

Tweed Shire Council

Access and Inclusion Plan 2023–2026

A text-only Easy Read version

How to use this plan

The Tweed Shire Council wrote this plan.

When you see the word 'we', it means the Tweed Shire Council.

We wrote this plan in an easy to read way.

We wrote some important words in **bold**.

This means the letters are thicker and darker.

We explain what these bold words mean.

There is a list of these words on **page 14**.

This is an Easy Read summary of another plan.

This means it only includes the most important ideas.

You can find the other plan on our website.

www.tweed.nsw.gov.au/people-with-disability

You can ask for help to read this plan.

A friend, family member or support person may be able to help you.

We recognise the traditional owners of our land – the Tweed.

This includes the Ngandowal and Minyungbal speaking people of the Bundjalung Country.

It also includes the following clans:

- Goodjinburra
- Tul-gi-gin
- Moorung – Moobah.

They were the first peoples to live on and use the:

- lands
- waters.

What's in this plan?

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What we want for the Tweed

We want to make the Tweed more **accessible**.

When the community is accessible, it is easy to:

- find and use things
- travel around.

We also want to make the Tweed more **inclusive**.

When the community is inclusive, everyone:

- can take part
- feels like they belong.

We want the Tweed to be a place where everyone can:

- feel included
- connect with each other
- find and use the services they need.

We explain how you can contact us on **page 13**.

Our community

In the Tweed, about:

- **17,200** people live with disability
- **33,000** people are over 60 years old
- **7,200** people need help to do things
- **10,000** people are carers.

It's important that all these groups can:

- take part in our community
- live well.

The laws that apply

We have a law in New South Wales called the Disability Inclusion Act 2014 (the Act).

The Act explains the rules that everyone must follow.

The Act makes sure people with disability in New South Wales are treated fairly.

The Act says we must have an Access and Inclusion Plan.

We call it our Plan.

What have we done so far?

We worked with people and organisations to learn about issues that people with disability face:

- in the community
- when having contact with Council staff.

We made an online project with the Tweed Regional Museum.

We did this during the 2020 and 2021 COVID-19 lockdowns.

We called it 'Untold Stories'.

It explores the stories of people with disability.

In 2021, we made 3 videos to celebrate International Day of People with Disability.

We created an inclusive playground that everyone can enjoy.

We call it Livvi's Place at Goorimahbah – Place of Stories.

We also made our websites more accessible.

We worked with:

- Centre for Accessibility Australia
- the Tweed Equal Access Advisory Committee.

How did we make our Plan?

To make our Plan, we checked what we did last time.

And thought about the work we still need to do.

We also looked at what other Councils are doing to support their communities.

We asked our community to share their ideas about how we can be more accessible and inclusive.

We asked:

- people with disability
- their family and carers
- Council staff.

Our Access and Inclusion Plan

Our Plan explains how we will make the Tweed more accessible and inclusive.

Our Plan will finish in July 2026.

Focus areas are important areas of our work and lives.

Our Plan has 4 focus areas.

1. **Good community attitudes and behaviour**
2. **Accessible communities**
3. **Helping people with disability get jobs**
4. **Our services and way of doing things**

Each focus area talks about:

- our goals for that focus area
- what we will do.

1. Good attitudes and behaviour

What is our goal?

Our **attitudes** are what we think, feel and believe.

We want the community to have good attitudes and behaviour towards people with disability.

This can help people with disability to:

- take part in the community
- be healthy and live well
- find and keep a job.

What will we do?

We will help our staff and community to celebrate our **diverse** community.

When something is diverse, it means lots of different people take part in it.

This includes people with different:

- abilities
- ages
- backgrounds
- beliefs.

We will also help our staff and community to understand:

- different types of disability
- the **rights** of people with disability.

Rights are rules about how people must treat you:

- fairly
- equally.

We will work with:

- people with disability
- their families and carers.

And we will connect them to groups in the community.

We will also share stories about how our community can work to have good attitudes and behaviour.

2. Accessible communities

What is our goal?

We want our community to be a place where everyone can take part in community life.

This includes people with disability.

We want everyone to go to and use places like:

- parks
- toilets
- libraries
- beaches.

What will we do?

We will check that everyone can find and use things in the community.

For example, toilets and buildings.

We will listen to any problems people have when they need to find and use things in the community.

This includes how to find and use information.

We will work with the government and other groups to make sure our communities are good to live in.

We will help different groups in the community learn about ways to make things accessible.

This includes things like shops and services.

We will give people information about what parts of the community are:

- accessible
- inclusive.

For example, we will create maps.

We will also make signs and guides for people with disability to move around open spaces.

3. Helping people with disability get jobs

What is our goal?

We want our Council to be more diverse.

We know that people with disability can face issues to find and keep a job.

We want to make sure everyone in the Tweed can:

- learn
- work.

This will support everyone in our community to:

- earn money
- be healthy
- live how they want.

What will we do?

We will think about different ways that people with disability can work with the Council.

To do this, we'll work with:

- disability organisations
- organisations who speak up for people with disability
- researchers.

We will:

- share information about Council jobs
- train our staff.

We will check programs that support people with disability to find and keep a job.

This can improve the way the programs work.

And we will also check how inclusive and accessible it is to work for the Council.

This includes:

- where people work
- equipment.

4. Our services and way of doing things

What is our goal?

We want everyone in our community to be able to find and use Council services.

This includes people who:

- work with us
- visit the Tweed.

We want everyone to be able to find and use information about:

- events
- programs
- decisions that might affect their lives.

We also want everyone in the community to be able to share their experiences with us.

What will we do?

We will provide different ways for people to find:

- information
- support.

We will continue to make our website more accessible.

We will make sure our computer system works well when people want to:

- get in contact with us
- tell us about parts of the community that aren't accessible.

We will teach our staff about:

- accessible services
- working with people with disability.

We will run events that are inclusive.

And we will support other people to run inclusive events.

We will work to make sure our services and programs are inclusive for everyone.

Making sure our Plan works well

We want to make sure:

- our Plan works well
- we reach the goals in our Plan.

To keep track of how well our Plan is going, we will work with different people and organisations.

This includes the:

- government
- community.

We will check how well our Plan is going every 3 months.

We will share the goals we reached in the Tweed Shire Council Annual Report.

This report explains what we did in the last year.

We will also work with experts so our staff understand what they must do to follow the Plan.

We will work with:

- our Community Development Officer for Inclusion
- the Tweed Equal Access Advisory Committee.

Contact us

You can contact us:

- for more information about our Plan
- in the way that's easiest for you.

You can call us.

02 6670 2400

You can send us an email.

tsc@tweed.nsw.gov.au

You can meet us in person.

Murwillumbah administration office,

Civic and Cultural Centre,

10-14 Tumbulgum Road,

Murwillumbah NSW 2484

You can write to us

Tweed Shire Council,

PO Box 816,

Murwillumbah NSW 2484

You can visit our website.

www.tweed.nsw.gov.au/home

You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.

TTY – **133 677**

Speak and Listen – **1300 555 727**

If you speak a language other than English, you can contact the Translating and Interpreting Service (TIS). – **131 450**

Word list

This list explains what the **bold** words in this document mean.

Accessible

When the community is accessible, it is easy to:

- find and use things
- travel around.

Attitudes

Our attitudes are what we think, feel and believe.

Diverse

When something is diverse, it means lots of different people take part in it.

This includes people with different:

- abilities
- ages
- backgrounds
- beliefs.

Draft

A draft is a document that isn't finished.

Some things in a draft might change later.

Focus areas

Focus areas are important areas of our work and lives.

Inclusive

When the community is inclusive, everyone:

- can take part
- feels like they belong.

Rights

Rights are rules about how people must treat you:

- fairly
- equally.

The Information Access Group created this text-only Easy Read document. For any enquiries, please visit www.informationaccessgroup.com. Quote job number 5298.