

Maitland City Council

Disability Inclusion Action Plan

2017-2022



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Training & Consulting

Disability Inclusion Action Plan 2017-2022

Document Purpose

Maitland City Council Disability Inclusion Action Plan 2017-2022 outlines Council's commitment to improving opportunities for people of all ages with disability to access the full range of services and activities available in the community.

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Disability Inclusion Action Plan, 2017-2022

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

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Message from the Mayor

It is my pleasure to introduce Maitland City Council's Disability Inclusion Action Plan 2017-2022. This Action Plan has been developed via extensive consultation with people with disability and it offers practical steps for Council to take, with our community partners, in order to continue our efforts to improve accessibility and inclusion for all.

Council is committed to working with community to remove barriers to inclusion, be they in areas of attitudes and behaviours; built environments and the activities happening in them; our systems and processes; and our employment application process.

Our vision at Maitland City Council is to create an inclusive Maitland which is accessible to people of all abilities. This, our inaugural Disability Inclusion Action Plan, outlines the steps that will be taken in the next four years to work towards this vision.

Our continuous work to enhance inclusion in Council and in the broader community, is based on our fundamental commitment to the rights of persons with disability, as outlined in the United Nations Convention on the Rights of Persons with Disability. Council is committed to engaging in ongoing dialogue with people with disability, their families and supporters, to make the enjoyment of those rights, a reality. In so doing, our whole community will benefit by accessing the full range of talents and viewpoints within our community, and by enhanced economic opportunities afforded by people with disability having greater access to employment, and greater ability to be customers of local businesses and services.

I would like to thank the many individuals and agencies who participated in surveys and consultations. It is through your participation that Council is able to identify practical improvements that will benefit all people with disability, their families and supporters, and indeed, the entire community. A special thank you to the young people of Grossman High School for their involvement in consultations. Through your participation you have contributed to civic society, and given the benefit of a generational voice not often heard in government.

Peter Blackmore

Mayor

Definitions

Inclusion

Inclusion means anyone who wants to can participate in the places and activities of community life on an equal basis.¹ The Disability Inclusion Action Plan is about making sure people with disability are included in all aspects of community life.

Disability

The definition of 'disability' used in Maitland City Council Disability Inclusion Actions Plan comes from two laws, they are:

the Disability Discrimination Act (Commonwealth) 1992, where the word 'disability' means:²

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

the Disability Inclusion Act (NSW) 2014, where the word 'disability' means:³

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

This second definition is very important. It says barriers created by society affect people's participation as much as impairment may. This is called the "social model of disability". Dr Alison Davis explains the social model very well when she says:⁴

If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is society which handicaps me far more seriously and completely than the fact that I have spina bifida.

(Shut Out: The Experience of People with Disabilities and their Families in Australia, 2009)

Focus Areas⁵

The NSW Government asked people with disability what barriers affect their inclusion. People said four areas could be changed for the better. Governments will focus on these areas, they are:

- Attitudes and Behaviour
- Liveable Communities
- Systems and Processes
- Employment

Vision and Principles

Vision

Maitland City Council's Disability Inclusion Action Plan (2017-2022) is a vision for an inclusive Maitland which is accessible to people of all abilities.

Principles

Council's Disability Inclusion Plan (2017-2022) is designed to enact the Principles of the New South Wales (NSW) Disability Inclusion Act 2014, which states that people who live with disability have the right to:

- respect for their worth and dignity as individuals
- participate in and contribute to social and economic life, and be supported to develop and enhance their skills and experience
- realise their full potential in all areas of life
- make decisions about their lives, and be supported in these if they want or need it
- privacy and confidentiality
- live free from neglect, abuse, and/or exploitation
- access information in a way that is appropriate for their disability and cultural background, and which enables them to make informed choices and
- pursue complaints with the same ease as other members of the community

Council states our commitment to respect for the individual experience of people with disability, including their cultural, or linguistic diversity, age, gender, sexual orientation, and religious beliefs.

Council's Disability Inclusion Action Plan recognises that strengths, goals, and needs of people with disability will change throughout the lifetime, and respects the needs of maturing children with disability, and their rights as equal members of the community.

Council recognises the importance of families, carers, and other significant persons, and Council support these relationships through the provision of community spaces, events and access to information connecting people to their community.

Overview

This is an outline to tell you what is in this Plan.

1. The Business Case

This section provides a business case for supporting inclusion of people with disability. A business case is an argument for why building inclusion will benefit the whole community socially and economically.

2. Links to Other Council Plans

This section describes how the Disability Inclusion Action Plan (DIAP) fits in broader Council Plans, ensuring the Plan is integrated and progress reported back to the community.

3. Policy Context

This section explains the laws and policies that surround and support our Plan. Working together, these laws and policies will help to make Australia more inclusive.

4. People of Maitland

This section looks at how many people living in Maitland LGA may have a disability, and therefore would benefit from this Plan.

5. How Council Consulted

This section explains how Council talked to the community and asked people for their ideas for this Plan.

6. The Action Plan

This section lists the actions recommended to make the Maitland LGA easier for people with disability and their families and supporters to enjoy.

7. Monitoring and Reporting

This section explains how Council will monitor progress, and involve people with disability to help us implement the Plan and check its effectiveness.

1. The Business Case for Inclusion

The NSW Disability Inclusion Action Planning Guidelines require all NSW public authorities to have a "unique business case for supporting the inclusion of people with disability".⁶ This section outlines the case for working towards the full inclusion of people of all ages with disability (including children who may have temporary or permanent delays in their development). Arguments are offered on the basis that facilitating inclusion provides significant social and economic benefits to the local community, and that inclusion is part of the core business of local government.

Economic Benefits

- Inclusion enables people with disability to access employment or establish businesses. This leads to reduced need for income supports, increases workforce participation, and economic growth. Individual and family wellbeing is generated through economic participation and the resulting additional income in families.
- The National Disability Insurance Scheme will inject \$22 billion dollars per year into the Australian economy. Age care funding provides a further \$17.4 billion annually. These funds enable eligible individuals to buy supports to access community life. In practice, this means individuals being able to shop locally, enjoy local activities and entertainments and undertake local leisure and learning. Further economic growth is possible by targeting the accessible tourism market.⁷ The potential to stimulate the local economy is significant - only if the physical and information environments are accessible, and business and community attitudes and behaviours are inclusive.
- Missed business from inaccessible information, environments, attitudes and behaviours is not limited to potential customers with disability. It extends to the friends and family of those individuals, who would have accessed that service together. Excluding one person using a wheelchair also results in losing the friends and family of that person as potential customers.
- Older people represent the fastest growing component of the consumer market and the current generation of older Australians are retiring with unprecedented accumulated wealth.⁸ Inclusive businesses have access to older people in our community, but it extends the market to include wheelchair and mobility aid users, and families using prams.

Social Benefits

- Inclusion enables the community to access the full range of talents and viewpoints within the population. Such inclusion enriches the community as a whole.
- All families will, at some point, include a member who has disability or impairment which, in interaction with barriers in society, limit their access to community life. For families to be strong and cohesive, they must have access to places and activities that are barrier free.
- Inclusion protects communities against the cycles of disadvantage that lead to negative impacts across generations in areas of health, wellbeing, education and employment.⁹ Early intervention through planning provides an opportunity not only to avoid the social costs of exclusion, it also has been found to be more economically cost effective in the long term.

Inclusion as Core Business

- Under Section 8 of the NSW Local Government Act 1993, councils must provide adequate, equitable and appropriate services and facilities for the community.¹⁰ People

with disability are identified as part of a social justice target group, requiring specific strategies to ensure effective engagement in decision making. The Disability Inclusion Action Plan (DIAP) provides a mechanism for continuously improving service delivery to this group.

- Councils must observe both State and Commonwealth legislation addressing direct and indirect discrimination against people with disability in the delivery of their services, goods and facilities.¹¹ By consulting with people with disability, the DIAP identifies potential sources of indirect discrimination in unintended attitudinal barriers, and barriers that may exist in council systems and processes.

2. Links to Other Council Plans

This Disability Inclusion Action Plan (DIAP) builds on the Maitland Social Plan 2009-2019, which is based on social justice and social inclusion principles. The Social Plan addresses the needs of seven population groups:

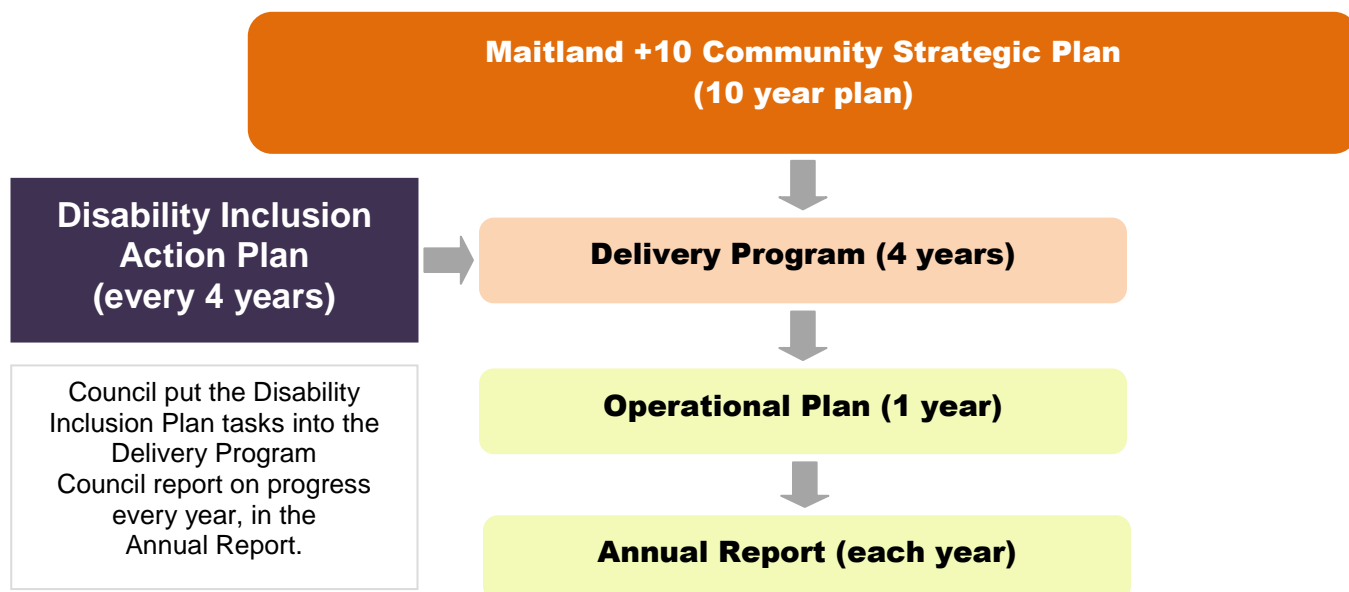
- Children 0 – 11 years old
- Young people 12- 25 years old
- Older persons over 55 years old
- People with a disability
- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds
- Women

In the DIAP, Council states in further detail, how will support the inclusion of adults and children with disability in our community. Also, the extensive consultation information will be used to inform other plans within Council. In particular, information on pedestrian access will be incorporated into the Pedestrian Access and Mobility Plan (PAMP).

All plans of Council, such as the Disability Inclusion Action Plan, Social Plan and PAMP, are incorporated into Council's Delivery Program. The Delivery Program is the broad Plan that Council uses to list all actions that are planned for the four year period. As Council implements the Delivery Program, data is collected to confirm that progress is being made. Council use this information to report back to the community, to tell you what improvements have been made.

At the end of each year, Council will report to the Community in the Annual Report. The Annual Report tells you what Council has done that year. The tasks undertaken for the Disability Inclusion Action Plan will also be in the Annual Report.

Figure 1: Link Between This Plan and Other Council Plans



3. Policy Context

The Maitland City Council Disability Inclusion Action Plan has been developed in line with a new set of national and state laws and policies designed to ensure that people with disability are included in all aspects of community life. The laws and policies form part of Australia’s commitment to a global shift in awareness that more must be done to respect the rights of people with disability.

This section outlines the key laws and policies in Australia and NSW that enact this renewed commitment. The policy context will support the effectiveness of the Maitland City Council Disability Inclusion Action Plan.

Figure 2: Laws and Policies Creating Inclusion in Australia and NSW



(NSW Local Government Disability Inclusion Action Planning Guidelines, 2015)

3.1 UN Convention on the Rights of Persons with Disabilities (UNCRPD)

In 2008 the Australian Government committed Australia to implementing the Articles of the UNCRPD. The Articles state that persons with disabilities must enjoy all human rights; clarifies how these rights apply in practice; and identifies where adaptations need to be made for people with a disability to effectively exercise their rights.¹² By signing the UNCRPD, Australia committed to make changes to laws and policies to ensure the inclusion of people with disability. Australia will also report back to the United Nations about the progress made towards this goal.¹³

Key areas to be addressed under the UNCRPD are:

- Equality and non-discrimination before the law for people with a disability, including specific measures on the human rights of women and children with a disability.
- Awareness raising and fostering respect and dignity and combating stereotypes relating to people with a disability. Specific measures listed to achieve this include public awareness campaigns, promoting an attitude of respect for the rights of people with disability, and promoting other awareness training programs.
- Enabling people with disability to live independently and participate in all aspects of life by ensuring access to the physical environment (including access to transport), as well as access to information and communication.
- Recognising the equal right of people with disability to live in the community, and facilitating their inclusion, participation and enjoyment of community life.
- Ensuring the right to freedom of expression and respect for the home and family of people with disability.
- Ensuring the right to work and employment on an equal basis with others.
- Providing opportunities to fully participate in political and public life, including voting and representation by people with disability in all levels of government.
- Ensuring the right to participate in cultural life, including ensuring television, film, theatre and other cultural activities in accessible formats, and to ensure access to museums, libraries, tourism services and to sites of national cultural importance.

3.2 National Disability Strategy, 2010-2020

The Council of Australian Governments (COAG) developed the National Disability Strategy to ensure a unified and coordinated national approach to supporting people with disability to maximise their potential and participate in Australian society as equal citizens. The Strategy covers a 10 year period and outlines six policy areas, which have informed the practical actions included in this Plan. These are:

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

**The National Disability Strategy established a common set of objectives that all Australian Governments are working towards to support people with disability to maximise their potential and participate in Australian society as equal citizens.
(NDS, 2010)**

3.3 NSW NDS Implementation Plan 2012-2014¹⁴

In the NSW NDS Implementation Plan 2012-2014, mainstream and specialist disability services are developing in order to achieve the NDS outcomes. Local Governments are named in the NSW NDS Implementation Plan as a key partner. The Implementation Plan states that the NSW Government will:

- support Local Governments to plan for more inclusive communities
- develop a web-based disability planning resource for Local Government
- seek partnerships with Local Government
- encourage more people with a disability to stand for local elections
- support councils to employ more people with disability.

The NSW NDS Implementation Plan outlined how NSW will set out to achieve the objectives of the National Disability Strategy.

Local Governments were identified as key partners in the area of creating liveable communities, inclusive employment, and increasing representation in local democratic processes.

(NSW NDIS Implementation Plan, 2012-2014)

3.4 National Disability Insurance Scheme (NDIS)¹⁵

The National Disability Insurance Scheme (NDIS) provides for a national insurance system that enables funding and administrative systems to support people with disability to access the reasonable and necessary supports they need to lead an ordinary life.

The NDIS will enable eligible people with disability to pursue their interests in the community through individualised packages of funding. Funding will also be available to help make mainstream services more inclusive. The latter will be available through grants from the Information, Linkages and Capacity Building initiatives of the NDIS.

The Maitland City Council Disability Inclusion Action Plan support the objectives of the NDIS by:

- ensuring accessible and inclusive built environments
- developing accessible and inclusive programs and services
- providing information in a range of formats
- continuing to work towards inclusive employment application processes, and
- fostering positive community behaviours and attitudes towards people with disability.

The NDIS will enable eligible people with disability to pursue their interests in the community through individualised packages of funding.

Grant funding from the Information, Linkages and Capacity Building initiatives of the NDIS. These grants will help make mainstream services more inclusive.

(NDIS, 2014)

3.5 NSW Disability Inclusion Act, 2014¹⁶

The NSW Disability Inclusion Act, 2014 (the Act) provides a legislative framework that makes communities more inclusive. The Act requires all departments and agencies of the NSW Government, and Local Governments, to develop Disability Inclusion Action Plans (DIAPs). The Act states that DIAPs must:

- state how the Disability Inclusion Act's Principles will be addressed
- provide specific strategies to support people with disability to access buildings and events, information and employment opportunities
- describe how people with disability were consulted
- describe how the plan supports the NSW Disability Inclusion Plan (see below)
- be made available to the public
- be reviewed, in consultation with people with disability, every four years
- include progress reports published annually in Council's Annual Report.

The Disability Inclusion Act, 2014 requires all state government agencies, and local governments to consult with people with disability, and through their input, commit to practical actions that will improve access and inclusion in local communities.

(NSW Disability Inclusion Act, 2014)

3.6 NSW Disability Inclusion Plan (NDIP)¹⁷

The NSW Disability Inclusion Plan (NDIP) is a four-year action plan mandated by the NSW Disability Inclusion Act, 2014 that outlines how all NSW government agencies (and local government) will work towards ensuring people with disability enjoy the same opportunities and choices as everyone else.

The NDIP aims to create long-term change and underlines how the NSW Government will uphold the Principles of the NDS and the obligations under the UNCRPD. In developing the NDIP the NSW Government consulted with people with disability about what barriers affect their inclusion. These areas for action became known as the "Focus Areas", and they underpin all DIAPs. The Focus Areas requiring constant effort from both the government and the wider community are:¹⁸

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment, and
- improving access to mainstream services through better systems and processes.

NSW Disability Inclusion Plan outlines how all NSW government agencies (and local government) will make local communities more inclusive.

All Disability Inclusion Action Plans in NSW must align with this Plan, by addressing the four focus areas.

(NSW Disability Inclusion Plan, 2015)

3.7 Disability Discrimination Act (DDA) 1992 and Amendments (2009)

The Disability Discrimination Act, 1992 (C'wlth) (DDA) provides Australians with protection against discrimination on the basis of disability. The DDA also encourages governments, businesses and others to implement the DDA so that society benefits from the full participation of all citizens. More recent amendments have extended coverage to cover discrimination experienced by relatives, friends, carers, co-workers or associates of a person with a disability.

Under Section 61 of the DDA, Council must have plans that:

- devise policies and programs to achieve the Objects of the Act
- communicate these to persons within the Council
- review practices to identify and eliminate discriminatory practices
- set goals and targets to measure the success of the Plan
- appoint persons within the Council to implement the provisions.

3.8 Other Relevant Laws and Plans

Other laws and plans relevant to Maitland City Council Disability Inclusion Action Plan are:

- National Arts and Disability Strategy, 2009 (C'wlth)
- Web Accessibility National Transition Strategy, 2010 (C'wlth)
- Anti-Discrimination Act, 1977 (NSW)
- Carers (Recognition) Act, 2010 (NSW)
- The Local Government Act, 1993 (NSW)
- The Local Government (General) Regulation, 2005 (NSW)

Under Section 61 of the Disability Discrimination Act, 1992, Councils must have Plans that identify and eliminate practices that may discriminate against people with disability, their relatives, friends, carers, co-workers or associates of a person with a disability.

(Commonwealth Disability Discrimination Act, 1992)

4. People of the Maitland Local Government Area

4.1 About the Maitland Local Government Area (LGA)

The local government area (LGA) of Maitland City is located in the Lower Hunter of NSW and covers an area of 396km². It sits between the Hunter and Paterson Rivers, providing rich agricultural land. Maitland LGA is surrounded by the LGAs of Newcastle, Port Stephens, Cessnock, Singleton, and Dungog. The 2011 census recorded a population of 67,478 for the Maitland LGA. The population is estimated to have since increased by 13.5% to 76,607 persons.¹⁹

4.2 People with Disability

In 2011, the census reported that 3,417 Maitland residents (or 5.0% of the population) needed assistance with core activities.²⁰ There are likely many more people with disability who fit the NSW Disability Inclusion Act 2014 definition of 'disability'. For example, in the same year (2011), the NSW Roads and Maritime Service, issued more Mobility Parking Scheme permits for individuals in the Maitland LGA (4,133) than the census counted as having disability (3,417).²¹

The ABS census may not be the best source of data when considering the likely population to benefit from a Disability Inclusion Action Plan. Whereas the NSW Disability Inclusion Act defines disability as limitations that in interaction with social barriers "may hinder the person's full and effective participation in the community on an equal basis with others" the census has a much narrower definition of disability (limitations in core activities of living). Also, the ABS has said data is affected by people's views of disability (some may not want to report their disability due to privacy concerns, or they may not have awareness that they have a disability).²² Because of these and other challenges, the ABS conducts a more detailed analysis using the Survey of Disability, Ageing, and Carers (SDAC).²³ The SDAC uses a broader definition and method of recording disability. As a result, the SDAC (2015) reveals much higher rates of disability both nationally (18.5%) and in NSW (18.1%).²⁴ For example, if the NSW rate of disability (18%) is applied to the population of the Maitland LGA, this would mean as many as 13,865 people with disability in the Maitland LGA.

There could be as many as

13,865 people in Maitland LGA with disability

(based on the ABS Survey of Ageing, Disability and Carers, 2015 finding that 18.1% of people in NSW have disability)

Other information suggesting higher rates of disability than identified by the census includes:

- The SDAC (2015) asked people about long-term health conditions. The survey found that 5.2 million Australians (22.1%) are living with a long-term health condition.²⁵ If 22.1% of Maitland population have a chronic long-term health condition, that would mean 16,930 people. Many of them would be included in the NSW Disability Inclusion Act 2014 as having disability. (See also table below).²⁶
- The NSW Roads and Maritime Service issued 4,459 individual and 114 organisational Mobility Parking Scheme permits in Maitland in 2016.²⁷

- In 2019 an expected 21,500 people in the Hunter New England Local Health District (LHD) will get NDIS funding.²⁸ The Hunter New England LHD is an area covering from Tenterfield in the north, Belmont in the south, Wee Waa in the west and Taree/Manning in the east. In 2011, the Productivity Commission estimated 460,000 with disability will be NDIS eligible, and 5,000,000 people with disability will not be eligible for individualised NDIS funding. This is a ratio of 8.4% eligible to 91.6% non individualised funding eligible. Based on this ratio there could be as many as 255,952 people in the Hunter New England LHD who have disability (21,500 with NDIS funding and 234,452 without funding).²⁹
- More children have entered the NDIS than expected.³⁰ In Maitland (2011), 29% of the population were aged 0 to 19 years.³¹ With a high proportion of children, it can be assumed there will be higher rates of children accessing NDIS early intervention services in the Maitland LGA than for other areas with fewer children. Maitland should then expect greater demand for affordable and inclusive children's activities in the coming years.

Table 1: Chronic Disease (Maitland) Estimated Prevalence per 100 People³²

Condition	Maitland	NSW
Diabetes Mellitus	5.4	5.8
High Blood Cholesterol	31.8	32.4
Circulatory System Diseases	18.5	17.8
Asthma	12.7	9.6
Chronic Obstructive Pulmonary Disease (COPD)	3	2.6
Arthritis	16.4	15.3
Psychological Distress	10.5	10.5
Other Risk Factors	Maitland	NSW
Smoking	18.9	16.2
High Alcohol Intake	5.1	4.8
Overweight	35.2	34.6
Obesity	30.1	26.4

(ABS 2011–12 Australian Health Survey data)

4.3 People with Severe or Profound Disability

In 2011 in Maitland LGA, 3.1% of persons aged 0 to 64 (or 1,837 people) were living in the community with a profound or severe disability (compared to 2.5% in NSW). A further 14.5% of people aged 65 and over (or 124,149 people) were living with a profound or severe disability in the community (13.6% in NSW). These figures do not include persons with profound disability who in 2011, were living in long-term accommodation. Including this cohort, there would be a further 1,880 persons aged under 64, and 1,516 persons aged 65 and over, with profound or severe disability living in the Maitland LGA.

6,469 people with severe or profound disability in Maitland LGA

Source: Compiled by Public Health Information Development Unit based on the ABS Census 2011 (unpublished) data.

4.4 Children and Disability or Developmental Delay

Only a small proportion of children have disability at a young age (3.4% aged 0-4 years compared to 8.8% of those aged 5-14 years).³³ Many more have difficulty reaching their developmental milestones, and with support and access to rich learning environments, many will catch up in their development. For some children, delays in development will be permanent.³⁴ Providing rich learning and play environments for all our children is important to their development and their enjoyment of life. It may be more important for those children who require a bit more support to reach their greatest potential, and to enjoy community life with their family, friends and peers.³⁵

The Australian Early Development Census (AEDC) provides a snapshot on how children across Australia are developing. In 2015, the AEDC assessed 96% of Australian children in their first year of school.³⁶ The assessment looked at five domains of development: physical, social, emotional, language and thinking, communication and general knowledge. The information helps Council to plan opportunities and environments children can practice the skills they are developing.

According to the 2015 AEDC, in the Maitland LGA:

- One in five children (21.9%) were developmentally vulnerable in one or more domains. Almost one in 10 (9.8%) were developmentally vulnerable in two or more domains. This is slightly greater than the NSW rates (20.2% and 9.6% respectively).
- 14.8% children were developmentally at risk in the physical domain, with one in four not developmentally on track in this domain (26.1% compared to 22.2% in NSW).
- 15% of children were developmentally at risk in social domain (14.3% in NSW).
- 14.7% of children were developmentally at risk in emotional domain (14% in NSW).
- 6.7% of children were developmentally vulnerable in language and cognitive domain (compared to 4.8% in NSW). And 7.7% of children were developmentally at risk in language and cognitive domain (7.3% in NSW).
- 17.5% of children were developmentally at risk in communication domain (16% in NSW)
- Nearly one in three children (29.7%) were not developmentally on track in communication domain (compared to 24.1% in NSW).

Figure 3: Australian Early Development Census 2015 - Maitland LGA



In 2015, one in five children in the Maitland LGA were developmentally vulnerable in one or more domains.

Some ways Council can support the development and inclusion of children are:

- Work with early childhood intervention services and NDIS providers to make our services (pools, community events etc.) inclusive of children with development delay or disability.

- Promote play as an important way for children to develop their bodies and practice their skills. Play can be in parks, playgrounds, sport, community halls or at pools.
- Provide and/or promote activities that support social, emotional and language development.
- Provide and/or promote inclusive, accessible, family friendly events and activities.

4.5 Carers

In the 2015 SDAC, 12.4% of Maitland residents (or 6,551 persons) were identified as being the carer of a person with disability, chronic illness, or who is frail aged.³⁷ This data is based on estimates of persons aged 15 years and over. The estimate would not include young carers (children under 15 years who provide care to another family member).

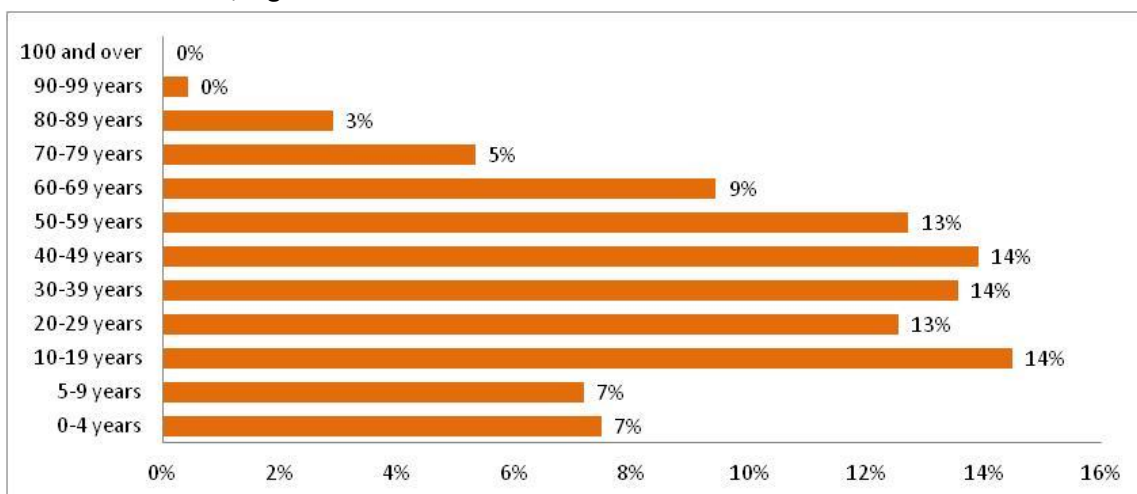
4.6 Age Profile

The age profile of the LGA is relevant to the Disability Inclusion Action Plan because half of all people aged 65 and over in Australia reported having disability.³⁸ In 2011, 12.7% of the population of the Maitland LGA were aged 65 and over. This is slightly less than the proportion of people aged 65 and over in the rest of NSW, which was 14%.³⁹

The age profile is also relevant because at different life stages, people with disability will have different needs. Considering the age profile assists us to plan for the likely age related needs, and there will be children and adults with disability in each age group. The Maitland LGA is a relatively 'young' population, in 2011:⁴⁰

- 29% of people were aged 19 years or under
- 26% were young adults aged 20 to 39 years
- 27% were aged 40 to 59
- 15% were aged 60 to 79
- 3% were aged were aged 80 year and over.

Figure 4: Maitland LGA, Age Profile in 2011



(2011 Census of Population and Housing, Basic Community Profile)

4.7 Aboriginal and Torres Strait Islander Community

The Wonnarua people are the traditional land owners of the Maitland area and their lands extend throughout the Hunter Valley.⁴¹

In 2011, a total 2,354 individuals identified as being Aboriginal and Torres Strait Islander (3.1% of Maitland LGA).⁴² The recorded population of Aboriginal and Torres Strait Islander residents has since continued to rise, recently reaching 4.1% - much greater than the NSW average, but lower than that for the broader Population Health Network region.⁴³

Aboriginal and Torres Strait Islander communities continue to experience disadvantage across Australia and in Maitland City. For example the 2013 Maitland City Aboriginal and Torres Strait Islander Community Portrait identified that:⁴⁴

- Maitland City's six most disadvantaged districts are also the six districts with the highest proportion of Aboriginal and Torres Strait Islander people.
- The unemployment rate for Maitland City's Aboriginal and Torres Strait Islander people is over three times higher than Maitland City's total population.
- Maitland City's Aboriginal and Torres Strait Islander households are more likely to rent, and less likely to own their own home, and have a weekly median individual income of \$168 less than Maitland City's total population.
- Maitland City's Aboriginal and Torres Strait Islander people are more likely to leave school before completing year 12, and are three times less likely to have a bachelor degree, or higher qualification than Maitland City's total population.

In addition, Aboriginal and Torres Strait Islander Australians are 2.7 times more likely to experience psychological distress than non-indigenous Australians, and 1.7 times more likely to have disability.⁴⁵

4.8 People Born in non-English Speaking Countries⁴⁶

Most people in the Maitland LGA were born in Australia (87.8%). A total of 2,866 persons (or 4.2% of the population) were born overseas in English speaking countries and 2,289 persons (3.4% of the population) were born in non-English speaking countries. A total of 185 people (or 0.3% of the population) were born overseas and speak English not well or not at all.

5. How Council Consulted

The Maitland City Council Disability Inclusion Action Plan is based on consultation with people with disability, their families and supporters. Council used the following ways to ask people for their ideas:

- A paper based and on-line community survey (32 responses). There were 13 people who answered the survey and reported disability.
- An easier to read (paper based only) (18 responses). This survey did not ask people about their disability status.
- A paper based and on-line survey for families with young children (eight responses). Two respondents identified as parents of children with disability; one person as a teacher; one person as an interested community member; and all others did not provide their stakeholder status.
- Council also held the following community consultations:

Date	Time	Location
Tue 21 Feb 2017	10.00am - 11.30am	Pat Hughes Community Hall Taylor Avenue, Thornton
Tue 21 Feb 2017	5.30pm - 7.00pm	Heritage Room, Maitland Town Hall High Street, Maitland
Wed 22 Feb 2017	2.00pm - 3.30pm	East Maitland Library Garnett Road, East Maitland
Thur 23 Feb 2017	5.30pm - 7.00pm	Maitland Neighbourhood Centre Arthur Street, Rutherford
Wed 1 Mar 2017	10:30am - 12:00pm	Maitland Regional Art Gallery, Maitland Endeavour Group, in partnership with Maitland City Council
Thurs 2 Mar 2017	2:00pm - 2:30pm	Grossman High School in partnership with Maitland City Council

Figure 5: Promotion for Partnership Consultation with Council and Endeavour Group



Endeavour Group, in partnership with **Maitland City Council** invite you to share your ideas and feedback on how we can make Maitland an accessible and inclusive city for all individuals.



5.1 Community Feedback

5.1.1 About Attitudes and Behaviours

The community told us that:

- Encouraging positive community attitudes to people with disability should be the "number 1 priority" in Council's efforts to build inclusion.
- Community members would benefit from learning more about disability, particularly disabilities that are not obvious (e.g. mental illness, Autism, cognitive disability etc.).
- Businesses would benefit from knowing about catering to customers with disability.
- Council should lead by example, by demonstrating positive attitudes and behaviours towards inclusion of people with disability.

Results included:

- "Community attitudes to disability" was the most frequent number one priority for Adult Survey respondents (30%); and the most frequent number two priority (19%).
- 65% of Adult Survey respondents who answered the question (or 11 out of 17) said community attitudes were not welcoming and accepting of people with disability.
- Two out of four parents who responded to the Child and Family Survey said community attitudes were not welcoming and accepting of children with disability.
- Some respondents note that in places "things are getting better".

Comments:

- More education around people with less visible disabilities (mental health, autism, intellectual disabilities) would be a great thing for the community.
- Greater disability awareness even a supportive program of employment with the council for people with a disability.
- Some people with disability are still discriminated against in shops etc.
- More businesses should be on board with the companion card.
- Awareness of shopkeepers around width of isles for accessibility.
- Getting better and better. School system is better with more discussion.

Council's Plans to Improve

Outcome 1: Attitudes and Behaviours

People with disability are confident that Council promotes inclusion in the broader community, and they feel respected and welcomed by Maitland City Council staff

Strategies

- 1.1 Demonstrate attitudes and behaviours that foster and support disability inclusion in all Council activities

5.1.2 About Liveable Communities

The community told us that:

- Footpaths are not easy for many people with mobility disability to use.
- Accessible parking and change rooms are vital to enabling people with mobility disabilities to use the pools.
- The design of public places, including parking, toilets and seating is very important to support access to community life by people with disability.
- Buildings need to be designed for people of all abilities and some existing Council buildings need to improve access.
- Children with disability or developmental delay need access to inclusive play spaces and playgrounds.
- People of all ages with disability need more access to community events, and opportunities for recreation and leisure.

Results included:

- 95% of people who answered the questions (18 out of 19) said that the Maitland Regional Art Gallery was easy to use, and 77% (17 out of 22) said libraries were easy to use.
- 69% of all Adult Survey respondents (22 out of 32) said footpaths were not easy for them to use and 50% (16 out of 32) said mobility scooters were hard to use in the Maitland LGA.
- 50% of all Adult Survey respondents (16 out of 32) said that public toilets were not easy to use and 50% (16 out of 32) said the town centre was not easy to use.

Comments:

- Public toilets are hard to find unless you memorise their location.
- More accessible spaces like Maitland Park (But need accessible parking).
- Need ramp at East Maitland Pool (Maitland ramp good).
- Not enough sports (comment from young people with disability).
- Many events are at venues with poor access.

Council's Plans to Improve

Outcome 2: Liveable Communities

People with disability participate in a greater variety of accessible and inclusive events and activities across the City

Strategies

- 2.1 Increase and maintain infrastructure supporting access to places and activities across Maitland LGA
- 2.2 Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses
- 2.3 Provide, foster and encourage accessible events, activities and workshops across the Maitland LGA

5.1.3 About Council Systems and Processes

The community told us that:

- It's not easy for some people with disability to have their say on policies and plans.
- Some people need information in different formats, or to be easier to understand.
- People with disability in Maitland want Council to work with other agencies and levels of government to make the local community more accessible and inclusive.

Results included:

- In face-to-face consultations, people said:
 - there is a need for alternative formats, and a more accessible Council website.
 - community meetings and consultations should be held in accessible places, and be accessible to people with different disabilities.
 - that children with disability have experienced bullying on local school buses.
 - Council needs an advisory committee to give suggestions on how to make interacting with Council more accessible to people with different types of disability.
- 44% of Adult Survey respondents who answered the question (seven out of 16) said that accessing information from the Council website was not easy.
- 38% of Adult Survey respondents (12 out of 32) and 63% of Child/Family Survey respondents (five out of eight) said public transport is not easy to use

Comments:

- Lack of disabled parking at the events held in Council - hard to attend.
- Town Hall - I attended citizenship ceremony and had trouble climbing the stairs.
- Hard to BPAY - I come in to Council.
- (website needs) More logical layout to enable intuitive navigation.
- (Council Forms are not easy) Unless someone reads it to me.
- Front desk very good! Have access to information, but requires going to them to ask.

Council's Plans to Improve

Outcome 3: Systems and Processes

People with disability agree that Council provides information in more accessible formats and Council meetings and services are more inclusive and accessible

Strategies

- 3.1 Provide a greater range of communication options and make Council information easier to find and understand
- 3.2 Ensure our work practices (policies, procedures and guidelines) consider the differing needs of people with disability
- 3.3 Enhance the opportunities for people with disability to have a say in Council plans, services and activities
- 3.4 Inform and work in partnership with other agencies and levels of government in order to address the disability access and inclusion needs of the Maitland City community

5.1.4 About Gaining Employment

The community told us that:

- People with disability want:
 - more opportunities to gain employment.
 - potential employers to focus on what they can do, not on their disability.
 - businesses to know about the benefits of employing people with disability.
 - opportunities to gain work experience and to volunteer.

Results included:

- Most survey respondents did not answer the question about employment. However, of two people said it was not easy to find jobs at Council and three said it was not easy to apply for jobs with Council.

Comments:

- Council should pro-actively target recruitment towards persons with disability.
- Do businesses know the benefits of hiring someone with a disability? (how do you know you don't?).
- Chamber of commerce/Council/Community - education/Inclusion awareness/break down barriers.

Council's Plans to Improve

Outcome 4: Employment

Council supports workforce participation and volunteering for people with disability

Strategies

- 4.1 Encourage people with disability to apply for employment with Maitland City Council or to volunteer
- 4.2 Promote the benefits of employing people with disability to the Maitland City business community

6. The Action Plan

Council aims to help create an inclusive Maitland which is accessible to people of all abilities.

Outcome 1: Attitudes and Behaviours

People with disability are confident that Council promotes inclusion in the broader community, and they feel respected and welcomed by Maitland City Council staff.

Strategies

- 1.1 Demonstrate attitudes and behaviours that foster and support disability inclusion in all Council activities.

Outcome 2: Liveable Communities

People with disability participate in a greater variety of accessible and inclusive events and activities across the City.

Strategies

- 2.1 Increase and maintain infrastructure supporting access to places and activities across Maitland LGA.
- 2.2 Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses.
- 2.3 Provide, foster and encourage accessible events, activities and workshops across the Maitland LGA.

Outcome 3: Systems and Processes

People with disability agree that Council provides information in more accessible formats and Council meetings and services are more inclusive and accessible.

Strategies

- 3.1 Provide a greater range of communication options and make Council information easier to find and understand.
- 3.2 Ensure our work practices consider the differing needs of people with disability.
- 3.3 Enhance the opportunities for people with disability to have a say in Council plans, services and activities.
- 3.4 Inform and work in partnership with other agencies and levels of government in order to address the disability access and inclusion needs of the Maitland City community.

Outcome 4: Employment

Council supports workforce participation and volunteering for people with disability.

Strategies

- 4.1 Encourage persons with disability to apply for employment with Maitland City Council or to volunteer.
- 4.2 Promote the benefits of employing people with disability to the Maitland City business community.

Focus Area 1: Attitudes and Behaviours

Outcome 1: People with disability are confident that Council promotes inclusion in the broader community, and they feel respected and welcomed by Maitland City Council staff

Strategy 1.1: Demonstrate attitudes and behaviours that foster and support disability inclusion in all Council activities

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
1.1.1 Contribute to and promote inclusion awareness raising	<ul style="list-style-type: none"> - Community and Recreation Services (Lead) - Human Resources (Support) 			H	1.1.1.1 Develop inclusion awareness information to be included in Council's staff induction
1.1.2 Encourage and support initiatives that support inclusion awareness in the LGA	<ul style="list-style-type: none"> - Community and Recreation Services (Lead) 		M		1.1.2.1 Number of initiatives encouraged
1.1.3 Review internal MLAK procedure to ensure it is fair and equitable	<ul style="list-style-type: none"> - Community and Recreation Services (Lead) 	L			1.1.3.1 Review completed and recommendations made 1.1.3.2 MLAK procedure updated
1.1.4 Consider skills required for DIAP implementation in line with Council's Corporate Training Plan	<ul style="list-style-type: none"> - Human Resources (lead) - Community and Recreation Services (support) - All Departments (support) 		M		1.1.4.1 DIAP reflected in annual Corporate Training plan

Strategy 1.1: Demonstrate attitudes and behaviours that foster and support disability inclusion in all Council activities *(continued)*

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
<p>1.1.5 Incorporate inclusion awareness content into staff induction programs</p>	<ul style="list-style-type: none"> - Human Resources (lead) - Community and Recreation Services (support) 			H	<p>1.1.5.1 Development internal resource around content for staff orientation program and materials</p> <p>1.1.5.2 Inclusion awareness content incorporated into staff orientation program and materials (complete)</p>
<p>1.1.6 Continue to provide a safe and welcoming environment to all people who live with disability</p>	<ul style="list-style-type: none"> - Strategy and Performance (lead) - All Departments (support) 		M		<p>1.1.6.1 Hearing loop on reception is assessed for functionality, and signage clearly specifies its availability</p> <p>1.1.6.2 Citizen Services provided training on hearing loop use</p> <p>1.1.6.3 Signage indicates the lower desk is available for customers who prefer to queue</p> <p>1.1.6.4 Install lower desk in Citizen Services</p> <p>1.1.6.5 Investigate and install assistive technologies in Citizen Services</p> <p>1.1.6.6 Develop an access training plan for Citizen Services specific to creating a welcoming environment for people with disability (including use of assistive technologies)</p> <p>1.1.6.7 Investigate options for quiet space in Citizen Services (relating to cemetery enquiries, etc.)</p>

Focus Area 2: Liveable Communities

Outcome 2: People with a disability participate in a greater variety of accessible and inclusive events and activities across the City

Strategy 2.1: Increase and maintain infrastructure supporting access to places and activities across Maitland LGA

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.1.1 Increase and maintain continuous accessible paths of travel in accordance with AS 1428.1 and 1428.2 between key destinations, including to and within places of recreation and leisure (e.g. parks)	- Infrastructure and Works Strategy and Works Programming (lead)			H	2.1.1.1 Location specific information from the DIAP consultations incorporated into the Pedestrian Access and Mobility Plan (completed) 2.1.1.2 Capital Works Program budget was maintained over an average of 5 years (incorporating footpaths, cycle ways and PAMP)
2.1.2 Keep kerb ramps and footpaths free from obstructions (dining furniture, A-boards etc.), and monitor compliance	- Development and Environment (lead) - Infrastructure and Works Strategy and Works Programming (support) - Community and Recreation Services (support) - City Economy (Support)		M		2.1.2.1 # of applications commercial use of public space amended to satisfy public domain codes for mobility accessibility and inclusion 2.1.2.2 # of Public complaints against Public Domain Code violations regarding obstructions responded to 2.1.2.3 # of initiatives to maintain obstruction-free pathways and kerb ramps

Strategy 2.1: Increase and maintain infrastructure supporting access to places and activities across Maitland LGA *(continued)*

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.1.3 Ensure all bus stop enhancements and upgrades are to Disability Standards for Accessible Public Transport 2002 and Australian Human Rights Commission accessible bus stops guidelines	- Infrastructure and Works Strategy and Works Programming (lead)			H	2.1.3.1 # of bus stops enhanced or upgraded to Standards and Human Rights Commission Guidelines
2.1.4 Provide and promote traffic safety workshops of relevance to people of all ages using mobility aids (e.g. motorised scooters, manual and motorised, walking frames and visual aids)	- Infrastructure and Works Road Safety (lead) - Community and Recreation Services (support)		M		2.1.4.1 # of traffic safety workshops delivered to people of all ages using mobility aids 2.1.4.2 # of traffic safety workshops delivered in partnership with other agencies, to people of all ages using mobility aids
2.1.5 Ensure education regarding waste and recycling is delivered in accessible formats	- Waste Services (lead)		M		2.1.5.1 # of education programs delivered in accessible formats

Strategy 2.2: Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.2.1 Conduct the toilet accessibility audit of facilities recommended for enhancement or upgrade in the Community Facilities and Services Strategy	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - Infrastructure and Works Projects and Building Services (support) 	L			2.2.1.1 Report with priority recommendations on toilet accessibility audit (completed)
2.2.2 Update the National Public Toilet Map annually	<ul style="list-style-type: none"> - Community and Recreation Services (lead) 			H	2.2.2.1 National Public Toilet Map updated annually (completed)
2.2.3 Ensure public toilets scheduled for full upgrade are to AS 1428.2 standard	<ul style="list-style-type: none"> - Infrastructure and Works Strategy and Works Programming (lead) - Infrastructure and Works, Projects and Building Services (support) - Infrastructure and Works Design (support) 		M		2.2.3.1 # and list of toilets full or upgraded to AS 1428.2 standard
2.2.4 Promote MLAK system for accessible facilities	<ul style="list-style-type: none"> - Community and Recreation Services (lead) 		M		2.2.4.1 MLAK promoted to the community in accessible formats

Strategy 2.2: Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses
(continued)

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.2.5 Investigate suitable sites (including potential commercial partners) for the possible provision of adult change tables and hoists throughout the LGA	- Community and Recreation Services (lead)	L			2.2.5.1 Report with recommendations on potential sites for adult change facilities (change table and hoist) (completed)
2.2.6 Investigate options for promoting and monitoring the appropriate use of accessible change facilities and accessible parking at Maitland and East Maitland pools	- Community and Recreation Services (lead)		M		2.2.6.1 Signage on need to keep accessible change and parking facilities reserved for those with access needs (installed) 2.2.6.2 Decrease in complaints from people with disability on inappropriate use of accessible change facilities and accessible parking at pools
2.2.7 Continue access audits of Council buildings and to respond to complaint and incidents relating to insufficient access	- Infrastructure and Works Strategy and Works Programming (lead) - Infrastructure and Works Design (support) - Infrastructure and Works, Projects and Building Services (support) - Community and Recreation Services (support)		M		2.2.7.1 Location specific information from DIAP consultations included in access audit (complete) 2.2.7.2 # of access audits completed 2.2.7.3 # and trend analysis of complaints relating to accessibility of Council buildings

Strategy 2.2: Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses
(continued)

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.2.8 Update Public Domain Code to incorporate feedback DIAP consultation data	<ul style="list-style-type: none"> - Development and Environment (lead) - Urban Growth (support) - Community and Recreation Services (support) 		M		2.2.8.1 Collate DIAP consultation data relevant to Public Domain Code 2.2.8.2 # of amendments to Public Domain Code to improve accessibility
2.2.9 Create and implement a Development Control Plan or guidelines to specify minimum accessibility standards for street / public domain furniture	<ul style="list-style-type: none"> - Development and Environment (lead) - Urban Growth (support) - Infrastructure and Works Design (support) - Infrastructure and Works Planning and Development Engineering (support) - Community and Recreation Services (support) 		M		2.2.9.1 % completed – Development Control Plan or guidelines to specify minimum accessibility standards for street / public domain furniture 2.2.9.2 # and list of street / public domain furniture enhancements or upgrades that are compliant to defined standards

Strategy 2.2: Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses
(continued)

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.2.10 Continue to provide and maintain inclusive playgrounds, pocket parks and open space in key locations within the Maitland LGA	<ul style="list-style-type: none"> - Infrastructure and Works Construction and Maintenance (lead asset replacement) - Community and Recreation Services (lead new facilities) 		M		2.2.10.1 Report with recommendations on community consultation about placement of and equipment in inclusive playgrounds, pocket parks and open spaces based on universal design principles 2.2.10.2 # of enhancements or upgrades to playgrounds providing inclusive play opportunities
2.2.11 Identify promotional opportunities of accessible and inclusive businesses in the Maitland LGA	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - City Economy (support) 	L			2.2.11.1 Promotional plan developed and implemented (complete)
2.2.12 Future Economic Development Strategies consider the economic opportunities of inclusive and accessible business (including accessible tourism)	<ul style="list-style-type: none"> - City Economy (lead) - Community and Recreation Services (support) 		M		2.2.12.1 Economic Development Strategy considers inclusion and access related economic opportunities (including accessible tourism) (complete)

Strategy 2.3: Provide, foster and encourage accessible events, activities and workshops across the Maitland LGA

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
2.3.1 Develop policies, procedures and resources (guidelines, templates) for hosting inclusive events for use by staff and community organisations/groups, (including cultural safety)	- Marketing and Communications (lead) - Community and Recreation Services (support)		M		2.3.1.1 Development of Events Planning Guide (complete)
2.3.2 Investigate opportunities to enhance inclusive environments (library and art gallery)	- Community and Recreation Services (lead)			H	2.3.2.1 Report developed outlining inclusion changes required to environments (e.g., at large events, sensory spaces, etc.)
2.3.3 Promote inclusive sport and recreational activities for young people with disability, through partnerships with providers	- Community and Recreation Services (lead)		M		2.3.3.1 # of accessible and inclusive sport and recreation promoted
2.3.4 Support local youth providers and networks to host inclusive and accessible Youth Week programs and youth activities	- Community and Recreation Services (lead)	L			2.3.4.1 # and list of initiatives to support local youth providers and networks to host inclusive and accessible Youth Week programs and youth activities

Focus Area 3: Systems and Processes

Outcome 3: People with disability agree that Council provides information in more accessible formats and Council meetings and services are more inclusive and accessible

Strategy 3.1: Provide a greater range of communication options and make Council information easier to find and understand

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
3.1.1 Review style guide to provide for greater accessibility in documents and web content, and readability (plain English)	<ul style="list-style-type: none"> - Marketing and Communications (lead) - Community and Recreation Services (support) 			H	3.1.1.1 Report developed with recommendations on greater accessibility in hard and soft documents and web content, and readability (plain English) (complete) 3.1.1.2 Style guide adapted to incorporate recommendations
3.1.2 Investigate options to provide access and inclusion information on public places and for Council events	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - All Departments (support) 	L			3.1.2.1 Access and inclusion information on public places and for Council events is provided 3.1.2.2 All identified stakeholders are provided with ongoing relevant training
3.1.3 Review the evacuation procedures of all Council facilities to address the needs of workers or visitors with disability	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - Emergency Committee (support) - Human Resources (support) 			H	3.1.3.1 # and list of Council facilities with revised evacuation procedures addressing the needs of workers and visitors with disability

Strategy 3.2: Ensure our work practices consider the differing needs of people with disability

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
<p>3.2.1 Establish an Access and Inclusion Reference Group Terms of Reference to provide advice to Council on access and inclusion matters and act as an information resource to Council</p>	<ul style="list-style-type: none"> - Community and Recreation Services (Lead) 			H	<p>3.2.1.1 Inclusion (Disability) Advisory Panel guided by Terms of Reference, established</p> <p>3.2.1.2 Identify and deliver appropriate training for the panel</p>
<p>3.2.2 Review and promote procedures for receiving feedback and complaints (including all facilities, libraries, MRAG and pools) to ensure they are accessible</p>	<ul style="list-style-type: none"> - Administration and Governance (Lead) - Community and Recreation Services (support) 		M		<p>3.2.2.1 Procedures for handling feedback and complaints with Council (including all libraries, galleries and pools) reviewed and recommendations made (completed)</p>
<p>3.2.3 Collate feedback data relating to access and inclusion, and incorporate into the continuous quality improvement process</p>	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - All public facing Departments (support) 		M		<p>3.2.3.1 Report annually the list of access and inclusion improvements made resulting from feedback and complaints</p>
<p>3.2.4 Progressively incorporate accessibility and inclusion considerations in procurement decisions and contracts</p>	<ul style="list-style-type: none"> - Administration and Governance (lead) - Community and Recreation Services (support) - All departments (support) 		M		<p>3.2.4.1 Review procurements policy and framework to ensure inclusion has been considered in line with best practice</p>
<p>3.2.5 Ensure the Blue Dot program provides appropriate services for all eligible people with limited mobility within the community</p>	<ul style="list-style-type: none"> - Waste Services (lead) 		M		<p>3.2.5.1 Review Blue Dot procedure and update to include various access requirements of the community</p>

Strategy 3.3: Enhance the opportunities for people with disability to have a say in Council plans, services and activities

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
3.3.1 Continue to review citizen services processes and procedures against Council’s adopted new approach of ‘Making it Easy for the Citizen’	<ul style="list-style-type: none"> - Strategy and Performance (lead) - Community and Recreation Services (support) 			H	3.3.1.1 Inclusion considered in regular reviews of procedures, policies and processes 3.3.1.2 % of persons acknowledged and welcomed within 2-minutes of arrival
3.3.2 Ensure the citizen engagement framework considers inclusive engagement practices	<ul style="list-style-type: none"> - Strategy and Performance (lead) - Community and Recreation Services (support) - Marketing and Communications (support) - IT (support) 		M		3.3.2.1 Prompts of inclusive engagement practices included in engagement guide templates (completed) 3.3.2.2 Incorporation of Maitland Your Say/Contact Council processes into Councils new WCAG compliant website
3.3.3 Create and support opportunities that enable people with disability to have a voice and inform decision making and planning processes	<ul style="list-style-type: none"> - Community and Recreation Services 	L			3.3.3.1 Local community leaders are identified 3.3.3.2 Identify and deliver training requirements

Strategy 3.4: Inform and work in partnership with other agencies and levels of government in order to address the disability access and inclusion needs of the Maitland City community

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
3.4.1 Continue to advocate for the needs of the local community to improve local accessible public transport (including addressing anti-bully initiatives on school buses)	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - Infrastructure and Works Planning and Development (support) 		M		3.4.1.1 # of representations made to Transport NSW or other agencies (such as schools) relating to accessible and safe public transport.
3.4.2 Advocate planning for the emergency and evacuation information and other needs of residents and visitors who live with disability	<ul style="list-style-type: none"> - Community and Recreation Services (Lead) - Infrastructure and Works Construction and Maintenance (support) 		M		3.4.2.1 # and list of representations made to relevant emergency and evacuation planning meetings or events 3.4.2.2 # and list of initiatives to promote how to be safer in an emergency (in floods or fires), and personal disaster plans to people with disability or who have other specific needs
3.4.3 Advocate for the needs of carers in the LGA	<ul style="list-style-type: none"> - Community and Recreation Services (lead) 	L			3.4.3.1 Completed – assess the needs of carers in the LGA and make recommendations to relevant agencies
3.4.4 Advocate for identified service provision gaps for people with disability in Maitland	<ul style="list-style-type: none"> - Community and Recreation Services (lead) 		M		3.4.4.1 # of representations made to government departments relating to gaps in service provision

Focus Area 4: Employment

Outcome 4: Council supports workforce participation and volunteering for people with disability

Strategy 4.1: Encourage people with disability to apply for employment with Maitland City Council or to volunteer

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
4.1.1 Review recruitment and employee support to ensure they provide fair and barrier free opportunities to people with disability	<ul style="list-style-type: none"> - Human Resources (lead) - Community and Recreation Services (support) 			H	4.1.1.1 Number and list of protocols reviewed in consideration of workforce participation for people who live with disability
4.1.2 Review policies and processes for recruitment, training and placement of volunteers to ensure they provide fair and barrier free to persons with disability	<ul style="list-style-type: none"> - Marketing and Communications (lead) - Human Resources (support) - Community and Recreation Services (support) - Development and Environment (support) 		M		4.1.2.1 Volunteer program established
4.1.3 Develop connections and networks with disability employment service providers to increase employment opportunities for people with disability within Maitland	<ul style="list-style-type: none"> - Human Resources (lead) - Community and Recreation Services (support) 		M		4.1.3.1 Increased presence of Maitland City Council at disability employment services meetings, initiatives and/or events

Strategy 4.2: Promote the benefits of employing people with disability to the Maitland City business community

Actions	Lead Team(s)	Priority			Measures
		Low	Medium	High	
4.2.1 Facilitate partnerships between Chamber of Commerce and service providers	<ul style="list-style-type: none"> - Community and Recreation Services (lead) - City Economy (support) 	L			4.2.1.1 Partnerships and connections facilitated

7. Monitoring and Evaluation

The Maitland City Council Disability Inclusion Action Plan (2017-2022) will be incorporated into the Delivery Program. The Delivery Program is Council's four year plan that lists all the tasks that Council will work on in that time. The Delivery Program is linked to Council's Community Strategic Plan, which is Council's 10 year plan.

As Council implement the Delivery Program, Council collect information to confirm that Council are making progress. Council uses this information to report back to the community each year in the Annual Report.

Subject to Council approval, Council will also ask the new Access and Inclusion Reference Group to provide feedback on progress. Council will also refer to the group for more detailed ideas and suggestions on how to go about implementing tasks.

At the end of the four year period, Council will start to consult about a new Disability Inclusion Action Plan. Part of the consultation will ask about how well Council's first Disability Inclusion Action Plan worked.

And at any time, you are welcome to give Council your comments and ideas about the Disability Inclusion Action Plan, or any other Council activity, by contacting Citizen Services.

Appendix - Risk Assessment

This section highlights the areas where action or inaction in specific areas, could present risks to the community and/or to council. The risk assessment informed our decisions on priorities.

The following table has been provided by the Local Government NSW Disability Inclusion Planning Guideline (2015) to assist in risk assessment and mitigation. The following table has been applied to the assessment of consequences of failing to address a disability inclusion issue.

Table 2: Rating of severity based on the potential consequences of an incident

Rating	Description	Safety	Assets	Services	Reputation	Liability
1 Rare	Minor	Minor injury – first aid or minimal medical treatment	Minor alterations required	Minimal skills, capacity or technical upgrades required	Slight impact	Potential for minor regulatory fines
2 Unlikely	Moderate	Serious injury – hospitalisation	Significant alterations required across multiple assets	Significant skills, capacity or technical changes required	Local impact - local media/ visitor attention	Potential for significant legal/ regulatory fines
3 Possible	Major	Long-term illness or fatality	Major retrofit/ renovations required across multiple assets	Major skills, capacity or technical changes required – across a range of departments	State impact – State media/ government attention	Potential for major legal/ regulatory fines
4 Likely	Catastrophic	Multiple fatalities	Extensive retrofit/ renovations required across multiple assets	Extensive skills, capacity or technical changes required across council	National impact and media attention	Potential for criminal liability

Source: Local Government NSW Disability Inclusion Action Planning Guidelines, 2015

Determination of likelihood is based on whether the issue is likely to cause an incident. Ratings range from 'rare' (has never happened and is unlikely to take place) to 'likely' (have happened in the past and are highly likely to occur again).

These results are then used to determine priorities for management and mitigation.

Maitland City Council Disability Inclusion Action Plan Risk Assessment
(task identified in the Local Government NSW Disability Inclusion Action Planning Guidelines, 2015)

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action
FINANCIAL - Economic, Finances , Litigation, Public Liability				
1	<ul style="list-style-type: none"> Failure to take advantage of economic opportunities offered by NDIS, the ageing population and accessible tourism 	Moderate	2 Following strategies in DIAP: 2.1 Increase and maintain infrastructure supporting access to places and activities across the LGA 2.2 Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses 2.3 Provide, foster and encourage accessible events, activities and workshops across LGA 3.4 Inform and work in partnership with other agencies and levels of government in order to address the disability access and inclusion needs of the Maitland City community 4.2 Promote to the Maitland City business community, the benefits of employing people with disability	1
2	<ul style="list-style-type: none"> Availability of existing budget to implement DIAP, particularly for physical access and employee training 	Major	3 <ul style="list-style-type: none"> Identify existing budget to implement DIAP strategies through the development of a DIAP implementation plan 	1
3	<ul style="list-style-type: none"> Failure to address identified information accessibility issues leading to litigation (e.g. Mesnage v Coles) 	Moderate	2 Following strategies in DIAP: 3.1 Provide a greater range of communication options and make Council information easier to find and understand	1

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action
FINANCIAL - Economic, Finances , Litigation, Public Liability				
4	<ul style="list-style-type: none"> Failure to address identified physical access and safety issues leading to litigation 	Major	3 Following strategies in DIAP: 2.1 Increase and maintain infrastructure supporting access to places and activities across Maitland LGA 2.2 Enhance the accessibility of public spaces, buildings and transport, and promote accessible and inclusive local businesses 2.3 Provide, foster and encourage accessible events, activities, workshops across the LGA 3.3 Enhance the opportunities for people with disability to have a say in Council plans, services and activities	2
5	<ul style="list-style-type: none"> Failure to address accessibility at events and meetings leading to a discrimination or a public liability claim 	Moderate	2 Following strategies in DIAP: 2.3 Provide, foster and encourage accessible events, activities and workshops across the Maitland LGA 3.3 Enhance the opportunities for people with disability to have a say in Council plans, services and activities	1

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action
PEOPLE - Community				
6	<ul style="list-style-type: none"> Failure to engage community in strategic decision making leading to failure to respond to critical emerging social and community issues 	Major	3 Following strategies in DIAP: 3.1 Provide a greater range of communication options and make Council information easier to find and understand 3.2 Ensure our work practices consider the differing needs of people with disability 3.3 Enhance the opportunities for people with disability to have a say in Council plans, services and activities	1
7	<ul style="list-style-type: none"> Failure to provide adequate public toilet facilities (including adult change tables) leading to social isolation, mental and physical ill-health 	Major	3 Following actions in the DIAP: 2.2.1 Conduct the toilet accessibility audit of facilities recommended for enhancement or upgrade in Community Facilities & Services Strategy 2.2.2 Update the National Public Toilet Map 2.2.3 Ensure public toilets scheduled for full upgrade are to AS 1428.2 2.2.4 Promote MLAK system for accessible facilities 2.2.5 Investigate suitable sites (including potential commercial partners) for the possible provision of adult change tables and hoists throughout the LGA 2.2.6 Investigate options for promoting and monitoring the appropriate use of accessible change facilities and accessible parking at Maitland and East Maitland pools	1

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action
8 <ul style="list-style-type: none"> Failure to provide affordable and accessible environments and activities (rich learning and play environments) for children with developmental delays, leading to compounding the effects of development delay and disability into adult life (with associated social and economic costs) 	Moderate	2	Following actions in DIAP: 2.2.10 Continue to provide and maintain inclusive playgrounds, pocket parks and open space in key locations within the Maitland LGA 2.3.3 Promote inclusive sport and recreational activities for young people with disability, through partnerships with providers 2.3.4 Support local youth providers and networks to host inclusive and accessible Youth Week programs and youth activities 3.1.2 Investigate options to provide access and inclusion information on public places and for Council events	1
PEOPLE - Human Resources				
9 <ul style="list-style-type: none"> Failure to build a constructive and cohesive culture that is committed to the achievement of Council's DIAP 	Major	3	Following actions in DIAP: 1.1.4 Consider DIAP implementation in line with Council's Corporate Training Plan 1.1.5 Incorporate inclusion awareness content into staff orientation program and materials 1.1.6 Continue to provide a safe and welcoming environment to all people with disability	1

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action	
ENVIRONMENTAL - Climate Change, Public Health, Natural Hazards					
10	<ul style="list-style-type: none"> Failure to provide adequate public toilet facilities (including adult change tables) leading to public health risks (adults sitting in soiled clothing, inappropriate disposal of incontinence products) 	Major	3	Following actions in the DIAP: <ul style="list-style-type: none"> 2.2.1 Conduct the toilet accessibility audit of facilities recommended for enhancement or upgrade 2.2.3 Ensure public toilets scheduled for full upgrade are to AS 1428.2 2.2.5 Investigate suitable sites (including potential commercial partners) for the possible provision of adult change tables and hoists 	1
REPUTATION - Political, Communications & Media					
11	<ul style="list-style-type: none"> Failure to address issues identified by people with disability leading to damage to Council's reputation 	Major	3	<ul style="list-style-type: none"> Incorporate DIAP strategies and measures into Council's Integrated, Planning and Reporting processes Report on DIAP strategies Council's Annual Report Publicise progress of DIAP in Council communications / publications 	1
12	<ul style="list-style-type: none"> Failure to adapt and respond to the rising community expectation, and advocacy from state agencies, generated by the legislative changes under the National Disability Agreement and ageing population related reforms, leading to damage to Council's reputation 	Major	3	Following strategies in the DIAP: <ul style="list-style-type: none"> 3.2 Ensure our work practices consider the differing needs of people with disability 3.3 Enhance opportunities for people with disability to have a say in Council plans, services & activities 3.4 Inform and work in partnership with other agencies and levels of government to address the disability access and inclusion needs of the Maitland City community 	1

Risk Area and Impact	Likelihood x Consequence	Risk Priority	Control	Risk Priority after Action	
BUSINESS - Business Disruption, Business Continuity, Info. Management, Technology, Assets					
13	<ul style="list-style-type: none"> Council Departments seeking access/inclusion specific input from the Access and Inclusion (Disability) Advisory Panel, leading to workflow disruptions 	Major	3	Following action in the DIAP: 3.2.1 Establish an Access and Inclusion Reference Group Terms of Reference to provide advice to Council on access and inclusion matters and act as an information resource to Council	1
COMPLIANCE - Governance, Legislative compliance, Contractor Management					
14	<ul style="list-style-type: none"> Failure to implement system and process changes resulting in failure to implement requirements of NSW Disability Inclusion Act 2014 	Major	3	<ul style="list-style-type: none"> Incorporate DIAP strategies and measures into Council's Integrated, Planning and Reporting processes 	1

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