services and community networks to share accessible emergency information and promote person-centred emergency preparedness for people with disability and carers.	At least one accessible emergency preparedness activity, resource or information update shared annually through relevant community networks or partner channels, with feedback sought where practical.	P – Community Partnerships S – LEMO	Ongoing

LIVED EXPERIENCES COMMUNITY VOICES

JAYDE



Kempsey needs safer footpaths, more ramps and better access. People with disability deserve to get around town safely like everyone else.

LIVED EXPERIENCES COMMUNITY VOICES

REECE



I like getting out,
seeing people
and being part of
things. Events and
activities help people
feel included and
connected.

IMPLEMENTATION, GOVERNANCE, AND EVALUATION

Implementation of this Plan will be overseen by the Director Corporate and Commercial as executive sponsor, supported by a cross-Council DIAP implementation group. Responsible departments will provide progress updates at least twice yearly, with progress reported annually through Council's Annual Report and to the NSW

Minister and Disability Council NSW. Council will seek practical feedback from people with disability, carers, disability services and relevant community groups to help inform priorities, monitor progress and understand whether actions are improving access, confidence, participation and inclusion.





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2026/29 **DIAP**