

Inclusion

May 2026



“I couldn’t even read, now I can understand much more information and it makes a lot of sense.” – CID Member

Goal: People with intellectual disability have equal access to NSW government information, services and systems, and are genuinely included in workplaces and communities.

What CID wants

Council for Intellectual Disability (CID) calls on government at all levels to commit to inclusion of people with intellectual disability by ensuring that information, services, employment and community infrastructure are designed with and for people with intellectual disability.

Accessible information:

- Government to make all important information available in Easy Read by 2026.
- Easy Read information is easy to find on government websites and applications.
- ‘Easy to Find’ is made a core requirement in digital accessibility standards.

Easy to use services:

- Make government processes easy to use by reducing jargon and legal language in forms.
- Provide phone and in person support for people who cannot use or do not have access to digital services.

Inclusion in government services and employment:

- Include people with intellectual disability when developing and designing government services
- Expand inclusive employment pathways for people with intellectual disability via successful programs like Revenue NSW 'Everyone At Work' (www.cid.org.au/resource/everyone-at-work/)

Inclusive communities and local government:

- Local governments to engage people with intellectual disability early and often in community planning, infrastructure and services.
- Strengthen Disability Inclusion Action Plans (DIAPs):
 - Co-designed with people with intellectual disability
 - Include specific, practical and measurable actions to increase inclusion
 - Evaluate and adjust regularly to demonstrate real outcomes.

Where things stand

People with intellectual disability are overrepresented in many government systems. To use services as independently as possible, information must be accessible. This type of reasonable adjustment benefits many others in the community including people with cognitive or mental health conditions, people from cultural and linguistically diverse backgrounds and those with low literacy.

The NSW Digital Strategy aims to make digital services accessible, inclusive and connected for everyone in NSW. However, CID members consistently tell us that navigating government websites is extremely challenging. Search functions are difficult to use, information is hard to locate and websites are confusing.

Government information must be easy to use. This means a person with intellectual disability can successfully complete a task, such as filling out a form or applying for a service. Government forms are often difficult to use independently, forcing people to rely on others. CID continues to advocate for forms like the Transport NSW Photo Identification Card to be made accessible.

Inclusion must go beyond information and digital access. Genuine inclusion means people with intellectual disability are welcomed in government services, represented in the workforce, and considered in community infrastructure and planning.

Disability Inclusion Action Plans have the potential to drive meaningful changes. CID is concerned that many DIAPs lack specific actions and measures that show positive impacts on people with intellectual disability.

Case study

Sophie is a young woman with an intellectual disability. She wants to get a job and knows she needs identification to apply for work. She does not drive or have a passport. Her best option is to get a NSW Photo Identification (ID) Card.

Sophie tried to apply for a Photo ID card on the NSW Government website, but the form was too difficult to understand. It was long and used complex legal language. Sophie has slurred speech and needs support with communication. She was worried about phoning the government department for help as people often assume she has been drinking.

Sophie decided to go into Services NSW to get help. She needed to catch public transport by herself. Sophie had not used that bus route before and was unable to use the transport app on her phone to plan her trip. She got lost while trying to get there. This was very distressing for Sophie.

Without a Photo ID Card Sophie could not provide the identification needed to apply for jobs. This created a barrier to employment. This whole experience impacted her confidence and independence. When government information is genuinely accessible, people with intellectual disability can be more independent and included in society.

If the form had been available in Easy Read, along with accessible transport information and support from staff, Sophie would have been able to complete the process independently.

☑ CID's key achievements

- CID was a driving force behind the NSW Government's election commitment to make essential government information available in Easy Read by 2025. There is still much to do.
- CID supported the NSW Government to develop the Easy Read Style Guide (www.digital.nsw.gov.au/delivery/accessibility-and-inclusivity-toolkit/communication/easy-read) and Easy Read Hub (www.dcj.nsw.gov.au/resources/easy-read-hub.html) to assist agencies in creating accessible information.
- CID continues to advocate across state and local government to strengthen implementation, usability and accountability for inclusive information and services.
- CID collaborated on the Everyone At Work program with Revenue NSW.

📌 Where to from here

CID will continue to advocate for all-important government information to be easy to read, find and use. We will work with Government to make sure their services are inclusive and advocate for people with intellectual disability to experience meaningful employment. Inclusion matters because it impacts on a person's quality of life, their independence and keeps people both safe and strong.

“Easy Read on websites gives us the confidence and capability that we can find information quickly. This saves time, effort and gives us independence and autonomy – particularly on complicated websites. Easy Read is a good start but Government websites still need a lot of work. – CID Member.