

Disability Inclusion Action Plan (DIAP)

2026-2030

DRAFT



7

Destinations



Safe & Strong

A proud inclusive community that unites, celebrates and cares

Safe & Strong documents cover such themes as being a child friendly City, social justice, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation, ageing, community harmony and youth.



Clean & Green

A cool, clean and sustainable city with healthy waterways and natural areas

Clean & Green documents cover such themes as managing our catchments and waterways, natural resources, environmental hazards and risks, weather/climate emergencies, biodiversity, climate change, resilience and corporate sustainability.



Prosperous & Innovative

A smart and evolving city with exciting opportunities for investment and creativity

Prosperous & Innovative documents cover such themes as economic growth and employment, investment, art, culture, heritage preservation, pursuing digital solutions and being creative.



Moving & Integrated

An accessible city with great local destinations and many options to get there

Moving & Integrated documents cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs and asset management.



Healthy & Active

A motivated city that nurtures healthy minds and bodies

Healthy & Active documents cover such themes as lifelong learning, active and healthy lifestyles, open spaces, passive parks, play spaces, and providing quality sport and recreation infrastructure and programs.



Liveable & Distinctive

A well designed, attractive city which preserves the identity and character of local villages

Liveable & Distinctive documents cover such themes as preserving the character and personality of centres and revitalising them, affordable housing, well-managed development and complying with local laws.



Leading & Engaged

A well-governed city with brave and future focused leaders who listen

Leading & Engaged documents cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction from the Community Strategic Plan through to more detailed plans that will eventually drive works, projects and programs on the ground. The framework is comprised of the following levels:

The **COMMUNITY STRATEGIC PLAN (CSP)** is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1

SUPPORTING PLANS

break down broad theme areas discussed in LEAD STRATEGIES into smaller themes providing high level actions. SUPPORTING PLANS identify broad works, projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

2

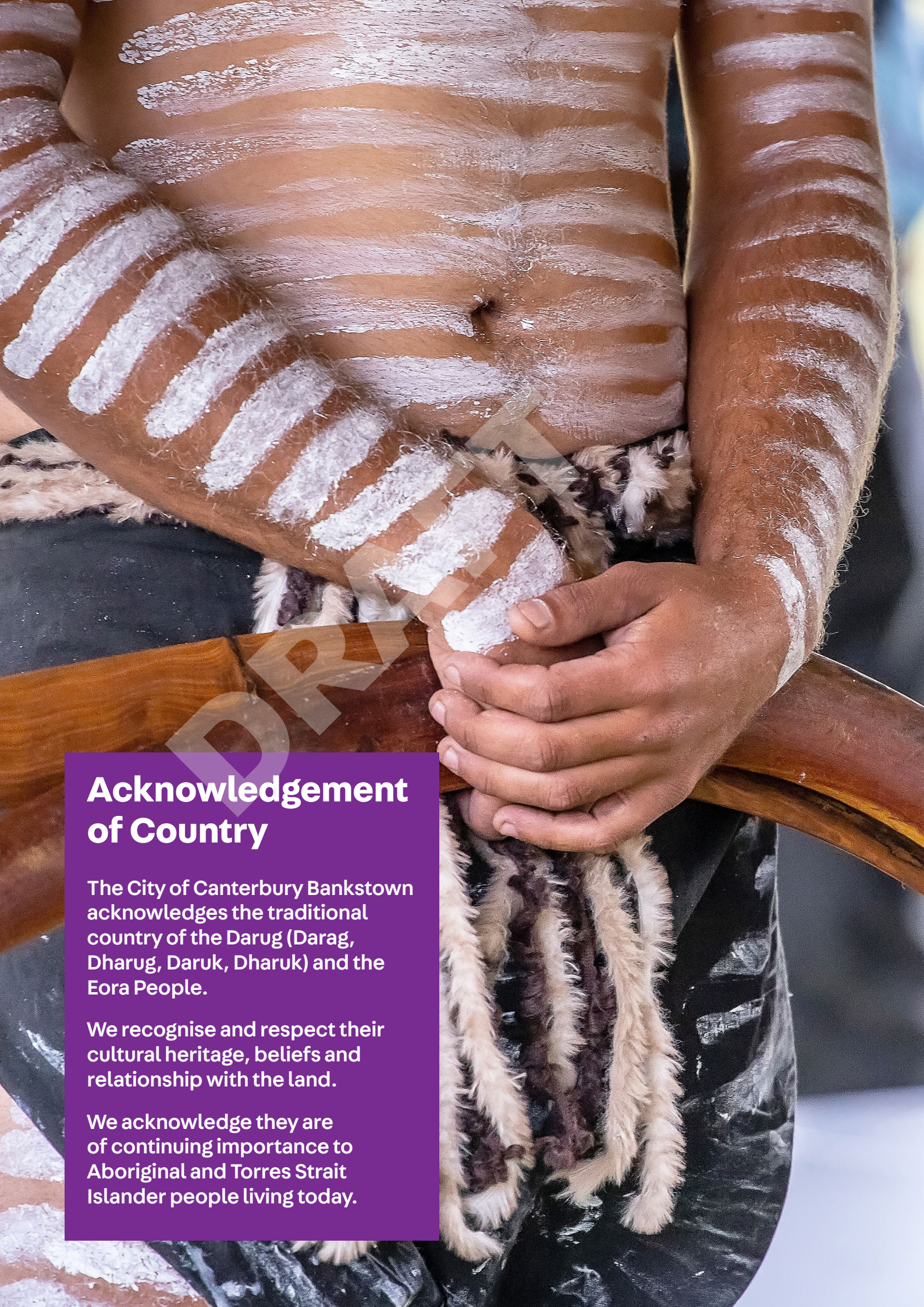
DETAILED ACTION PLANS

take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. These plans include detailed costing and resourcing requirements and delivery timeframes.

3

GUIDELINES, POLICIES AND CODES

provide detailed information, rules for activities or guidance for specific works on Council or other lands.

A close-up photograph of a person's torso and arms, covered in traditional Aboriginal body paint consisting of white and ochre stripes. The person's hands are clasped together, resting on a wooden surface. A small dog with white and brown fur is visible, nestled between the person's hands and arms. The background is blurred, showing a wooden chair and a dark surface.

Acknowledgement of Country

The City of Canterbury Bankstown acknowledges the traditional country of the Darug (Darag, Dharug, Daruk, Dharuk) and the Eora People.

We recognise and respect their cultural heritage, beliefs and relationship with the land.

We acknowledge they are of continuing importance to Aboriginal and Torres Strait Islander people living today.



About this Disability Inclusion Action Plan

We developed our Disability Inclusion Action Plan (DIAP) 2026-2030 (DIAP) with valuable input from community members, Council's Senior Management Team and staff, consultation participants, survey respondents and people with disability who live, work and visit Canterbury-Bankstown.

Alternative formats

Our DIAP is available in alternative formats, including word RTF and Easy English (available on our website). Hard copy formats (in both large and standard print) and other alternative formats are also available upon request.

A note on language

We recognise that there are varying views on language and disability terminology around disability in Australia and internationally. Language can be both a personal and political choice.

We have chosen to write this Plan using the person-first language of 'person with disability' to recognise that disability is just one aspect of a person's life and does not determine who they are. This is currently the preferred language used by governments across Australia. However, we respect that different people have different preferences about language.



DRIAN
BROWN
THEATRE

TELSTRA PROUDLY
SUPPORTS EVERY THREAD
OF THE HUMAN LABEL

ze
trans*
questioning
polyamorous
intersex
genderqueer
straight
fluid
femme
ally
bicurious
...

Contents

Acknowledgment of Country	00
About this DIAP	00
01 Our community	8
02 An intersectional approach.....	9
03 Legislative framework.....	10
05 Key achievements from Council's DIAP 2022-2026.....	12
06 Consultation and co-design.....	13
07 Detailed action list.....	14
08 Governance, monitoring and review	21
09 Contact us	22

01 Our community



The City of Canterbury Bankstown is home to around 372,000 residents across 41 suburbs, making it the second-largest local government area (LGA) in NSW by resident count.

Located just nine kilometres southwest of the Sydney CBD, our area spans more than 110 square kilometres and is a hub of urbanised neighbourhoods, key employment and education institutions, major state and regional road networks, three rail lines and is near the new Western Sydney International Airport (opening late 2026).

We are proud of our rich and vibrant cultural diversity with residents representing more than 129 nationalities. Importantly, our community also includes 25,076 people who have reported needing assistance with core activities in their day-to-day lives due to disability.

Residents from over **129** nationalities, around **200** languages spoken and nearly **45** per cent of residents born overseas.



25,076 people – representing 6.8 per cent of the local population – reported needing assistance with core activities in their day-to-day lives due to disability.



11 per cent of residents aged 15 years and over are providing unpaid assistance to a person with a disability, health condition or due to older age.



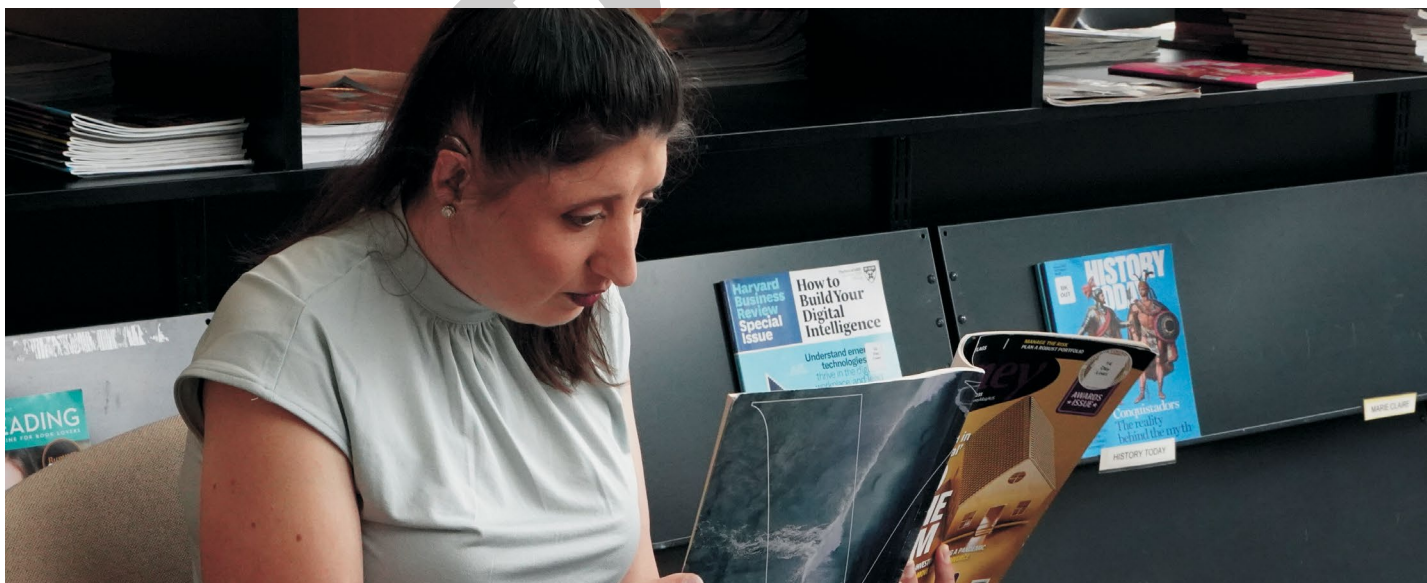
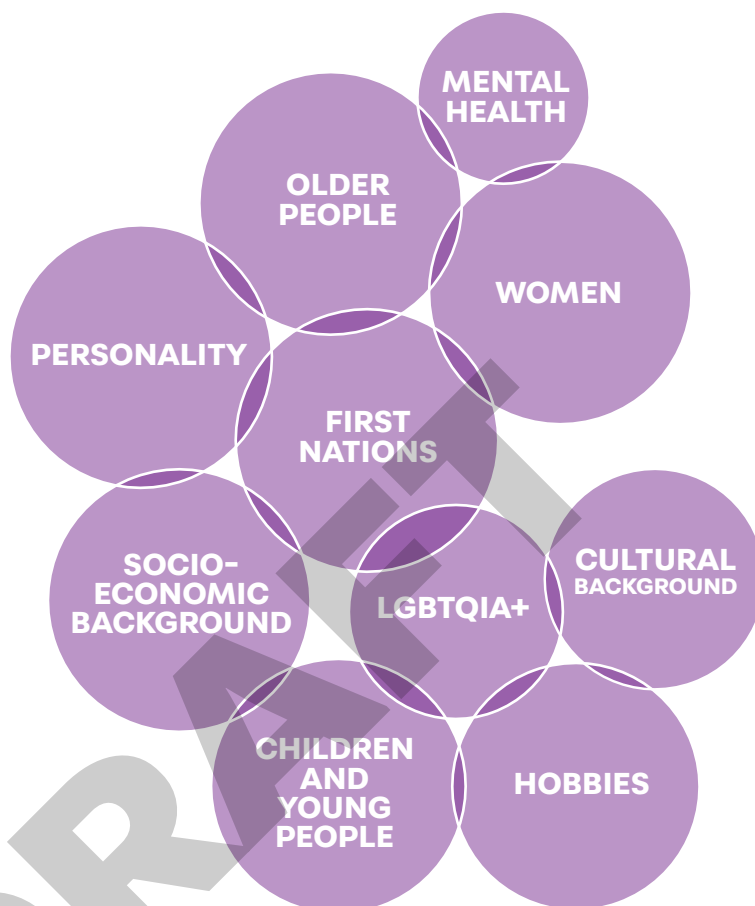
(2021 Census)

02 An intersectional approach

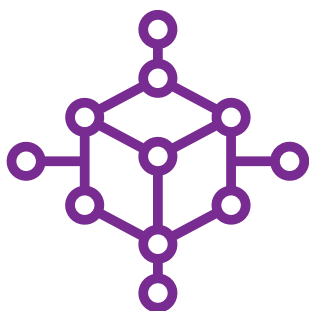


Our DIAP reflects our ongoing commitment to building a City that is inclusive, accessible and responsive to the diverse communities who call it home.

We recognise that people with disability may experience layered or compounded barriers when they belong to more than one marginalised group. By taking an intersectional approach, we focus on how overlapping identities influence access and participation, and we acknowledge the diverse experiences that exist within all marginalised communities.



03 Legislative framework



The DIAP operates within a wider legal and policy framework that protects the rights of people with disability. Australia is a signatory to the United Nations Convention on the Rights of Persons with Disabilities, which recognises that disability arises from barriers in the physical, social and attitudinal environment rather than from the disability alone.

At a national level, disability rights are supported through the *Disability Discrimination Act 1992* and the National Disability Strategy 2021-2031, which set out actions to build a more inclusive society where people with disability can participate on an equal basis with others.

In New South Wales, the Disability Inclusion Act 2014 provides the legislative basis for disability inclusion and access planning, guiding state and local governments to uphold the rights of people with disability and enable full participation in community life.

In line with the recent release of the NSW Disability Inclusion Plan 2026-29, we have adopted the four focus areas to form the basis of our new DIAP:

Focus area 1:

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

Focus area 2:

Creating liveable and safer communities

Focus area 3:

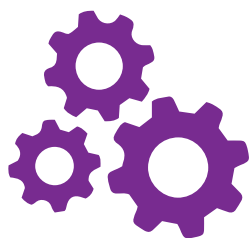
Supporting access to meaningful employment and independence

Focus area 4:

Improving access to mainstream services through better systems and processes

These areas provide a clear, structured way for Council to continue strengthening access and inclusion across its services, places, systems and workforce – now and into the future.

Overarching policy and legislative context



05

Key achievements



Here are some of our key achievements from CBCity's 2022-2026 Disability Inclusion Action Plan.

Council hired 10 swim instructors qualified for accessibility and inclusion lessons
Ran ongoing diversity and inclusion awareness training (corporate induction, Auslan taster sessions, ADHD awareness, Disability Language Guide, Accessible Events Guide)
Provided evidence to the Disability Royal Commission
Included accessible toilet facilities on the National Toilet Map
Constructed five outdoor areas and playgrounds with accessible and inclusion provisions: Parry Park, Greenacre Splash Park, Arthur Park, Flinders Slopes and Earlwood Oval.
Focussed on 'whole of journey' accessibility, from public transport and parking to park/playground including access to water, restrooms and accessible restrooms in new developments.
Provided an accessible hoist on the indoor pool at Birrong Leisure and Aquatic Centre and identified accessibility needs in the designs for the new Canterbury Leisure and Aquatics Centre.
Delivered a community communications and awareness campaign to highlight the importance of disability parking focusing on accessibility, independence and equality in car parking provision.
Ensured that the relevant Australian Standards, planning controls and the Disability Access Code were considered in the assessment of relevant development applications, construction certificates and complying development certificates.
Developed Easy Read and Plain English summaries for the CBCity Positive Ageing Plan 2024-2028 and the CBCity Social Justice Charter
Talent management teams reviewed the accessible application process to work towards improved inclusive recruitment.

06 Consultation and co-design



Who we engaged

This DIAP has been developed using a range of consultation methods and engaging a diverse cross section of the community. Through community consultation, we engaged with people with disability, carers, support workers, family members, Council's Senior Management Team and staff as well as members of the DIAP Reference Group. We also engaged a consultant with lived experience of disability to support and guide the development of this Plan.

A range of consultation methods included:

- Community 'Have Your Say' online survey
- Face-to face and online community consultation sessions
- Consultation sessions with the DIAP Reference Group comprising people with lived experience of disability.
- Consultation with Senior Management Team
- Internal survey for staff
- Participation in a 'Mystery Resident' project, where participants with lived experience provided video or written feedback on their experiences on using several Council services including using Council's Leisure and Aquatics Centre and library services.

Consultation methods were promoted widely including via Council's website, social media platforms and at Council events. Accessibility supports, including Auslan interpreters, were provided to ensure inclusive participation.

CBCity's Senior Management Team and the DIAP Reference Group were later consulted to review and provide feedback on draft actions.

The draft plan was approved internally by Councillors and placed on public exhibition for further community feedback. Any feedback received was considered in the final review before this plan was submitted to the Disability Council NSW.

07 Detailed action list



Focus Area 1:

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

Outcome	Action	Timeframe	Unit Responsible
1 Increased awareness, confidence and inclusive practice when interacting with people with disability, leading to more accessible services and improved community experience.	1.1 Strengthen promotion of Council's disability awareness and inclusion training for all staff, including the Disability Language Guide and Accessible Events Guidelines and Checklists.	Year 1	People Transformation
	1.2.1 Increase awareness and capability for Council staff around a broad range of disabilities, including hidden disabilities and intersectionality.	Year 1 & 2 (Sunflower Program) Year 2 & 3 (Disability etiquette)	People Transformation
	1.2.2 Increase awareness and capability for the community around a broad range of disabilities, including hidden disabilities and intersectionality.	Year 3 & 4	Community and Cultural Services
	1.3 Deliver tailored disability training programs with relevant content to meet operational needs for specific business units.	Year 3 & 4	People Transformation
	1.4 Develop a disability etiquette guide to raise awareness to customer facing staff and the community.	Year 1	Community and Cultural Services People Transformation
	1.5 Re-promote the accessible parking campaign to reinforce community understanding that disability parking is reserved for permit holders.	Year 2 & Year 4	Regulatory Services Communications
	1.6 Review and update Council's Development Control Plan to acknowledge built form best practice for accessibility, including addressing universal access to buildings in flood prone areas.	Year 4	City Strategy and Design

Outcome	Action	Timeframe	Unit Responsible
2 Maintain and strengthen ongoing lived experience advisory structures.	2.1 Ensure lived experience advisory groups are well promoted and consistently used across Council Units, including for user testing, to inform inclusive policy, projects and operations.	Year 1,2,3 & 4	Governance and Property Services Community and Cultural Services
	2.2 Actively promote and increase representation of people with disability across all Council Advisory Committees and Working Groups over time.	Year 1,2,3 & 4	Governance and Property Services
3 Strengthen disability visibility and representation in Council communications.	3.1 Continue to expand, refresh and consistently use Council's disability image library across marketing and communications.	Year 1 and Year 3	Communications
	3.2 Promote Council's inclusive services and highlight inclusive program successes through internal communications.	Year 1,2,3 & 4	Communications People Transformation
	3.3 Deliver year-round disability awareness campaigns led by people with lived experience.	Year 1,2,3 & 4	Community and Cultural Services Communications
4 Increase disability inclusion in local businesses and community organisations.	4.1 Work with local businesses to improve attitudes, customer service and accessibility awareness.	Year 2	City Business and Engagement
5 Increase disability awareness in local schools and education settings.	5.1 Co-design and deliver disability education initiatives in schools to build understanding, awareness and inclusive attitudes among students and staff.	Year 3	Community and Cultural Services



Focus area 2:

Creating liveable and safer communities

Outcome	Action	Timeframe	Unit Responsible
6 Council open spaces and public domain provide accessible “whole journey” experiences, enabling people of all abilities to safely access, navigate and enjoy public spaces.	6.1 Provide infrastructure that considers people with diverse needs, such as seating with supportive backrests and different seating heights in the public domain.	Year 1,2,3 & 4	City Plan and Transformation Asset Systems & Planning
	6.2 Review of the Playground and Play Spaces Strategic Plan to ensure compliance. Ensure inclusion design features are incorporated into Tier 1 playgrounds and key destination parks across the City.	Year 1, 2, 3 & 4	City Plan and Transformation Asset Systems & Planning
	6.3 Advocate for legible, safe and inclusive ‘whole of journey’ pedestrian experience from Bankstown Metro to Bankstown Hospital, for everyone.	Year 1,2,3 & 4	City Strategy & Design City Plan & Transformation
	6.4 Advocate to address gaps in existing transport system and improve pedestrian experience to Canterbury Hospital.	Year 1,2,3 & 4	City Strategy & Design City Plan & Transformation
7 Library services are accessible and inclusive, enabling people with disability to participate in programs, access resources and engage with the library environment.	7.1 Expand inclusive services within libraries such as inclusive programming, multiple formats, digital accessibility and assistive technology.	Year 2	Community and Cultural Services
8 Council Leisure & Aquatic Centres are accessible.	8.1 Increase participation of people with disability in Council lessons, programs and visitation to all Leisure and Aquatic Centres.	Year 2	Leisure and Aquatics
	8.2 Implement and regularly test visual emergency alert systems in Leisure and Aquatic Centres to ensure the safety and inclusion of d/Deaf patrons.	Year 1	Leisure and Aquatics
	8.3 Inclusion of design features implemented into design and construction of new Leisure and Aquatic Centres.	Year 1	City Design & Delivery
9 Improve wayfinding and signage, including at wheelchair height.	9.1 Incorporate directional signage, including at wheelchair height into the Public Domain Manual.	Year 2	City Plan and Transformation
	9.2 Audit wayfinding and signage across Council facilities to ensure clear, consistent directional signage, including at wheelchair height and tactile indicators.	Year 2	Asset Systems and Planning
10 Toilets across older Council sites are upgraded to be accessible, safe and inclusive, improving independence and comfort for people with disability.	10.1 Consider implementing Changing Places facilities and inclusion features when upgrading toilet facilities.	Year 4	Asset Systems and Planning
	10.2 Ensure Council facilities are accurately listed and kept up to date on the National Public Toilet Map.	Year 1,2,3 & 4	Asset Systems and Planning

Outcome	Action	Timeframe	Unit Responsible
11 Council events are inclusive, accessible and designed to enable people with disability to participate, enhancing community engagement and social inclusion.	11.1 For selected major events, partner with community transport to reduce barriers for people who cannot easily use taxis or public transport to attend events.	Year 2	City Business and Engagement Community and Cultural Services
	11.2 Embed accessibility information and symbols across all promotional materials, including Council websites and event communications.	Year 1	Communications
	11.3 Implement Accessible Events Guidelines and Checklists as part of event and program planning across all Council Units.	Year 1,2,3 & 4	City Business and Engagement Community and Cultural Services Customer Experience and Recreation Executive Services Sustainable Future Children's Services
	11.4 Build staff capability to develop visual stories to support accessibility of programs and events.	Year 1	Communications Community and Cultural Services
12 People with disability can participate in arts and cultural programs that support creative engagement and inclusion.	12.1 Develop an accessible arts program that supports creative connection and participation for people with disability.	Year 2	Community and Cultural Services
13 Enhance accessibility of sports and wellbeing programs for people with disability.	13.1 Deliver and support inclusive sport and wellbeing programs for people with disability.	Year 1,2,3 & 4	Customer Experience and Recreation Leisure and Aquatics Community and Cultural Services
	13.2 Expand and support accessible programs across the LGA to reduce travel and participation barriers.	Year 1,2,3 & 4	Community and Cultural Services Customer Experience and Recreation Leisure and Aquatics
	13.3 Investigate, implement and promote sensory-friendly or quiet-hour programs at Morris Iemma Indoor Sports Centre and Council Leisure and Aquatic Centres.	Year 1,2,3 & 4	Customer Experience and Recreation Leisure and Aquatics
14 Sensory-friendly and quiet spaces are available across facilities and programs, supporting people with sensory or other needs to participate comfortably and safely.	14.1 Establish and promote quiet and sensory spaces, with clear staff guidance on how to offer and support their use.	Year 3	Community and Cultural Services Customer Experience and Recreation Leisure and Aquatics Children's Services Asset Systems & Planning Communications

Focus area 3:

Supporting access to meaningful employment and independence

Outcome	Action	Timeframe	Unit Responsible
15 Increase disability employment at Council through meaningful identified roles and targeted recruitment.	15.1 Identify opportunities and recruit people with disability into meaningful roles across Council.	Year 2	Human Resources
16 Staff and candidates with disability can access timely, effective and consistent reasonable adjustments, enabling equitable participation, performance and wellbeing in the workplace.	16.1 Review and enhance the workplace adjustment process to ensure staff with disability and their leaders work collaboratively to identify, implement and manage appropriate adjustments.	Year 2	Human Resources
	16.2 Implement a system-based record of employees' access needs to minimise repeated disclosure when managers, teams or roles change.	Year 3	Human Resources
	16.3 Embed regular access needs check-ins into wellbeing conversations, ensuring staff have safe opportunities to update their access needs over time – not only at recruitment.	Year 2	Human Resources
17 Employees with disability have a safe, supported and influential forum to connect, share lived experience and inform leadership, strengthening inclusive workplace culture and decision-making across Council.	17.1 Implement the outcomes of the Disability Employee Network feasibility assessment, including establishment of an internal network or alternative mechanism where there is demonstrated demand and readiness.	Year 1	People Transformation
18 Council staff demonstrate improved d/Deaf awareness and inclusive communication skills, enabling effective, respectful and accessible engagement with d/Deaf people.	18.1 Provide practical training for staff on working well with d/Deaf colleagues and the community, including introducing Auslan learning opportunities.	Year 1,2,3&4	People Transformation
19 Council is recognised as an inclusive employer, attracting, retaining and supporting staff with disability through equitable practices, accessible workplaces and a positive organisational culture.	19.1 Implement Council's Disability Employment Strategy.	Year 4	Human Resources
20 Increased participation of people with disability in Council volunteering programs through accessible and inclusive pathways, contributing to meaningful engagement, skills development and community inclusion.	20.1 Develop an inclusive volunteer engagement framework that enables and encourages all units to create volunteering opportunities for people with disability.	Year 3	Human Resources
21 Community members with disability have improved access to employment readiness supports, building skills, confidence and pathways to meaningful employment.	21.1 Deliver work readiness and employment initiatives for people with disability.	Year 3	Community and Cultural Services
	21.2 Publish and maintain an easy to find referral pathway to local Disability Employment Service providers and related supports.	Year 2	Community and Cultural Services
22 Local businesses are aware of and actively use JobAccess and the Employment Assistance Fund, increasing employment opportunities and workplace inclusion for people with disability.	22.1 Promote JobAccess and the Employment Assistance Fund to local businesses to increase awareness of financial supports for workplace modifications and adjustments, helping local employers feel confident to hire and retain staff with disability.	Year 1,2,3 & 4	City Business and Engagement

Focus area 4:

Improving access to mainstream services through better systems and processes

Outcome	Action	Timeframe	Unit Responsible
23 New and upgraded Council facilities are accessible, inclusive and usable from day one, reflecting the lived experience of people with disability through genuine co-design.	23.1 Engage people with diverse disabilities, including d/Deaf community members, to review and comment on design and to user test new or significantly modified facilities before opening.	Year 1,2,3 & 4	City Design & Delivery Leisure & Aquatics (Year 1)
24 People with disability can consistently participate in Council consultations and public forums because meetings are planned and delivered using standard, accessible set-ups.	24.1 Develop an Accessible Consultations Checklist to ensure microphones, acoustics, ventilation noise, captions, Assistive Listening Devices and other access supports are in place and working before each session.	Year 2	City Business and Engagement Community and Cultural Services
25 People who are d/Deaf or hard of hearing can reliably access Council services, facilities and events through well-maintained and functioning hearing loops and assistive listening systems.	25.1 Establish a program for regular maintenance and calibration of hearing loops and assistive listening systems, including user testing by d/Deaf people.	Year 1,2,3 & 4	Open Space and Building Maintenance
26 Physical access barriers in public spaces are identified, tracked and addressed in a timely and transparent way, improving access for people with disability.	26.1 Promote internal and external reporting pathways for physical access barriers via Report It and OurCustomer.	Year 1	Customer Experience and Recreation Communications
27 Council information, including digital platforms, is consistently provided in accessible formats, ensuring people with disability can easily access and understand documents and materials.	27.1 Ensure Council website pages, forms and documents in multiple formats meet accessibility standards, supported by regular digital accessibility audits and paid user testing.	Year 1,2,3 & 4	Communications Digital Transformation
	27.2 Develop and communicate an Accessible Documents and Formats Policy which outlines when to provide Plain English, Easy Read, accessible PDFs, captions and transcripts.	Year 2	Governance and Property Services Communications People Transformation
28 People with disability can safely and confidently navigate Council-managed footpaths and roads, with well-maintained surfaces and clearly identified hazards.	28.1 Ensure roads and footpaths meet accessibility and safety standards, including accessible footpaths and kerb ramps for wheelchairs and mobility aids.	Year 3	City Design & Delivery Roads Operations
	28.2 Implement clear, accessible and inclusive wayfinding around construction works and notification of works to enable safe navigation for people with disability.	Year 1,2,3 & 4	City Design & Delivery
29 Council meaningfully engages with people with disability for lived experience insights and expertise which is appropriately remunerated.	29.1 Conduct user testing through systematic accessibility assessments of all Council services to remove barriers to programs, facilities and information.	Year 2 & 4	Community and Cultural Services
	29.2 Formalise fair and consistent payment processes for people with disability providing lived experience consultation or speaking contributions.	Year 1	Community and Cultural Services

Outcome	Action	Timeframe	Unit Responsible
30 Embed disability and inclusion messaging more visibly in Council events and communications.	30.1 Update the Language and Accessible Events Guidelines and Checklists to avoid unintentional segregation and promote inclusion and integration.	Year 1	Community and Cultural Services
	30.2 Update Event Communications Plan processes to embed consideration of people with disability and ensure appropriate targeted promotion to increase participation at events.	Year 2	Communications
31 People with disability have increased access to convenient, safe and well-located parking options, supporting equitable participation in community, business, medical and Council activities.	31.1 Conduct a needs analysis across Council carparks to identify locations with insufficient accessible parking.	Year 3	Asset Systems & Planning Asset Design
	32.2 Maintain Council's existing process for accessible drop-off zone requests and publish clear guidance for businesses, including medical centres, on how to lodge a request, to support equitable access for people with disability.	Year 1	Infrastructure Services
32 Council's Waste and Cleansing services are accessible by all residents.	32.1 Adopt and implement the Domestic Waste and Recycling Policy that includes a supported bin service.	Year 2	Sustainable Future Waste and Cleansing
33 Increased inclusion in Council's Children's Centres to support children with disability.	33.1 Review staffing, resources and training in Children's Services to support enrolments of children with additional needs beyond standard ratios.	Year 2	Children's Services
34 Healthy Streets methodology for qualitative and quantitative assessment of street accessibility and inclusion is supported by Council.	34.1 Provide training and access to Healthy Streets Framework, with healthy streets data in the data bank kept as a resource for all of Council.	Year 1	City Strategy & Design
35 Increased coordinated and proactive approach to disability inclusion in the housing sector.	35.1 Investigate the development of a live register of gold-standard adaptable dwellings across the LGA.	Year 1	City Strategy and Design

08 Governance, monitoring and review



Governance and accountability for disability inclusion across Council will ensure the consistent implementation of the DIAP.

Specific measures, clear timeframes and identified responsible Units have been established to support ongoing improvements in inclusive practice and service delivery and to achieve the actions and outcomes outlined in this Plan.

To support this Plan, we are committed to continuing to engage with community members with lived experience and other community and internal stakeholders to implement actions accordingly.

CBCity will conduct quarterly reports on DIAP progress and publicly report on DIAP actions annually. This information will be included in Council's Annual Report.

09 Contact us



Our DIAP and accessible formats are available to the community through our website at cb.city/DIAP. This plan is also registered with the Disability Council NSW.

We value community feedback on our progress in meeting the goals and actions outlined in our DIAP.

We encourage individuals and organisations to share their thoughts and experiences with us to ensure our continuous improvement.

Please contact us via our Customer Service team:

Phone: 9707 9000
(24 hours, seven days a week)

Email: council@cbc.city.nsw.gov.au

For a free interpreter, call us via the Translating and Interpreting Service (TIS) on 131 450.

If you are deaf, hard of hearing or have a speech impairment, please contact us via our National Relay Service on **9707 9000**.





