

2026-2030

DISABILITY INCLUSION ACTION PLAN



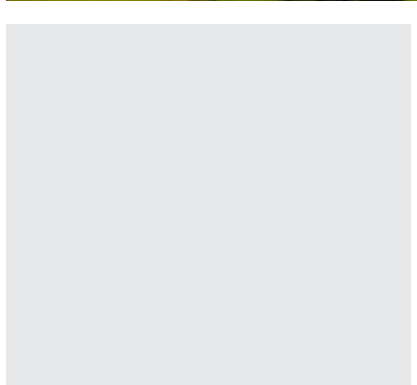
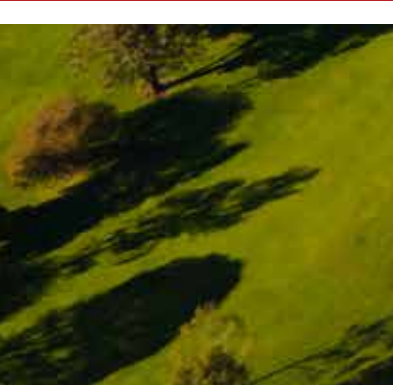
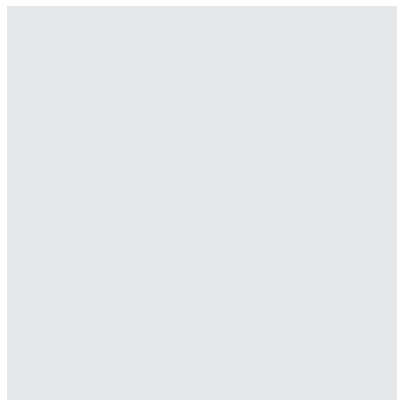




TABLE OF CONTENTS



Message From The Mayor	4
Guiding Principles	6
The Case for Inclusion	6
Background	7
Policy and Legislation	7
The Role of Disability Inclusion Action Plans	8
Key Outcome Areas	10
Attitudes and Behaviours	10
Liveable Communities	10
Employment	11
Systems and Processes	12
Understanding Disability and Accessibility	14
How Many People are Living with Disability?	14
How The Disability Inclusion Action Plan Developed	18
Priority Areas	23
1. Social Inclusion	24
2. Cultural Inclusion	25
3. Economic Inclusion	26
4. Inclusive Planning, Infrastructure and Environments	27
5. Civic Engagement, and Digital Inclusion	28
6. Access and Inclusion In Systems and Processes	29





MESSAGE FROM THE MAYOR

As Mayor of Hilltops Council, I am proud to present our Disability Inclusion Action Plan 2026–2030. This plan is a reflection of our community’s shared commitment to ensuring that every person, regardless of ability, can participate fully, equally, and proudly in our region.

Inclusion is not just a goal, it is a value that defines who we are. Through extensive consultation with residents, service providers, and people with lived experience of disability, we have shaped a plan that responds to real needs, acknowledges diversity, and sets a clear path forward. From prioritising improving footpaths and public facilities to creating employment opportunities and inclusive cultural programs, this plan outlines practical actions that will make a meaningful difference.

We recognise that inclusion benefits everyone. It strengthens our communities, enriches our culture, and drives economic growth. We also acknowledge the unique needs of Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, women, men, children, and LGBTIQ+ communities living with disability.

I thank all those who contributed to this plan—your voices have shaped its direction and purpose. Together, we will continue to build a Hilltops that is accessible, welcoming, and inclusive for all.



Brian Ingram
Mayor





GUIDING PRINCIPLES

The guiding principles for this disability inclusion action plan are key to creating inclusive environments and ensuring equal rights for individuals with disabilities. These principles are based on the United Nations Convention on the Rights of Persons with Disabilities and are applied in various contexts, including policy-making, service provision, and community engagement.

Here are some of the guiding principles that are commonly recognised:

- 1. Individual Choice:** People should have the right to make their own choices and decisions regarding their own lives and care.
- 2. Safety from Discrimination:** Individuals with disabilities should be free from discrimination and treated with respect and dignity.
- 3. Equal Rights:** People with disabilities should have the same rights as anyone else to participate in the community and access services.

These principles are not only important for individuals with disabilities but also for the broader community, as they promote inclusivity and equality. By adhering to these principles, organisations and communities can create a more inclusive society where everyone can thrive.

THE CASE FOR INCLUSION

The Hilltops Community and Council believe that personal choice for all people in society is only possible in a community which ensures access and inclusion for people with disability - be it physical, intellectual, cognitive, sensory or psychosocial. Without an inclusive society and the opportunities that an inclusive community provides, diversity is not promoted, control over choice is limited and positive change for people with disability may not occur.

The case for an inclusive society and community is strong:

- As a community, we are poorer without a diverse range of viewpoints and individual perspectives.
- Exclusion leads to disadvantage and discrimination, which have far-reaching negative impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt beyond the individual, with family units and the broader community all being negatively impacted by a non-inclusive society.
- There is a strong economic imperative for increasing the inclusiveness of our society. Analysis indicates that providing people with disability real job opportunities and the chance to move off social service dependence can have a large economic impact.

In particular, Hilltops Council recognises the unique rights, needs and aspirations of the following cohorts within the broader population of people with disability in Hilltops:

- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse (CALD) backgrounds
- Women
- Men
- Children
- LGBTIQ+ communities



BACKGROUND

The Hilltops Disability Inclusion Action Plan 2026-30 is a requirement of the *NSW Disability Inclusion Act 2014*, and it builds on Council's first plan that commenced in 2017. This second Disability Inclusion Action Plan describes Council's commitment to improving opportunities for people with disability to participate fully in community life. The plan responds to community priorities, legal requirements, and policy guidance.

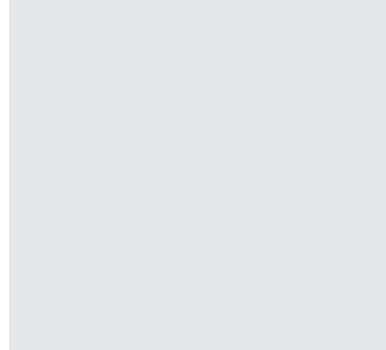
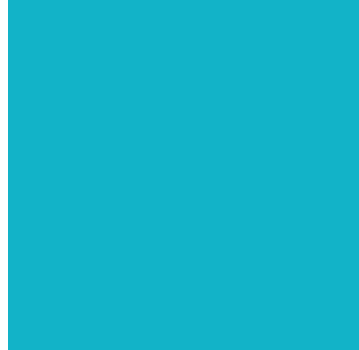
POLICY AND LEGISLATION

The *Disability Discrimination Act 1992* is Commonwealth legislation that provides protection against discrimination on the basis of disability and creates the statutory framework for governments and businesses to provide equal access to the benefits enjoyed by all Australians. The Disability Discrimination Act gives effect to the International Convention and establishes the legal basis for several national standards that define minimum accessibility requirements including standards for:

- Accessible public transport
- Education access to premises and buildings.

Council's Plan gives effect to the requirements of the *Disability Discrimination Act*.

The *Disability Inclusion Act 2014* establishes the legal requirement for Council to create a Disability Inclusion Action Plan.



THE ROLE OF DISABILITY INCLUSION ACTION PLANS

Disability Inclusion Action Plans play an important role in fully including people with disability in our society.

They:

- Provide a public statement of commitment to accessibility and inclusion among public authorities promoting equal rights for all.
- Communicate the vision for inclusion across public authorities, for staff, stakeholders and the broader community.

Put the principles outlined in the *NSW Disability Inclusion Act 2014* and the *NSW Disability Inclusion Plan* into practice across public authorities.

- Outline specific actions to facilitate access to mainstream services for people with disability, potentially with some level of adaptation or adjustment.
- Are a vehicle to engage with the internal and external disability community to bring to life real solutions for better inclusion.
- Include assessment and monitoring of actions within each plan.

Council believes that disability inclusion action planning should be integrated as part of broader corporate planning processes.



KEY OUTCOME AREAS



The following key outcome areas prioritise inclusion, access, and participation for people with a disability. Each area represents a core component of creating an inclusive community where everyone has an equal opportunity to contribute, connect, and thrive. These outcomes provide a framework for action, guiding practical steps that address barriers, promote equality, and support meaningful change across Council and the wider Hilltops community.

ATTITUDES AND BEHAVIOURS

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

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life. Consultation to date has identified that attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact. Developing positive attitudes involves increasing awareness and changing negative perceptions over time. This is a long-term goal that may need to be dealt with in stages.

Examples of actions might include:

- Integrate training on disability access and inclusion into all staff induction/orientation practices.
- Develop specific training for front line and service delivery staff to demonstrate competency in inclusive practice and service provision.
- Review and adjust funding agreements and contracts to specify delivery of accessible and inclusive services and programs by third parties or contractors.

LIVEABLE AND SAFER COMMUNITIES

2. Creating liveable and safer communities

Creating liveable communities will focus attention and resources on the elements of community life that most people desire. Creating liveable communities for people with disability is more than modifying the physical environment, it covers areas such as accessible housing, access to transport, community recreation, social engagement and universal design.

Examples of actions might include:

- Providing accessible toilets in all public buildings, including with automated doors, and including those on the National Public Toilet Map.
- Providing changing place facilities (including adult change tables) in appropriate locations.
- Ensuring community events are accessible and venues, transport, toilets and parking are considered in the planning.



EMPLOYMENT

3. Supporting access to meaningful employment and independence

Under the DDA, all employers can and should modify recruitment practices to provide reasonable adjustments to allow applicants to meet inherent requirements.

People with disability are currently underrepresented in the NSW local government sector.

Employment and economic security for most people are closely related. Employment contributes to feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control. Employment rates for people with disability are significantly lower than those without disability across all sectors.

People with disability experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and

online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain employment.

While there are many aspects to consider in executing a diversity and inclusion employment agenda, most benefit will come from taking an 'inclusion by design' approach. That is, employers and managers will maximise their ability to employ and retain a diverse workforce if they build inclusion into work design, workforce strategy and system-level decision making (as opposed to simply making reasonable adjustments to accommodate persons with disability on a case-by-case basis).

Examples of actions might include:

- Design all work as flexibly as possible, with a focus on achieving the desired outcomes rather than starting from required work methods, location, hours and so on.
- Make diversity and inclusion a key consideration for strategic workforce planning.
- Develop specific attraction and retention strategies.



SYSTEMS AND PROCESSES

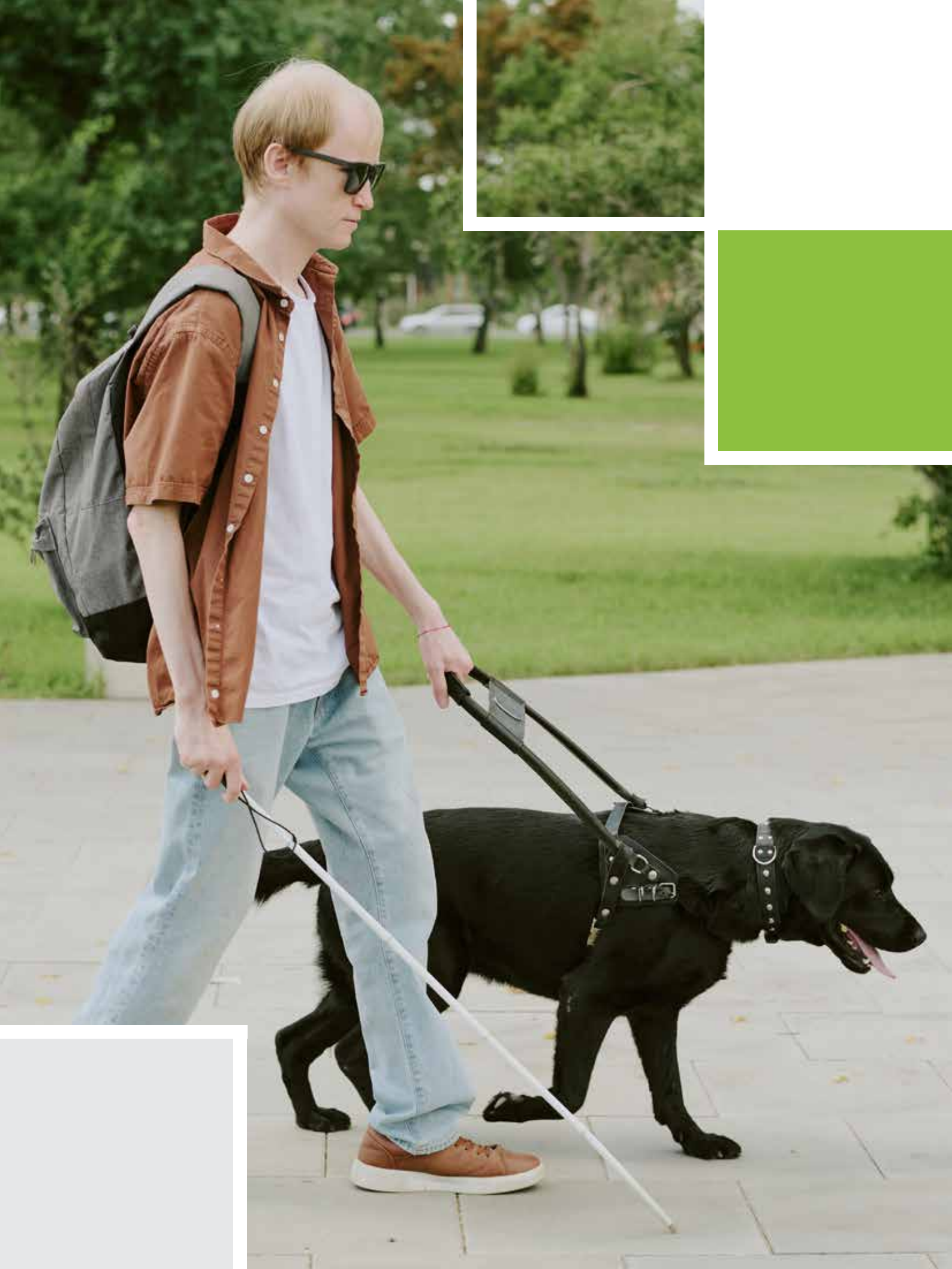
4. Improving access to mainstream services through better systems and processes

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the delivery of service and training of front line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback. There is often confusion about what services are provided across the three levels of government, and there is frequent repetition of information to be provided to public authorities and services.

Examples of actions to support improvements in this area might include:

- Ensuring all service information is available in accessible electronic formats.

- Ensuring service users have access to communications supports such as hearing augmentation, touch screens and translation services.
- Mandating all feedback and complaint mechanisms to be fully accessible.
- Requiring web content compliance with at least conformance level AA in the W3C's Web Content Accessibility Guidelines.
- Providing information in Easy Read format and Auslan.



UNDERSTANDING DISABILITY AND ACCESSIBILITY



Understanding disability is based upon the social model of disability which underpins the United Nations Convention. The Convention states that disability is a part of the human condition, and everyone will experience it temporarily or permanently at some point in their lives. As people age, the likelihood of an individual or their family member experiencing disability increases.

Disability is a complex, dynamic, multi-layered and evolving concept. It is often used to describe the interaction between impairment or health condition and the participation restrictions experienced by a person with impairment resulting from other external environmental, contextual, attitudinal and social factors.

Accessibility refers to whether spaces, places, facilities, formats, material, or activities can be accessed independently and equitably by a person with disability in a way that is suitable to their disability related needs. Inclusion refers to a person with disability feeling welcomed and having their needs accommodated to enable them to participate fully.

HOW MANY PEOPLE ARE LIVING WITH DISABILITY?

According to our most recent census, in 2021, 1,368 people (or 7.1% of the population) in Hilltops Council area reported needing help in their day-to-day lives due to disability. This was a percentage increase from 2016.

Hilltops Council's area disability statistics relate directly to need for assistance due to a severe or profound

disability. The information may be used in the planning of local facilities, services such as daycare and occasional care and in the provision of information and support to carers. Hilltops Council's area disability statistics help in understanding the prevalence of people who need support in the community, and along with information on unpaid care to a person with a disability, how that support is provided.

According to the 2021 Census:

- One third of people with disability complete high school compared to two thirds without disability.
- People with disability have a lower employment rate than people without a disability (53% compared to 84%).
- People who provide care to those living with disability also have a lower employment rate: the labour force participation rate for primary carers (59%) was lower than that for non-carers (81.5%).
- Almost one in 10 Australians with disability reported they had experienced discrimination or unfair treatment because of their disability in the last 12 months.
- Aboriginal and Torres Strait Islander peoples are 1.7 times more likely to be living with disability. Aboriginal children were twice as likely as non-Aboriginal children to have a disability and Aboriginal people aged 35-44 years were almost 3 times as likely to have a disability.
- People with disability from diverse backgrounds are under-represented in their uptake of services.



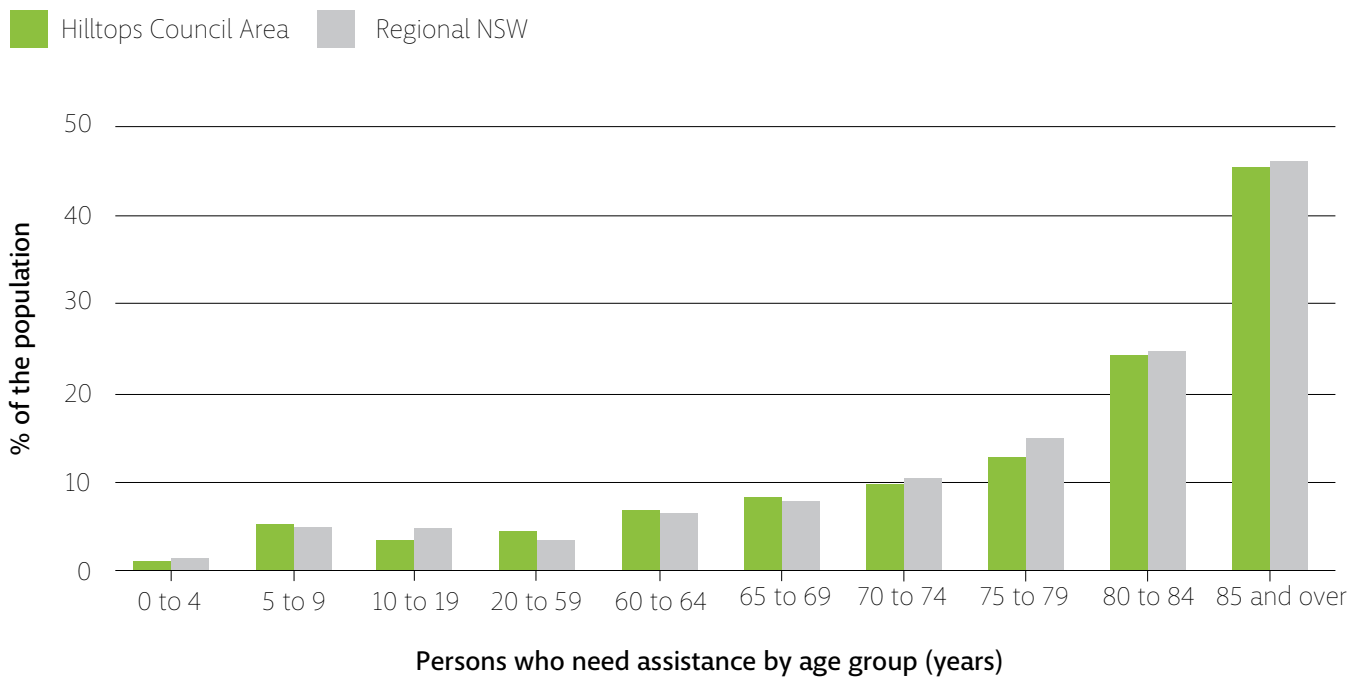
NEED FOR ASSISTANCE WITH CORE ACTIVITIES SUMMARY

Hilltops Council area - Total persons (Usual residence)	2021			2016			Change
	Number	%	Regional NSW %	Number	%	Regional NSW %	2016 to 2021
Assistance needed by age group (years)							
Total persons needing assistance	1,368	7.1	6.8	1,155	6.2	6.3	+213
Total persons not needing assistance	16,456	85.5	86.4	15,932	86.1	85.9	+524
Not stated	1,433	7.4	6.8	1,407	7.6	7.8	+26
Total Population	19,257	100.0	100.0	18,494	100.0	100.0	+763

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021.

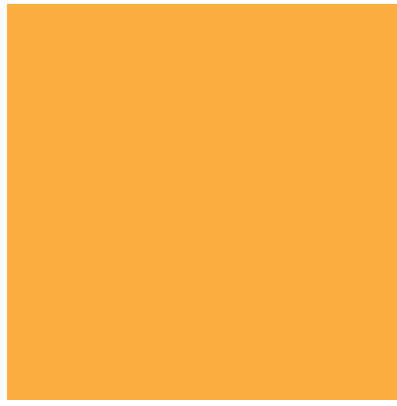
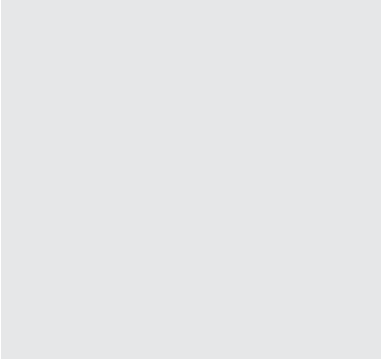


NEED FOR ASSISTANCE WITH CORE ACTIVITIES, 2021



Source: Australian Bureau of Statistics, Census of Population and Housing 2021 (Usual residence data).

Compiled and presented in profile.if by .id (informed decisions).



HOW THE DISABILITY INCLUSION ACTION PLAN WAS DEVELOPED



The Disability Inclusion Action Plan was developed after reviewing the outcomes of the first plan.

Workshops with staff helped identify achievements, remaining barriers and opportunities. This informed a discussion paper prepared to aid the community engagement.

Council then consulted the community on their experience, ideas and priorities. The engagement was promoted through social media, Council website, service provider groups, print media, radio and hardcopy flyers.

Hilltops Council conducted community feedback and consultation sessions in each major centre between 30 September and 2 October 2025.

A range of opportunities for engagement were provided.

- Quarterly Access Advisory Committee meetings
- Public forum held in Young on 30 September 2025
- Public forum held in Boorowa on 1 October 2025
- Public forum held in Harden on 2 October 2025

Email promotion through relevant Hilltops Council databases and contact lists to applicable organisations and individuals including:

- Local disability networks and disability support agencies and peak groups
- The Access Advisory Committee and other local group members
- Residents and those involved in previous inclusion planning
- Community services networks
- Social media advertising

WHAT WE ASKED

1. VISION FOR INCLUSION

What does an inclusive Hilltops look and feel like to you?

Our streets, shops, events, online. What would make us proud to live here?

What the community said:

- Access from footpaths to roads for wheelchairs, walkers, gophers
- Access into shops - old buildings unable to install ramps
- Accessible pathways – (the Weir/Chinese Tribute Garden Young)
- Improved footpath condition
- No barriers to participation
- Public toilet in CBD (not in supermarket) in Harden
- Safe crossing/traffic lights near Trinity Centre in Harden
- Signage-toilets, events, where things are
- Transport between towns
- A community where these discussions aren't needed
- Youth activities for kids with a disability

2. BARRIERS

What are the biggest barriers that stop people with disability from fully participating in community life?

Our transport, buildings, attitudes, information, and cost.

What the community said:

- Access to facilities such as pools and libraries
- Access to sporting grounds for spectators, disabled seating areas
- Access to buildings-especially older buildings
- Bus routes around town
- Employment opportunities
- Front in parking so towbars are not a hazard
- Hazards in shops - boxes in aisles, etc.
- Heated pools to ensure continuity of access
- Lack of personal care space/facilities in CBD
- Only one wheelchair accessible taxi in town (Young) and it is cost prohibitive
- Safe road crossing across Albury Street Harden
- Slowing down of traffic

3. COMMUNITY SPACES & SERVICES

How can Hilltops Council make public spaces, events, and services more accessible and welcoming?

Our parks, libraries, sporting fields, community centres, events, signage, toilets, transport.

What the community said:

- All abilities playgrounds
- Consultation with disabled persons re access to events
- Council to increase awareness and advocate on behalf of community
- Different communication methods
- Disabled parking at ovals/sporting fields
- Disabled toilets that meet requirements
- Events point of contact re access to events
- Footpath safety - handrails
- Neighbourhood/community centre
 - visits by services
 - staffed by someone to refer people to services
 - like a visitor information centre for locals
- Lack of disabled parking at recreation facilities such as golf clubs
- Participation in sport
- Personal care spaces
- Quiet space at events - (sensory coping)
- Ramps for all pools

4. ATTITUDES & AWARENESS

What would help our community better understand and support people with disability?

Training, education, role models, campaigns, community champions.

What the community said:

- Associations invited to display information e.g. Parkinsons, Dementia
- Community champions - sharing positivity and spreading awareness in the community
- Disability come and try days at sporting clubs (sports advisory committees)
- Education and awareness campaigns
- Exposure
- Local champions with a disability highlighted in local paper
- Less reliance on other towns to provide services
- Talk to people with a disability
- Training, education
- Collaboration with media to continue to help change attitudes
- Wheelchair access to shops
- Awareness about disability/more knowledge of disability
- Only 'ability' is noted/noticed
- Education about disability
- Education/awareness for shop owners
- Limited understanding of disability - especially if disability is not visible such as sensory issues
- Improve communication - not everyone has a phone or computer. Improved word of mouth communication

5. EMPLOYMENT & OPPORTUNITIES

What can Council and local businesses do to create more work, training, or volunteering opportunities for people with disability?

Flexible jobs, inclusive recruitment, traineeships, support for employers.

What the community said:

- Awareness and education - businesses understanding how it may work
- Education about support available for employers
- Encourage businesses to take work experience placements - persons with a disability
- Flexibility - reduced hours/job share
- Inclusive recruitment - business chamber workshop/education
- Link with TAFE - disability students
- Ongoing support for employers
- Promotion of jobs available to persons with a disability
- Return to work opportunities
- Specialist employment agencies - skills to train. Place and support (ongoing)
- Traineeships for persons with a disability
- Work experience programs
- Accessing funding & opportunities for employment support in employing a person with a disability
- Identify employment options for people with a disability



6. COMMUNICATION & ENGAGEMENT

How can Council make it easier for people with disability to access information, have their say, and be involved in decisions?

Formats, channels, systems, accessible communication, and inclusive governance.

What the community said:

- Easy read/plain english material
- Helping people work out where to go for information, e.g. how to report an issue with a state road
- Harden Regional Development Corporation (HRDC) - display at laundromat
- Masterplan for footpaths, tourism sites, etc.
- Mindful of colour contrast and fonts
- More on social media
- Newspaper, social media, word of mouth, posters (big print)
- One stop shop community centre/hub/ neighbourhood centre
- Person to person
- Physical noticeboard - HRDC
- Pop-up stalls - Council information
- QR codes to access information
- Top end Lucan Street. Accessibility issues
- Website - simple text versions of documents - use of videos
- Word of mouth

48%

48 percent of respondents reported no disability but were either a carer for, family member of, parent of, or other friend or relative of, a person with a disability.



52%

52 percent of respondents were persons with a disability.

COMMUNITY SURVEY

A community survey was also undertaken as part of the consultation process. The survey was available for response over several months, closing on 16 October 2025.

The survey received 27 responses.

Demographics:

Respondents were representative of a range of age groups.

- 16-25 3.70%
- 26-35 14.81%
- 36-45 25.93%
- 46-55 22.22%
- 56-65 18.52%
- 66-75 14.81%

Reported disabilities included:

- Arthritis
- Autism
- Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS)
- Dementia, Parkinson's Disease, mental health and mobility issues
- Deafness

- Emphysema, heart failure, cancer
- Full time wheelchair user
- Mobility
- Multiple Sclerosis
- Neurological disability
- Physical. Immune disease. Sometimes use a wheelchair.
- Vision impaired
- Walking impaired

Responses from residents in a range of towns and villages in the Local Government Area were received. This is broken down to 70 percent of respondents reported that they live in the Young locality, 15 percent of respondents reported that they live in the Harden/ Murrumburrah locality with 7 percent in the Boorowa locality, as well as respondents from Koorawatha and Galong. 11 percent of respondents reported that they were Aboriginal or Torres Strait Islander people.

Some key feedback from the survey has identified some key issues impacting them:

- Poor or no access to shops and access within shops
- Lack of awareness in the community
- Lack of local services for persons with disability
- Location and usability of disabled parking

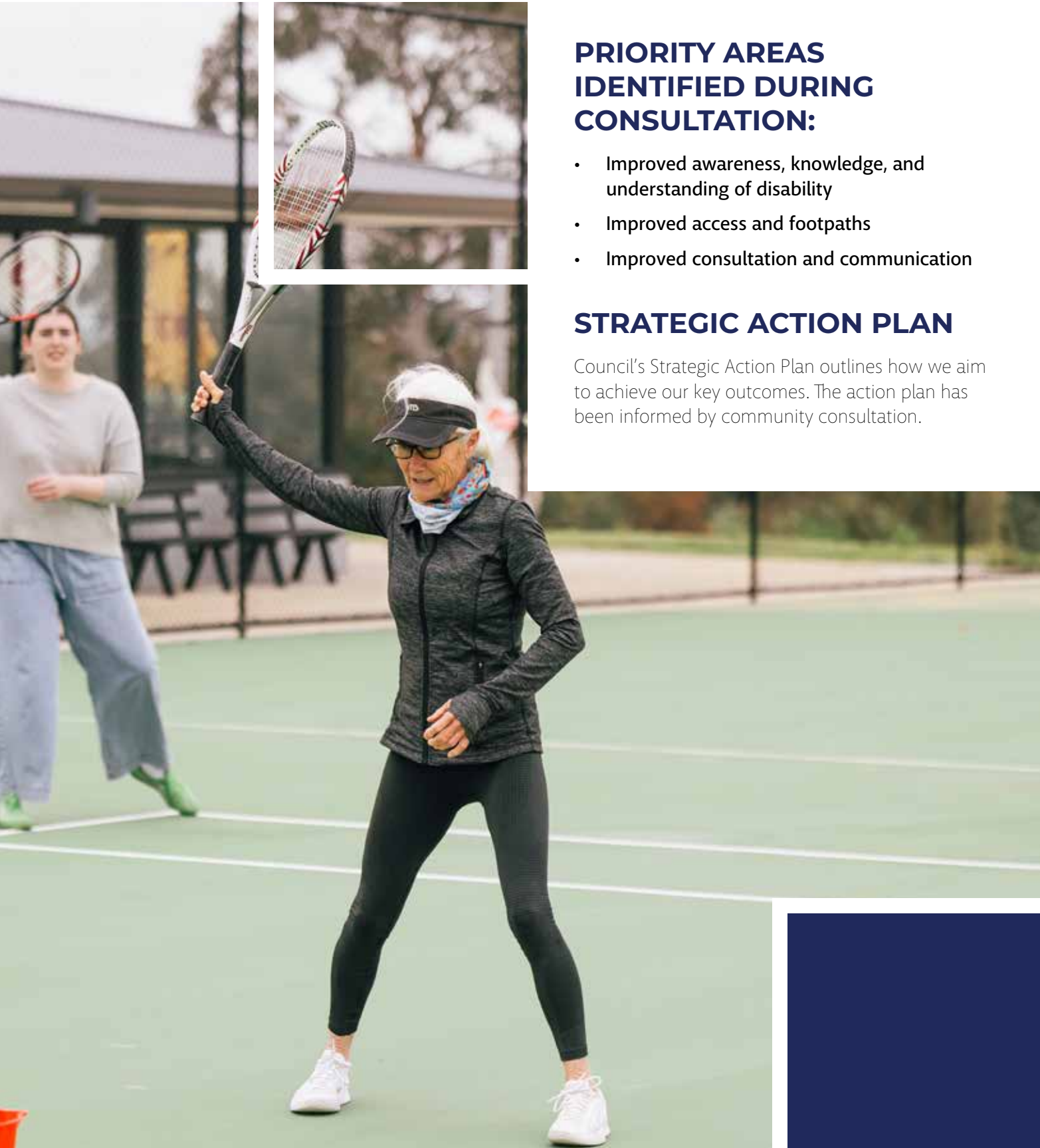
PRIORITY AREAS

PRIORITY AREAS IDENTIFIED DURING CONSULTATION:

- Improved awareness, knowledge, and understanding of disability
- Improved access and footpaths
- Improved consultation and communication

STRATEGIC ACTION PLAN

Council's Strategic Action Plan outlines how we aim to achieve our key outcomes. The action plan has been informed by community consultation.





SOCIAL INCLUSION

Action Area 1: Create opportunities to increase participation and awareness of disability issues.

Actions	Lead team	Timeline	Outcome Area	Measures
1.1 A local campaign to raise awareness of people with disability and their lived experience	Corporate and Community	2025-2026	Attitudes and Behaviours	Increasing percentage of people recognise campaign themes when surveyed at events
1.2 The needs of people with disability are explicitly included in local emergency management planning	Director Infrastructure	2025-2026	Liveable Communities	People with a range of disability and needs participate in emergency management planning
1.3 Council community strategic planning includes the diverse needs of people with disability including: <ul style="list-style-type: none"> Aboriginal and Torres Strait Islander peoples children and young people LGBTIQ+ people people from diverse cultural backgrounds women men 	Group Manager Corporate Services	2025-2029	Liveable Communities	People with disability are explicitly included in strategy engagement
1.4 Advocacy with the NSW and Commonwealth Governments on support and service needs of people with disability	Executive	2025-2026	Liveable Communities	Council develops advocacy submissions with the Access Advisory Committee, and releases these publicly
1.5 Increased participation of people in health, wellness, recreation programs and water-based recreation	Corporate and Community Group Managers	2025-2029	Liveable Communities	Satisfaction of participants with disability with recreation programs
1.6 Plan for the delivery of new accessible facilities at Council recreation areas	Director Infrastructure	2025-2029	Liveable Communities	Increase in provision of disability inclusion facilities at recreation areas
1.7 Help to build capacity within local sporting and recreation groups to attract participants with disability	Director Corporate and Community	2025-2029	Liveable Communities/ Attitudes & Behaviours	Delivery of an annual Activate Inclusion Sports Day. Number of training, assistance and information sessions provided to local groups and report on outcomes. Target of 2 per year



CULTURAL INCLUSION

Action Area 2: Council cultural programming is accessible to people with a disability.

Actions	Lead team	Timeline	Outcome Area	Measures
2.1 Increased focus on cultural engagement for people with disability in annual grants program, events programs, and living arts programs	Corporate and Community Projects team	2025-2029	Attitudes and Behaviours	Increase participation of people with disability in cultural programs, delivered by Council and its partners. Measured through participation surveys
2.2 Introduce quiet sensory spaces at major Council events	Corporate and Community Group Managers	2025-2026	Liveable Communities	Number of major events each year with a designated quiet space commencing 2026
2.3 Deliver celebrations for International Day of People with Disability	Corporate and Community Group Managers	2025-2029	Attitudes and Behaviours	Audience satisfaction with annual activities increases Increased number of performers with a disability
2.4 Support Mental Health Month and awareness of those living with mental health issues	Corporate and Community Group Managers	2025-2029	Attitudes and Behaviours	Number of Council activities held during mental health month



ECONOMIC INCLUSION

Action Area 3: Grow economic inclusion of people with disabilities identified.

Actions	Lead team	Timeline	Outcome Area	Measures
3.1 Support local business to create jobs for people with disability in the Hilltops by end 2029	Corporate and Community	2025-2029	Employment	<p>Number of local employers matched with leading practice support and employing people with a disability</p> <p>Workshops held to facilitate and link support to employers</p>
3.2 Provide business engagement advice and support to facilitate welcoming customers with disability	Corporate and Community	2025-2029	Liveable Communities	Number business operators participating in training
3.3 Identify a pilot location in partnership with business chamber partners to trial outcomes of the welcoming customers with disability business engagement initiatives	Corporate and Community	2026-2027	Liveable Communities	Pilot location identified by December 2026 and trial commenced by June 2027



INCLUSIVE PLANNING, INFRASTRUCTURE AND ENVIRONMENTS

Action Area 4: Improve the accessibility of local infrastructure, venues, parks, and facilities issues identified.

Actions	Lead team	Timeline	Outcome Area	Measures
4.1 Review all Council facilities and identify accessibility gaps so remediation can be prioritised for all capital upgrades	Infrastructure	2025-2029	Liveable Communities	Leading practice accessibility features identified for inclusion in all Council's infrastructure upgrade projects Number of projects completed with improved access per year
4.2 Deliver access improvements to Council community facilities and halls as part of asset management and master planning programs	Infrastructure	2025-2029	Liveable Communities	Priority access improvements are completed at each location by December 2029
4.3 Develop Public Toilet Strategy to deliver new accessible facilities	Infrastructure	2025-2029	Liveable Communities	Public Toilet Strategy completed by December 2026
4.4 Investment in annual footpath renewal and Pedestrian Access and Mobility Plan priorities to improve accessibility of pedestrian pathway networks	Infrastructure	2025-2029	Liveable Communities	Proportion of Pedestrian Access and Mobility Plan actions delivered Additional measures: <ul style="list-style-type: none"> • number of new or remediated kerbs • number of new raised pedestrian crossings • metres of new or remediated footpath
4.5 Improve shared zones and cycleways to accommodate emerging mobility and wayfinding technologies into design and practice	Infrastructure	2025-2029	Liveable Communities	Increased satisfaction with pathways, precincts, and active transport provisions among people with disability
4.6 Apply Everyone Can Play design principles in playground, recreation planning/programs, plans of management for parks, and facilities upgrades to guide a beyond compliance approach	Infrastructure	2025-2029	Liveable Communities	Everyone Can Play design principles incorporated in project scopes and planning Increased satisfaction with new participation opportunities among children and young people with disability
4.7 Review of disability parking in LGA. Ensure compliant and accessible	Infrastructure	2025-2029	Liveable Communities	Number of additional and upgraded disability parking spaces



CIVIC ENGAGEMENT, AND DIGITAL INCLUSION

Action Area 5: Inclusive design, planning, capacity building and partnerships are developed.

Actions	Lead team	Timeline	Outcome Area	Measures
5.1 Adopt a life cycle approach with disability inclusion from whole of Hilltops planning instruments, through to operational design guidance, and the creation of project plans and designs for specific infrastructure, and master plans for major precinct redevelopment	Strategic Planning	2025-2029	Liveable Communities	Satisfaction with accessibility of public domain, town centres and major precincts increases, particularly around path of travel Resident and business connection to neighbourhoods increases
5.2 Advocate for, and design Council accessible active transport and infrastructure supporting public transport to include new and emerging personal mobility devices	Strategic Planning/ Infrastructure	2025-2029	Liveable Communities	Provisions for new and emerging personal mobility devices included in Active Transport Strategy and masterplans
5.3 Advance liveable housing controls	Strategic Planning	2025-2029	Liveable Communities	Advocate for an increased level of liveable housing in development assessment considerations
5.4 Initiate discussion with developers and disability housing providers to increase supply of specialist disability housing	Strategic Planning	2025-2029	Liveable Communities	Increase in specialist disability accommodation provider discussions
5.5 Work with state sporting organisations to assist their delivery of adaptive sports programs and inclusion planning	Corporate and Community Group Managers	2025-2029	Liveable Communities	Number of training, assistance and information sessions provided to local groups and report on outcomes
5.6 Continue internal training program on disability rights, and access and inclusion	People and Safety	2025-2029	Attitudes and Behaviours	Disability rights training included in Council learning calendar Promote disability awareness online training for all new staff Number of Council employees trained in disability awareness

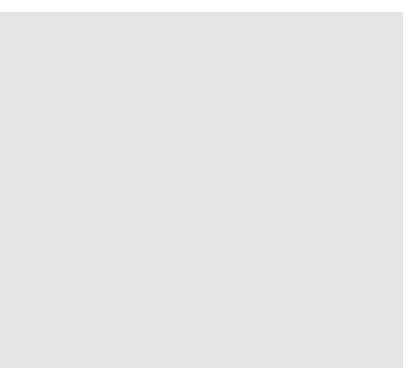


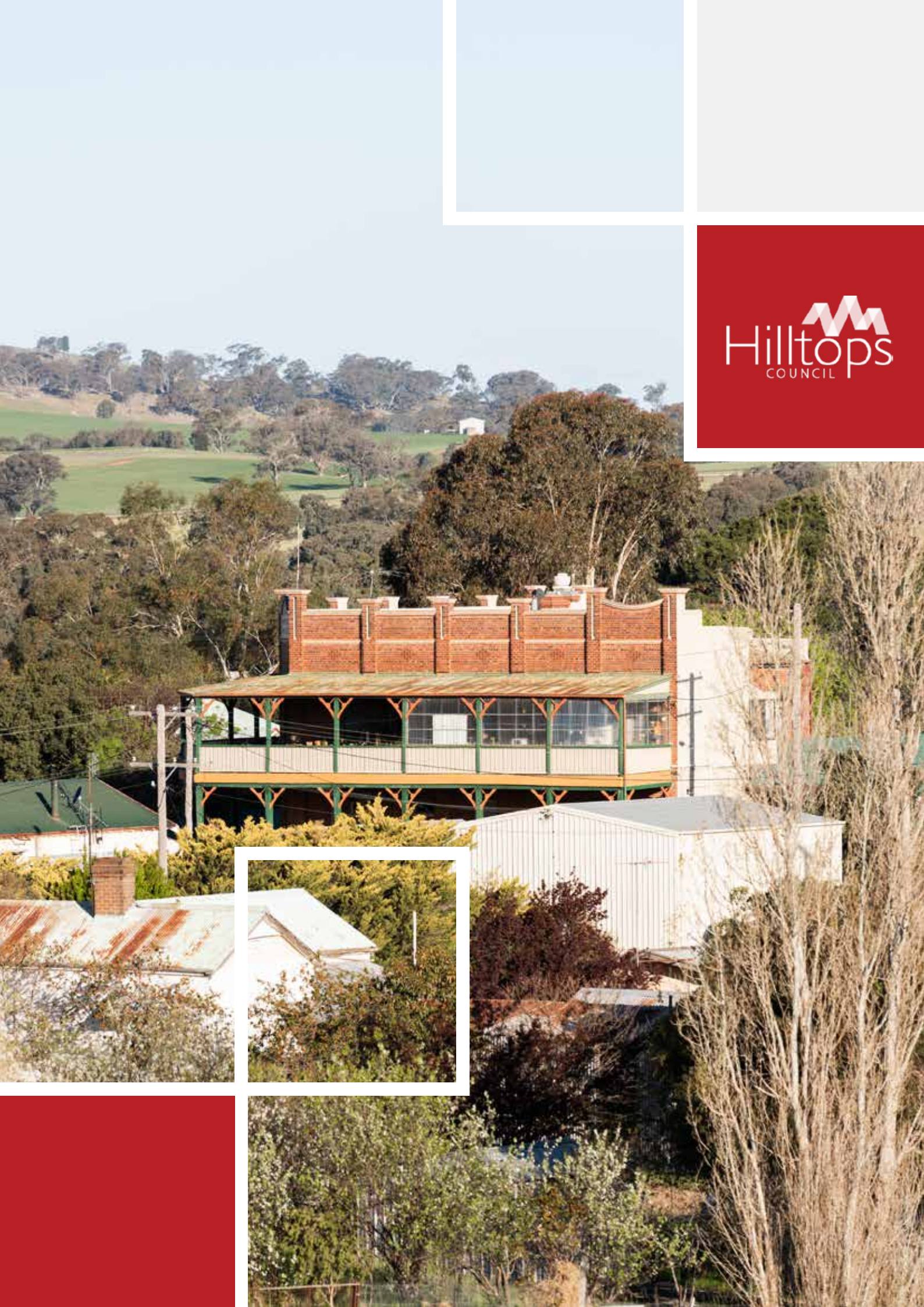
ACCESS AND INCLUSION IN SYSTEMS AND PROCESSES

Action Area 6: Improve accessibility of Council engagement and communication with people with a disability.

Actions	Lead team	Timeline	Outcome Area	Measures
6.1 Evaluate and renew the accessibility of Council's website	Business and Community Services	2026-2027	Systems and Processes	User experience testing with people with disability informs accessibility audit program Satisfaction with accessibility of Council communications improves
6.2 Evaluate and renew the accessibility of Council written communication	Business and Community Services	2026-2027	Systems and Processes	Corporate communications reflect leading practice in access and inclusion
6.3 Implement Customer Service Charter	Business and Community Services	2025-2026	Systems and Processes	Increased satisfaction with Council customer service among people with disability








Hilltops
COUNCIL

