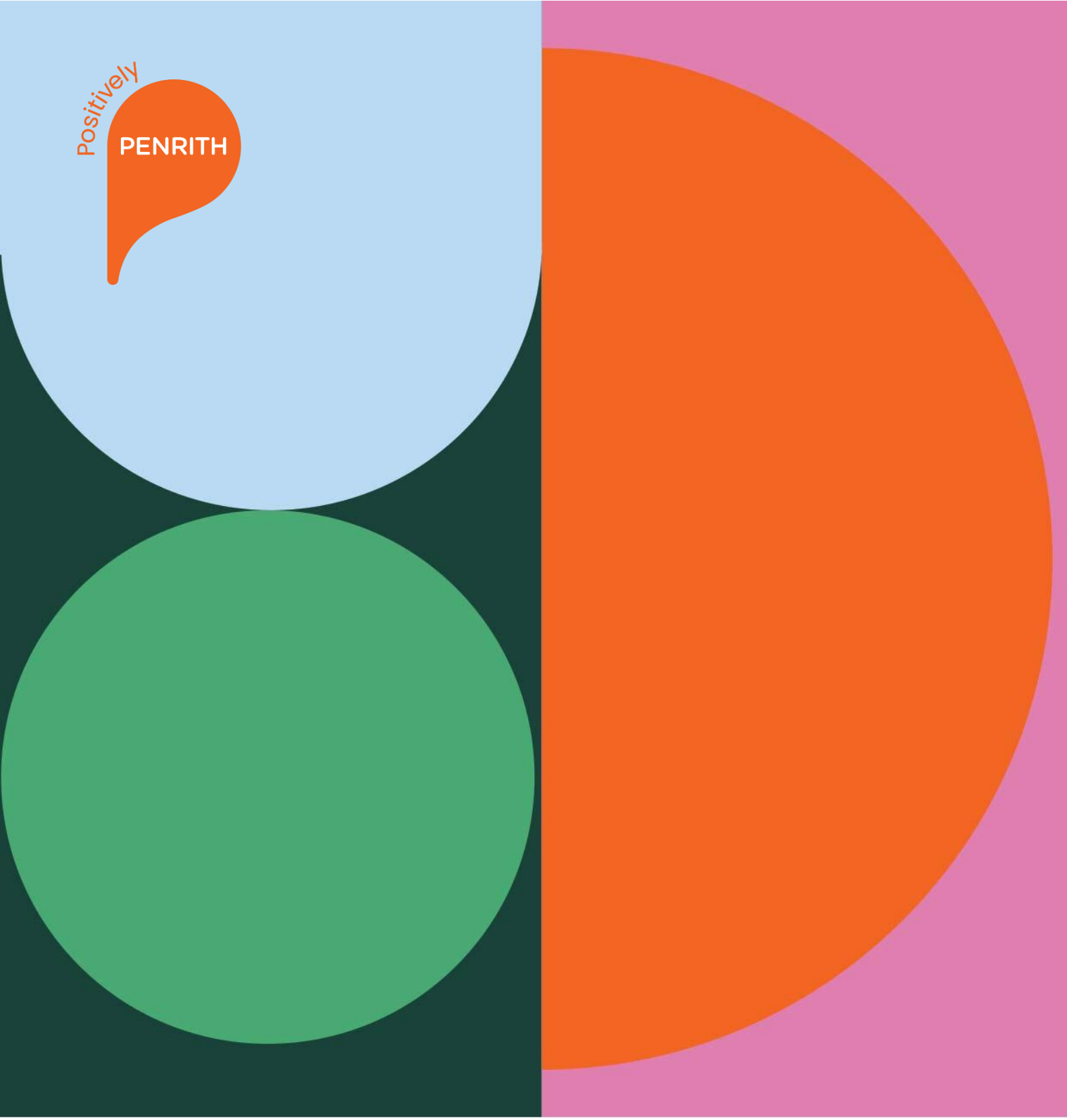


Disability Inclusion Action Plan 2026 - 2030

PENRITH CITY COUNCIL

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Acknowledgement of Country

We acknowledge and pay respect to the Darug and Gundungarra people who are the traditional owners in which Penrith Local Government Area is situated. We also pay our respect to Elders past, present and emerging, and to the First Nations people living in our community today.

Message from the Mayor

It is my pleasure to present the Draft Disability Inclusion Action Plan 2026-30. Penrith City Council is a Local Government leader in accessibility, and we are passionate about providing opportunities and support for everyone to participate in our community. This Plan provides a framework for Council to continue this important work over the next 4 years.

I thank everyone who shared their invaluable insights to help Council develop this Plan. We engaged our community and heard from people with disability, their families, carers and service providers.

This input ensures that Council's actions and advocacy thoughtfully reflect the needs and aspirations of people with disability in Penrith, so that they feel connected and can fully participate in community life.

Our current group of 15 councillors has significant lived experience with disability between us. This inspires our shared commitment to making Penrith more inclusive and accessible - from attitudes and behaviour shifts to infrastructure and policy-making.

I acknowledge the previous Council's contributions and the many achievements of the Disability Inclusion Action Plan 2022-26. A highlight was Council's One Community, Many Abilities social media campaign.

This project told the stories of 5 residents with visible and invisible disabilities to raise awareness about their diversity of experiences, talents and contributions to our community. The campaign reached more than 1.5 million people and won a 2025 NSW Local Government Excellence Community Development Award.

Council also delivered the multi-award-winning Gipps Street Recreation Precinct which has inclusive playspaces, accessible pathways and adds to the growing number of Changing Places facilities across the City that support people with different abilities.

I look forward to what we will achieve through this Plan over the next 4 years as we strive to make Penrith even more inclusive and accessible.

Message from the General Manager

At Penrith City Council, supporting the aspirations and wellbeing of people with disability is embedded in the work we do to make Penrith a truly great place to live, work and play. We are proud to champion the Draft Disability Inclusion Action Plan 2026-30 in line with Council's 2025-29 Delivery Program to achieve the best outcomes for our community.

Council continues to demonstrate best practice as we recognise the value in pushing beyond compliance and legislated standards, to shape a more accessible and inclusive Penrith for everyone.

We are grateful for the ongoing guidance of Council's Access Committee. Since 1992, the Access Committee has informed our decision-making through lived and professional experience.

With their advice, we have made significant improvements in business operations, access to services, pedestrian safety, transport connections, public spaces and events.

The Access Committee also had significant input to Council's visionary and recently approved St Marys Town Centre Master Plan, which will guide future growth and transform St Marys into a strategic city centre over the next 20 years.

We continue to deliver vital infrastructure upgrades across the City guided by the previous Disability Inclusion Action Plan, including six new Disability Discrimination Act (DDA)-compliant bus shelters.

As an inclusive workplace, Council also proudly developed a 10-Year Framework for Disability Employment, to provide meaningful employment opportunities for people with disability in the community.

Council is committed to driving this Draft Disability Inclusion Action Plan 2026-30. We all play a part in making Penrith more inclusive and accessible, and Council looks forward to further collaboration with our community, service providers and other partners in the sector over the next 4 years.

Executive Summary

Penrith City is undergoing major transformation, sitting at the heart of one of the fastest growing regions in Australia. As our City evolves, Council is committed to ensuring everyone can take part in the changes ahead. That means listening to our community, understanding their experiences and supporting people through this period of growth. This plan is one of the ways we're responding and ensuring our community's voices guide our direction.

Penrith has many strengths to build on as we work to improve access and inclusion. We have a strong community identity and spirit, a diverse population and a dedicated network of community service providers who support inclusion and connection every day.

Working alongside our community, Penrith City Council is proud to continue leading positive change that makes our City more inclusive for everyone who lives, works, studies and spends time here.

We know disability can be both visible and invisible, and that people's experiences are affected by more than just individual circumstances. Disability often arises from the way people interact with physical, social, attitudinal and communication barriers in their environment. By reducing these barriers, we can create a more welcoming, accessible, inclusive City for all.

Our Disability Inclusion Action Plan 2026–2030 (the plan) outlines our priorities for the next 4 years. It focuses on the practical steps, partnerships and advocacy needed to support people with disability to participate fully in community life.

This plan has been shaped through extensive consultation with the community, disability service providers, local organisations and Council staff, helping us identify existing challenges and opportunities for improvement across the 44 key focus areas.

The Case for Inclusion

One in 5 Australians currently live with disability, and most people will experience disability at some point in their lives. Many residents also care for or support someone with disability. To create a community where everyone belongs, we must design places, services and systems that work well for everyone, while fostering a culture that is welcoming and inclusive.

Across NSW, Australia, and internationally, governments are working to remove barriers so people with disability can access the opportunities they want and need. Our plan aligns with this broader direction through the United Nations Convention on the Rights of Persons with Disabilities, the National Disability Strategy and the NSW Disability Inclusion Plan.

When access and inclusion guide our decisions, the whole community benefits. More accessible places are easier to navigate, inclusive attitudes strengthen connection and well-designed systems work better for everyone.

Every story of disability is different

Disability is diverse and may be physical, neurological, cognitive, psychiatric, intellectual or sensory. It can influence how a person moves, learns, communicates and participates in daily life.

We recognise that disability is only one part of a person's identity. Overlapping experiences — such as being LGBTQIA+, First Nations, culturally and linguistically diverse, from a remote area, older, younger or from a lower socioeconomic background — can amplify barriers to access and inclusion.

Using an intersectional lens helps us better understand these experiences, challenge barriers, and broaden opportunities for participation. Access and inclusion are everyone's responsibility and this 4-year DIAP focuses on both individual needs, strengths and aspirations as well as the social and environmental barriers that limit choice.

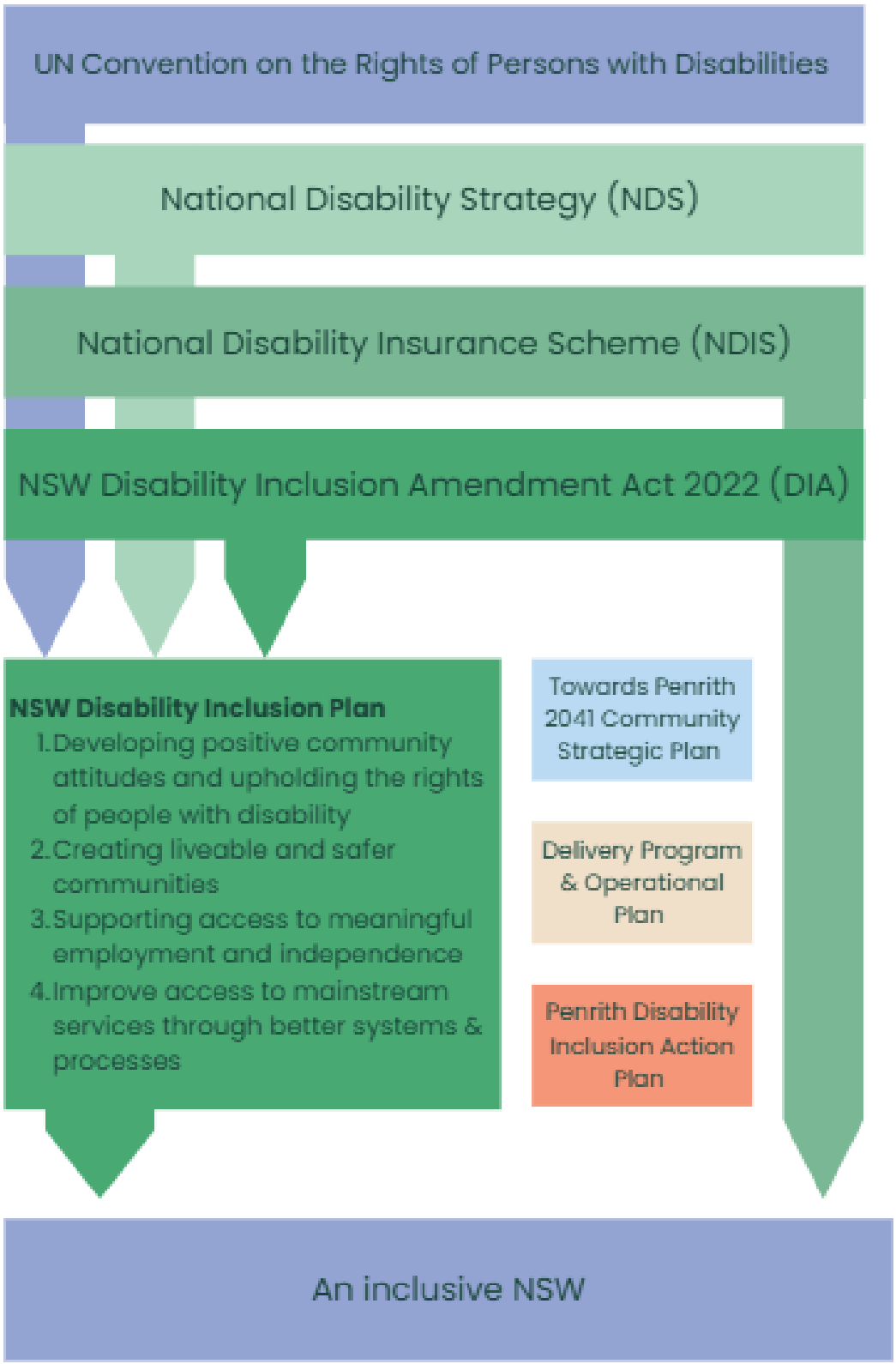
Guiding Framework

The NSW Disability Inclusion Plan 2025–2029 identifies 4 key focus areas that shape how access and inclusion are improved across the state. These focus areas provide the

foundation for our plan and guide the actions and priorities we've set for Penrith.

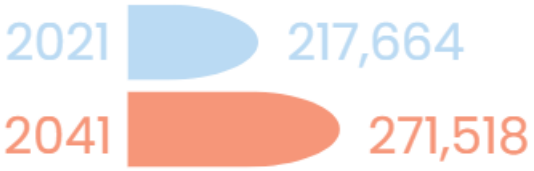


Our local DIAP and the legislative context



Understanding our community

Population



35
Median Age

59% work full time
26% work from home
9% volunteer
31% students

14% Aged 0-9 years old

13% Aged 10-19 years old

55% Aged 20-59 years old

18% Aged 60+ years old

5.5% Need assistance with core activities

5% Aboriginal or Torres Strait Islander

29% People born overseas

24% Households where non-Enlgish language is used

Top Languages

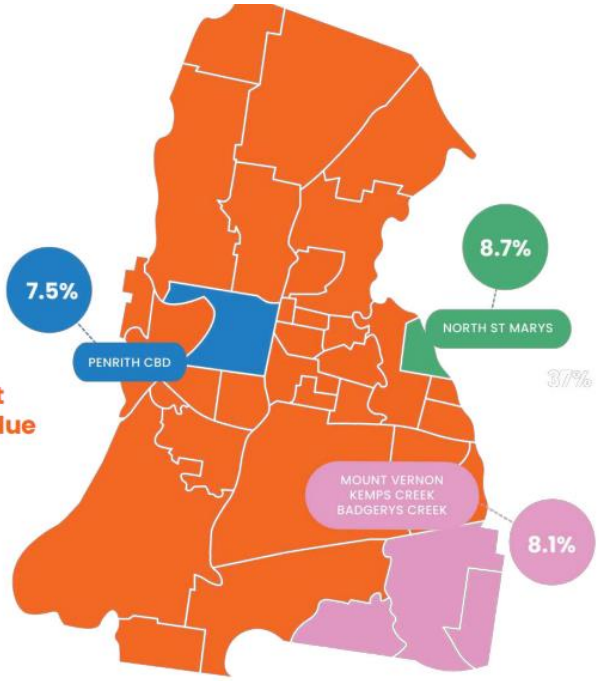
Arabic **1.8%**
Punjabi **1.4%**
Tagalog **1.2%**
Hindi **1.1%**
Mandarin **0.8%**

In 2025, almost 8,000 people in Penrith have a current NDIS plan.

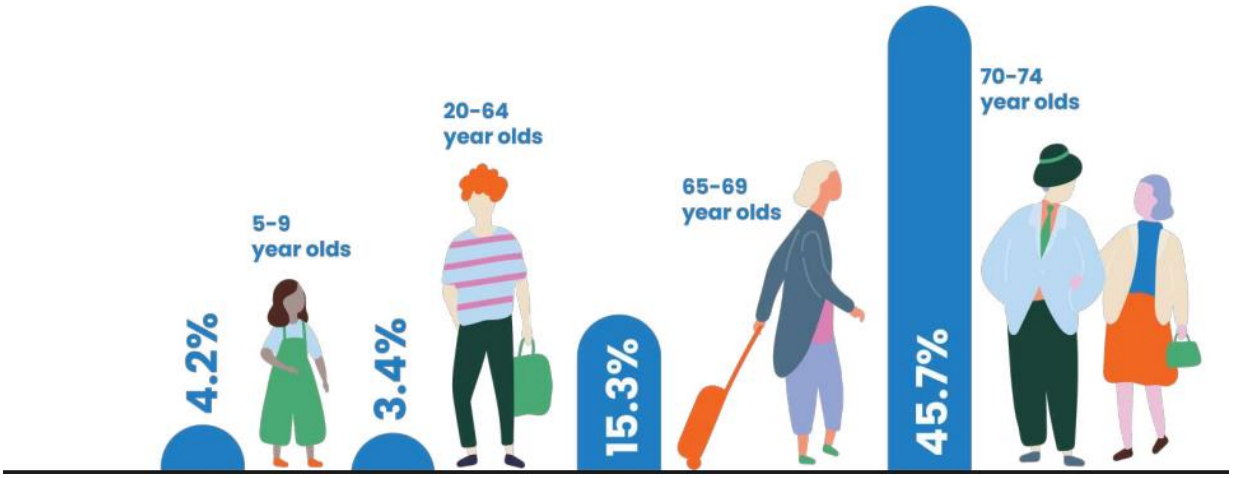
Location

People with disability call every suburb of Penrith City LGA home.

Areas with the highest needs for assistance due to disability include:



As our residents age, disability rates increase.



Our residents with disability have high rates of disengagement from education and employment.

38% of 15-24 year olds

Youth disengagement likely indicates a lack of access to employment and education facilities or a population in need of targeted services.

70% of 25-54 year olds

were disengaged from the labour force.

Disability in First Nations Communities

First Nations people with disability continue to face disproportionate barriers to equitable access and inclusion. First Nations community members make up 5% of the total Penrith City population.

In 2022, across Australia one-quarter (25.3%) of all Aboriginal and Torres Strait Islander people were living with disability, with 11.6% experiencing profound or severe limitations, significantly higher than the general population.

Experiences of disability are shaped by the intersection of cultural identity, systemic racism and disability, creating compounding barriers to participation and wellbeing. Many also experience schooling or employment restrictions, reflecting broader systemic inequities in health, education and social support systems.

At the same time, First Nations cultures have long embraced holistic, inclusive approaches to wellbeing grounded in kinship, community and connection to Country. The NDIS First Nations Strategy 2025–30 emphasises that valuing these community-centred strengths is essential to shifting away from deficit-focused narratives and towards culturally safe, strengths-based models of disability support.

By amplifying the voices and experiences of First Nations people with disability, we deepen our understanding of what genuine inclusion requires. This includes recognising the ongoing impacts of colonisation, trauma and systemic racism and ensuring that disability policy and practice embed self-determination, cultural safety and community leadership at every level.

Celebrating and centering First Nations people with disability strengthens our collective ability to build a more equitable, culturally informed and inclusive community.

What did we achieve from the 2022-2026 DIAP?

We started shaping this plan by looking back at the progress made under the previous Disability Inclusion Action Plan 2022-2026 with key achievements reported to Council. This helped us reflect on what we accomplished, what we learned along the way, and where there are opportunities to do better.

Below is a summary of key achievements across the 4 focus areas in the DIAP 2022-2026.

Focus area 1: Attitudes and behaviours

The **One Community, Many Abilities** campaign was a public awareness campaign aimed at shifting attitudes by highlighting the contributions of local people with disability to the city of Penrith.

The campaign featured Lauren, a proud mum who juggles two-part time jobs; Marley, a rising YouTube star and Panthers fan; Madeleine, radio host, artist, mum and business owner; Jesse, a wheelchair rugby league player and gym lover; and Julian, a talented architect and entrepreneur with a passion for sports.

The campaign reached more than 1.5 million people through videos, blogs, posters and photos published on Council's digital platforms, external print media, social media, street flags, waste bin trucks, in local cinemas, and Nepean Village Food court. This campaign won the 2025 NSW Local Government Excellence Award.

Focus area 2: Liveable communities

Council has developed a number of social stories. Social stories are a communication tool that support neurodiverse children and families planning activities. They use images and words to provide details about what to expect and types of behaviours in social situations.

Council developed 3 social stories to support individuals and families enjoy local play spaces. Social stories are now available for:

- David Currie Play Space, St Clair

- Livvi's Place, Jordan Springs
- Tench Reserve, Penrith

Social stories can be found on our website at penrith.city/accessiblepenrith https://www.penrithcity.nsw.gov.au/community-library/community/accessible-penrith

Focus area 3: Meaningful employment

Council delivered a 10-year framework for disability employment, the 'Inclusive Foundations' Framework in June 2025, setting the long-term direction for creating meaningful employment opportunities for people with disability in Penrith.

The framework was informed by engagement with local sector stakeholders, job seekers, employees and entrepreneurs with lived experience of disability, disability employment specialists, employers in Penrith, as well as local government best practices.

It outlines 3 key strategic roles for Council: employer, catalyst and economic driver. The catalyst strategy is now in design for piloting, focusing on building employer capability to employ people with disability.

Focus area 4: Systems and processes

The Council worked closely with the Access Committee to ensure people with disability were meaningfully involved in shaping the St Marys Structure Plan and Master Plan.

By using the Committee as a dedicated engagement platform, the team was able to draw on lived experience in the design process, helping identify practical opportunities to enhance accessibility, inclusion and safety across the centre. This collaboration strengthened the quality of the planning work and ensured that the community's insights directly influenced key priorities.

The benefits of this approach are clearly reflected in the outcomes of the documents. Feedback from the Access Committee informed a range of improvements, including strategies to reduce wind-tunnel effects through planting and building articulation, enhanced night-time lighting, safer pedestrian crossings, traffic-calming measures and a more inclusive future configuration of Queen Street that prioritises active transport and public space.

By embedding lived experience in the process, Council showed how inclusive planning processes help create a more accessible, welcoming, and people-centred vision for St Marys.

Developing the DIAP 2026-2030

- **Desktop Research:** Identify current best practice approaches to improving access and inclusion outcomes.
- **Demographic Research:** Identify the profile of people with disability in Penrith City.
- **Community & Stakeholder Engagement:** To capture feedback from people with disability, carers, the community and community services sector and to listen to what is working well and where there are opportunities for improvement.
- **Staff Engagement:** To hear from teams across Council about what is working well and the opportunities to improve access and inclusion.
- **Drafting the DIAP 2026-2030:** Prepare draft document and draft actions in response to what we heard from the community.
- **Public Exhibition of the Draft DIAP 2026-2030:** Present the draft to the community, asking "have we got it right?"
- **Finalise DIAP 2026-2030:** Review community feedback and amend DIAP 2026-2030.
- **Publish DIAP 2026-2030:** Council endorsement and submission to the Department of Communities and Justice.

Listening to our community

Over 250 people shared their experiences of disability in Penrith City

We used 6 engagement methods to give people the opportunity to share their experiences and gather feedback.

Online via Your Say Penrith A place where people could get information about the project and have an opportunity to share experiences and feedback through an online survey.	**Interviews** In-depth interviews were held with advocates and leaders in disability service provision.
In-person focus groups Focus groups were facilitated as small group sessions with people with lived experience. This also included engaging with Penrith City Councils Access Committee.	**Staff survey** Opportunity for Council staff to share what is working well and the opportunities to improve access and inclusion.
Pop-up sessions Short and casual conversations were facilitated with residents who access Council programs and services such as the library and swimming centre.	**Public Exhibition** Process using a mix of methods to collect feedback on the draft DIAP.

We heard from



Including people who

- Have a physical disability
- Have a psychosocial disability
- Have a visual impairment
- Have a hearing impairment or are deaf
- Are neurodiverse
- Have intellectual disability

What the community told us

Key themes



Participants across all engagement channels emphasised that while progress has been made, gaps still exist in the way the City supports meaningful participation, safe environments and equal access to information, services and opportunities.

Perceptions of stigma, inconsistent communication and limited understanding of disability, especially invisible disabilities, emerged as prominent themes, highlighting a clear need for sustained awareness-building and capability development across Council, businesses and the wider community.

> Penrith Council has done really well in creating awareness about both visible and invisible disability

> Penrith City Council is quite ahead of the game in delivering inclusive parks. Gipps Street is one of them and I have seen many families using that park

Across all 4 DIAP focus areas, participants identified the need for stronger leadership in embedding accessibility and inclusion in both the physical and social fabric of Penrith.

Feedback consistently pointed to structural barriers within the built environment like uneven footpaths, inaccessible facilities, unreliable public transport accessibility and limited inclusive amenities, as significant factors that reduce independence and community connection.

At the same time, community members emphasised that inclusion is not achieved solely through infrastructure, but through cultural changes, respectful attitudes, visible

inclusion, accessible information and service systems designed with lived experience at the centre.



Employment emerged as another critical area where residents continue to face systemic barriers, including discriminatory recruitment practices, limited workplace adjustments and a lack of employer confidence in supporting different access needs.

The community expressed a desire for Council to champion inclusive employment practices both internally and across the local economy — through leadership, partnerships, recognition programs and practical supports that help people enter, return to or progress within work.

Across systems and processes, participants highlighted the need for more responsive, transparent and accessible communication, supported by multiple contact channels and formats. The community called for Council to adopt more consistent, inclusive approaches to service design, with lived experience embedded across projects, policies, events, and customer service interactions.



Overall, the engagement confirmed a community-wide commitment to building a more inclusive Penrith, alongside a clear expectation that Council will strengthen its role in enabling accessibility through planning, partnerships, communication, and advocacy.

These insights directly shape the priorities for the DIAP 2026–2030, ensuring the plan reflects what people with disability, carers, service providers, and staff identify as essential for meaningful inclusion over the next 4 years.

Action plan

This section outlines how Council will address what the community told us about their experiences with access and inclusion in and around Penrith. Council has listened to feedback from the community and our staff to identify priorities over the next 4 years

(2026-2030).

This document outlines strategies and actions that Council will take, in 4 key focus areas:

- Developing positive community attitudes and upholding the rights of people with disability
- Creating liveable and safer communities
- Supporting access to meaningful employment and independence
- Improving access to mainstream services through better systems and processes

Role of Council

Local government plays an essential role in access and inclusion as a:

- **Planner:** understanding community needs and expectations now and into the future and planning to harness growth and investment to deliver positive community outcomes for all
- **Provider:** of inclusive programs, services, facilities, infrastructure and events
- **Partner:** harnessing collective resources of many to meet the challenges of the City
- **Advocate:** who promotes the needs of people living with disability to other agencies and authorities
- **Capacity builder:** developing relationships, sharing learnings and building skills with the local community sector, local employers and major industries
- **Regulator:** monitoring compliance with conditions set out in our Development Control Plan and other legislation.

Focus area 1: Developing positive community attitudes and upholding the rights of people with disability

Aim: To increase public awareness of the abilities and contributions of people with disability, to foster positive community attitudes and empower people with disability to exercise their rights

We heard that:

- Some people had experiences of persistent stigma, bias and inclusion in Penrith.
- There is a lack of understanding about invisible disabilities.
- People experience exacerbated stigma associated with their intersectional identities.

You told us there are opportunities to:

- Train staff on best practice inclusion approaches.
- Promote positive stories of disability inclusion and work towards more visible inclusion.

Focus area 1: Developing positive community attitudes and upholding the rights of people with disability				
#	**Action**	**Performance measure**	**Responsibility**	**Year**
1.1	Support staff attendance at Access Committee meetings, as appropriate, to build awareness and knowledge of key issues and opportunities.	Attendance at Access Committee as appropriate.	Sustainability and Resilience, Library Services, Development Services, City Strategy	1-4
1.2	Promote diversity and inclusion through marketing campaigns and positive use of Council imagery as appropriate, including relevant digital and print assets.	Inclusive imagery used in campaigns across Council services and events.	City Economy and Marketing	1-4
1.3	Explore opportunities to increase awareness and adoption of the Sunflower	Examples of activities undertaken to support awareness and adoption of Sunflower	City Activation, Community and Place	2

	Symbol across Penrith community services.	Symbol.		
1.4	Investigate ways to involve people with lived experience in co-design and program development to ensure practical and meaningful outcomes.	Opportunities to involve people with disability identified.	Library Services	1-4
1.5	Build disability inclusion capability across Council through targeted learning for People Leaders, as informed by the Diversity Equity and Inclusion (DEI) Strategy.	Aligned to current strategic planning being undertaken as part of the development of Council's Diversity, Equity and Inclusion Strategy.	People and Culture	1-4
1.6	Utilise resources associated with One Community, Many Abilities	Additional campaign phases completed.	Communications	1-4

	campaign to further promote positive stories and visible inclusion.			
1.7	Use inclusive engagement channels including engagement with the Access Committee at appropriate times during Council's review of planning controls.	Ongoing consultation with community including the Access Committee through DCP and LEP review process.	City Planning	1-4
1.8	Promote resources to support and encourage small and medium sized businesses to embed inclusive practices.	Resources promoted.	Economy and Marketing	1-4
1.9	Explore options to incentivise businesses to improve accessibility	Options researched and recommendations made.	Economy and Marketing	1-2

	and inclusion.			

Focus area 2: Creating liveable and safer communities

Aim: Enhance the participation of people with disability in all areas of community life by addressing barriers in housing, education, transport, health, social and cultural engagement and overall wellbeing

To be truly liveable a community needs to be accessible, safe and inclusive for everyone, including people with disability. Everyone needs to have the opportunity to live, learn, work and play.

People with disability encounter many barriers in the built environment and Council has a role to play in ensuring everyone has the same opportunities to access the built environment, the natural environment, service, retail and hospitality venues, and appropriate transport options.

We heard that:

- Access to public transport and experiences using public transport was a significant issue for some people.
- New parks are accessible and feature inclusive design features.
- Access to accessible infrastructure is important in enabling people to have positive experiences in the City.

You told us there are opportunities to:

- Continue upgrades of open spaces to enhance accessibility.
- Continue upgrading footpaths.
- Ensure new development is inclusive for people living with disability.
- Partner with First Nations communities and services to improve disability awareness and understanding of challenges this community experiences.

Focus area 2: Creating liveable and safer communities				
#	**Action**	**Performance measure**	**Responsibility**	**Year**
2.1	Work with the community sector to build capacity in working with and responding to people with disability experiencing domestic and family violence.	Examples of events, training and information provided.	City Activation, Community and Place	1-4
2.2	Expand the role of inclusion support specialist to provide additional support to families and build the capacity of staff.	Employment of 2 Inclusion Support Specialists. Number of children supported.	Children's Services	1
2.3	Expand allied health services to meet the needs of children and families attending services.	Employment of a behavioural therapist.	Children's Services	1
2.4	Continue delivery of mobile playvan to engage with children and families across the local government area.	Number of families. Number of referrals.	Children's Services	1-4
2.5	Continue to deliver training and development to support Children's Services staff to respond to changing needs.	Number of staff attending training.	Children's Services	1-4
2.6	Explore options to engage people with disability in Person-Centred Emergency Preparedness (PCEP) and/or other resilience and preparedness programs.	Feasibility of options explored.	Sustainability and Resilience	2-4
2.7	Deliver a neighbour connection program to	Program delivered.	Sustainability	2-4

	promote emergency preparedness among vulnerable residents living in apartments and units.		and Resilience	
2.8	Promote, deliver and improve accessible and inclusive Council library services, programs and activities.	Number of accessible and inclusive library services, programs and activities provided.	Library Services	1-4
2.9	Participate in community events that support people living with disability.	Attend Disability Expo 2027 and 2029.	Library Services	1–4
2.10	Advocate for improved public transport across Penrith LGA so all residents can connect to opportunities for work, learning, services, recreation and to each other.	Public transport position paper developed. Public transport advocacy campaign implemented. Engagement with key government decision makers.	City Strategy	1–2
2.11	Embed access and inclusion outcomes in city shaping planning work, including planning for the Kingswood Werrington Corridor.	Kingswood Werrington structure plan developed. Kingswood Werrington inclusive engagement program.	City Strategy	1-2
2.12	Update Penrith DCP to drive inclusive, safe and equitable access across certain	Access and inclusion principles identified for inclusion in the	City Planning	3

	development types and encourage developments to exceed minimum accessibility standards.	updated DCP.		
2.13	Enforce the correct use of accessible parking.	Accessible parking usage enforced.	Environmental Health	1–4
2.14	Educate the community on the correct use of accessible parking.	Education campaign conducted.	Environmental Health	1
2.15	When developing new or upgrading Council assets, ensure that these meetings meet DDA standards.	Upgrades completed.	Assets	1-4
2.16	Targeted promotion of Council's footpath request program to groups with accessibility needs.	Information provided to stakeholder groups and confirmation that disability-related requests continue to receive higher prioritisation weighting.	Assets	1
2.17	Support the capacity building of the Aboriginal Community Controlled Sector to support First Nations disability support providers and develop initiatives that strengthen inclusion, access and wellbeing for First Nations people living with disability.	Number of relationships established and sustained.	City Activation, Community and Place	1–4
2.18	Implement and promote the Accessible Events Checklist to continually improve how	Examples of implementation and promotional	City Activation, Community	1-4

	our events are accessible and inclusive to all community members.	activities.	and Place	
2.19	Consideration of diverse accessibility needs in community safety projects and community advice.	Examples of projects and advice provided.	City Activation, Community and Place	1-4
2.20	Increase promotion of Master Locksmiths Access Key (MLAKs).	MLAK process promoted.	City Activation, Community and Place	1–2
2.21	Continue the implementation of the Sport and Recreation Strategy, ensuring access and inclusion outcomes are embedded in future sport, recreation and playspace projects.	20 projects, including access and inclusion of design elements to be delivered per Sport and Recreation Strategy.	Community Facilities and Recreation	1–4
2.22	Investigate opportunities to secure funding for the purchase and installation of communication boards across 4 city-wide playspaces and up to 6 additional trial locations.	Communication boards installed at city-wide playspaces: Gipps St, Regatta Park, Jordan Springs and St Marys, with 6 additional compatible district playspace locations confirmed through assessment of site suitability, installation requirements and funding options.	Community Facilities and Recreation	1-2

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Focus area 3: Supporting access to meaningful employment and independence

Aim: To boost the meaningful employment of people with disability, allowing them to plan their future, make choices and enhance their economic security

Employment rates for people with disability are significantly lower than those without disability across all sectors.

Meaningful employment is important in enabling people with disability to have more autonomy over their lives, be financially independent and have a better standard of living. Meaningful employment can also support mental and physical health and wellbeing.

We heard that:



- People continue to experience barriers to employment, including stigma, limited workplace adjustments and lack of understanding from employers.
- Respondents shared experiences of discrimination, underpayment and being overlooked for opportunities.
- People with disability want diverse employment opportunities that meet their interests and strengths.

You told us there are opportunities to:

- Play a key role in promoting inclusive employment practices and workplaces.
- Support local businesses to become more inclusive and accessible to employment opportunities.

Focus area 3: Supporting access to meaningful employment and independence				
#	**Action**	**Performance measure**	**Responsibility**	**Year**
3.1	Deliver the Inclusive Foundations pilot program to support employment opportunities for people with disability.	Inclusive Foundations pilot program delivered.	City Activation, Community and Place	1-2
3.2	Deliver priority areas focused on advancing equity and inclusion for staff with disability, as detailed in Council's Diversity Equity and Inclusion (DEI) Strategy.	Aligned to current strategic planning being undertaken as part of the development of Council's Diversity, Equity and Inclusion Strategy.	People and Culture	1-4
3.3	Review disability data practices across workforce systems to enable meaningful insights, safe disclosure for staff and long-term progress tracking.	Aligned to current strategic planning being undertaken as part of the development of Council's Diversity, Equity and Inclusion Strategy.	People and Culture	1-3

Focus area 4: Improving access to mainstream services through better systems and processes

Aim: To ensure that people with disability are able to make informed choices and access services, including mainstream government services and other community opportunities

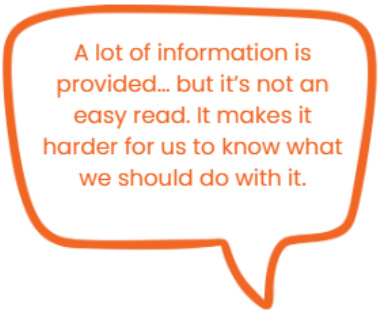
One issue that people with disability face is navigating systems and processes that allow them to access the services and support they need and want. Council has a significant role in the improvement of access to services and information given in the range of services we provide.

Difficulty accessing information and systems can be impacted by:

- a lack of availability of different formats of information to meet diverse needs
- lack of awareness and understanding of customer facing staff members
- inflexible processes
- limited opportunities for feedback and input.

In recent years, new information and communication technologies and an increase in availability of alternative formats have improved access to information for everyone.

We heard that:



- Respondents highlighted the importance of accessibility considerations in communication and service delivery.
- Many people indicated they were unclear on what services Council provided and how the systems within Council were accessed.

- Plain language, easy-read materials and translation options, alongside user-friendly digital and in-person services are important.

You told us there are opportunities to:

- Improve access to information on Council's website, to make it clearer to understand and navigate.
- Promote accessibility measures provided at events and programs.

Focus rea 4: Improving access to mainstream services through systems and processes				
#	**Action**	**Performance measure**	**Responsibility**	**Year**
4.1	Advocate for inclusive and person-centred evacuation planning and procedures.	Examples of advocacy provided.	Sustainability and Resilience	2-4
4.2	Implement updated business paper system that allows official Council documents to be more accessible.	Updated system implemented.	Governance	1
4.3	Implement new measures to improve access and inclusion for Council meetings and promote these accessibility provisions to the community to encourage participation.	Inclusion measures implemented. Promotion of Council inclusion measures.	Governance	2
4.4	Promote accessibility provisions in policy development across the organisation.	Policy on policies project conducted.	Governance	1
4.5	Embed access and inclusion in business cases, reporting and project management tools.	Examples of integration provided annually.	Business Excellence	1-4
4.6	Integrate access and inclusion outcomes into service reviews and business improvement projects to support quality, compliance, and service standards.	Examples of integration provided annually.	Business Excellence	1-4

4.7	Investigate opportunities to establish partnerships and shared decision making with health services, including Aboriginal Community Controlled Health Organisations, to provide data led, culturally safe and relevant health services for First Nations people living with disability.	Number of partnerships in place to guide the improved collection, access, management and use of data to inform shared decision-making.	City Activation, Community and Place	1–4
4.8	Social stories developed for key community events including REAL Festival and Penrith NAIDOC.	Social stories developed and published.	City Activation, Community and Place	1-2
4.9	Develop social stories for sector wide events, Council and committee meetings.	Social stories developed and published.	City Activation Community and Place, Governance	2-3
4.10	Improve the Accessible Penrith hub on Council's website.	Information updated.	City Activation, Community and Place	1
4.11	Develop a practical guide to address special adjustment requests to make events, programs and services more inclusive and accessible.	Guide developed.	City Activation, Community and Place	3
4.12	Develop and distribute a template response and a quick guide for responding to customer enquiries on access and inclusion, to improve quality, consistency and timeliness of responses.	Template response developed.	City Activation, Community and Place	3-4
4.13	Deliver upgraded corporate website to meet current accessibility guidelines and improve useability.	Website project completed.	Communications	1-2
4.14	Implement an accessibility widget on the website to cater to various	Accessibility widget included on website.	Communications	2-3

	accessibility profiles.			
4.15	Implement advanced search engine functionality to improve access to up-to-date information about accessible services and facilities.	Website project completed.	Communications	1-2
4.16	Create awareness about making internal and external communications inclusive including use of plain English, easy-to-read layout, appropriate colour contrast and accessible document formats.	Communications service liaison with other Penrith City Council services.	Communications	1-4
4.17	Deliver inclusive and accessible customer experiences across all services through implementation of Council's Customer Experience (CX) Strategy, embedding inclusive practices into staff training, service standards, customer interactions and digital delivery.	CX Strategy items delivered.	Customer Experience	1-4

Implementing, monitoring and evaluating

The implementation of the Penrith City Council DIAP 2026-2030 is the responsibility of all areas of Council. Every action in the plan has a performance measure, timeframe and responsible team/s to enable effective progress tracking and reporting.

Each year, Council will report on its progress as part of its Annual Report. The Annual Report will also be provided to the Minister for Disability Services and the NSW Disability Council.

The Disability Inclusion Action Plan will continue to be reviewed and updated every 4 years.

The actions identified in this DIAP should not be seen as the only actions Penrith City Council is undertaking, or will undertake, to promote a more inclusive community between 2026-2030. However, the plan indicates identified focus areas and actions formulated in response to research as well as internal and community consultation.

Through Council's Access Committee and other opportunities, we will continue to engage community members throughout the implementation of the DIAP 2026-2030 so that lived experience informs everything Council does to improve access and inclusion in Penrith City and to make sure our DIAP achieves the outcomes we seek for the community.