DISABILITY INCLUSION ACTION PLAN 2022-2026

OUTCOMES FRAMEWORK

An accessible and inclusive Parramatta where people with disability can develop their potential and participate in community life as equal community members.

Developing Positive Community Attitudes and Behaviours

1.0 Council and wider community support inclusion and diversity, recognising the social and economic benefits for all.

- **1.1** Parramatta LGA residents, workers and visitors have a greater awareness of access and inclusion for people with disability and its benefits.

2.0 Parramatta LGA community members with disability feel like they belong.

- **2.1** Council publications display a greater proportion of images of people with disability to better reflect community diversity.
- **2.2** Inclusive customer care is practised widely across Council front-line services.
- **2.3** Staff and the community have greater awareness of Council's commitment and improvements to accessibility of Council services and facilities.

Creating Liveable Communities

3.0 Accessible and inclusive places and facilities across the LGA for people with disability.

- **3.1** Increase in accessible and inclusive Council infrastructure and facilities.
- **3.2** Increase in Council staff and organisational capacity to provide accessible and inclusive infrastructure and facilities.

Supporting Access to Meaningful Employment

4.0 People with disability can access meaningful employment with City of Parramatta Council.

- **4.1** Increase in Council capacity to provide equal opportunity and support for people with disabilty in recruitment processes.
- **4.2** Increase in meaningful employment opportunities within City of Parramatta Council for people with disability.

5.0 City of Parramatta Council is an inclusive workplace, with opportunities for employees with disability to grow and progress through the organisation.

- **5.1** Increase in Council capacity to provide an inclusive workplace for employees with disability, with equal opportunities for professional development and progression.

Improving Access to Information and Services through Improved Systems and Processes

6.0 Council delivers according to best practice and advocates for people with disability to access the services and supports they need.

- **6.1** Council's disability support services demonstrate best practice and deliver valued outcomes for participants, as partners.

7.0 Council systems and processes are accessible and user friendly for all staff and the wider community.

- **7.1** Council ICT systems are continuously improved to be accessible for all staff and the wider community.
- **7.2** Council processes are continuously improved to ensure all services are accessible for all staff and the wider community.

CITY OF PARRAMATTA