

# Disability Inclusion Action Plan 2017-2020

ADOPTED 27 APRIL 2017





# Table of Contents

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Public Statement of Commitment .....	4
Message from the Mayor and General Manager .....	4
Vision for Inclusion .....	5
Principles of Inclusion .....	6
Legislation and Policy .....	7
International .....	7
National .....	7
National Disability Insurance Scheme .....	8
State .....	8
NSW Disability Inclusion Act 2014 .....	8
Local .....	9
Bogan Shire CSP Goals .....	9
Disability Snapshot Bogan Shire .....	11
Council Activity .....	11
Community Consultation .....	12
What people told us .....	12
What the community said was most important for an accessible environment .....	12
Challenges and solutions around the four focus areas .....	12
Action Plan – Focus Areas .....	14
Risk Assessment .....	19

# Public Statement of Commitment

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## Message from the Mayor and General Manager

In August 2014 the *NSW Disability Inclusion Act* was passed. This Act requires Council to develop a Disability Inclusion Action Plan to help remove barriers and enable people with a disability to participate fully in their communities.

Bogan Shire Council takes pride in its ability to provide a comfortable Country Lifestyle. In order to achieve this we must recognise a socially just community is one where everyone has fair and equal access to services.

It is important to acknowledge some people need more support than others. Council recognises older people and people with a disability as being in need of this additional level of support.

Bogan Shire Council's Disability Inclusion Action Plan will enable Council to make targeted and continual effort to reduce barriers disabled people face when living, working and visiting the Bogan Shire.

# Vision for Inclusion

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Bogan Shire Council's vision is "Comfortable Country Living". Our mission is to provide a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:

**1. Having respect for other people**

*We treat everyone equally and work to build and maintain mutual respect amongst ourselves, as Shire staff and councillors, as well as with our customers.*

**2. Providing responsive customer service**

*We recognise that our main function is to serve our local community and we make every effort to deliver quality services in a way that meets, or exceeds, their expectations.*

**3. Taking pride in Nyngan and the greater Bogan Shire**

*We take pride in doing what we do well to make a difference for the benefit of the whole Bogan Shire community to preserve and improve our "comfortable country living".*

**4. Working together as a team to get things done**

*We build teams that work together in a positive and supportive way to get the job done. Teams know that they rely on each individual to do their part and we encourage healthy two-way feedback.*

**5. Being accountable for our decisions and actions**

*We accept responsibility for the decisions and actions that are taken on behalf of our community. Individually, all Council staff have ownership of their tasks and duties to make sure that we get the job done to the best of our ability.*

**6. Acting with integrity and honesty**

*Our dealings are open and transparent. We can be trusted to do the right thing and we strive to provide the best value for money to the community, our customers.*

**7. Demonstrating strong leadership**

*Together with our community we have established a vision for the future of our Shire and we are committed to planning for and leading the achievement of our community's strategic goals.*

## Principles of Inclusion

Bogan Shire Council has developed a number of goals, built around what our community has told us about their aspirations and ideas for Bogan Shire and for a connected and cohesive community with opportunities for all residents and visitors to fully participate in the social, cultural, recreational and educational activities which build a community. These are:

**1. Social**

An inclusive community that works together and is able to access services and opportunities to support our comfortable country living.

**2. Infrastructure**

Construct and manage reliable and efficient community assets that provide access to quality services.

**3. Environment**

To support, enhance and preserve the environment of our shire through sound planning and management practices to ensure a sustainable, healthy and safe community.

**4. Economic**

A vibrant local economy with a diversity of successful businesses that provide local employment opportunities and contribute to a prosperous community.

**5. Civic Leadership**

Strong, transparent and effective governance with an actively engaged community to ensure we remain Fit for the Future.

Council has implemented strategies to assist older people and people with disabilities to feel safe, secure, valued, included and able to actively participate in community life.

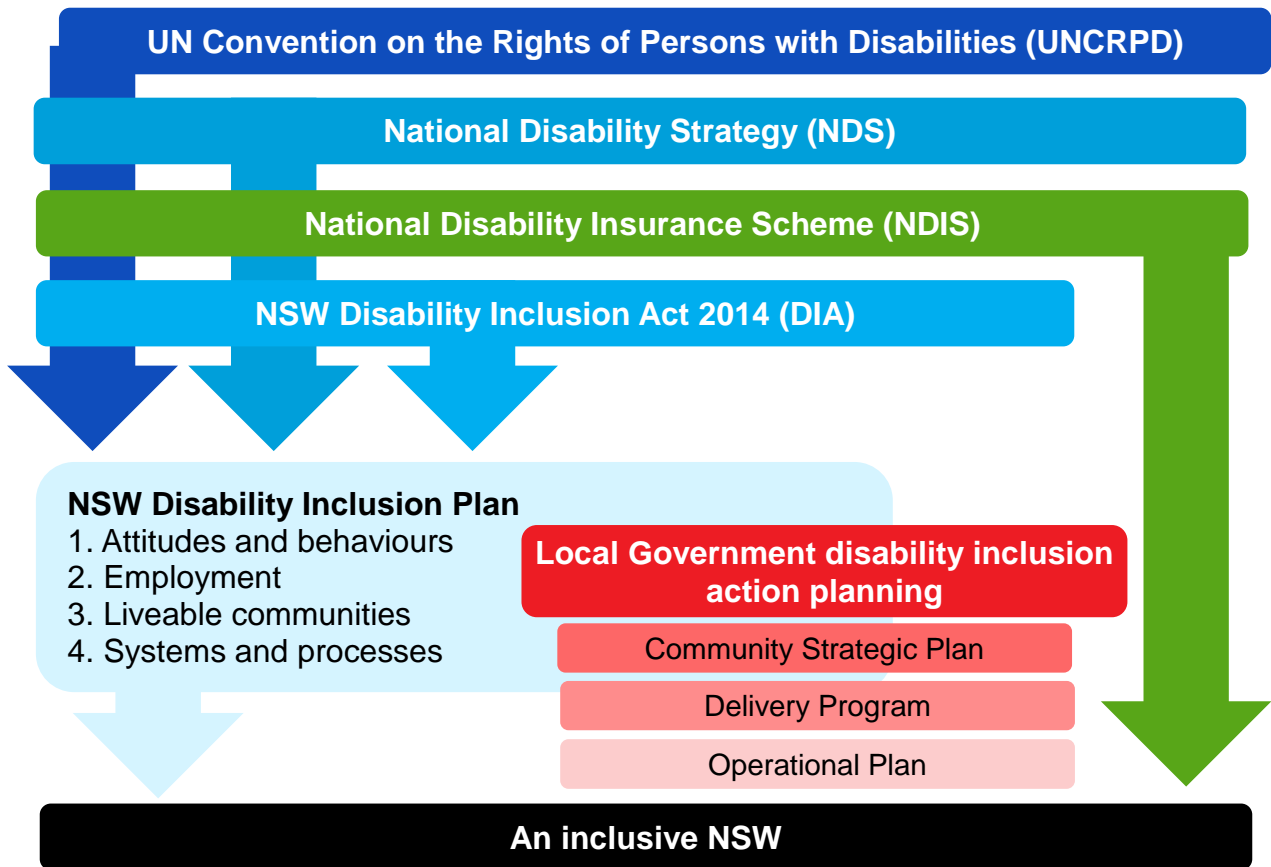
This Disability Inclusion Action Plan will enable Council to plan for better access to information, services and facilities to ensure people with disabilities can fully participate the community.

This Disability Inclusion Action Plan was developed through a community consultation and research process. A review of Council documents and Government policy took place.

Community consultation included a survey and talking with disability service providers, relevant community organisations and people with disabilities, their carers and families over a four month period.

During this time Council attended agency meetings, distributed surveys and spoke with people individually.

The plan was endorsed at Council's March 2017 meeting and placed on public exhibition. The plan was formally adopted at Council's 27<sup>th</sup> April 2017 meeting minute number 097/2017.



Source: [Disability Inclusion Action Planning Guidelines Local Government.](#)

### International

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), ratified by Australia in 2008, acknowledges that people with disability have the same human rights as those without disability.

This commits participating governments to ensure these rights can be exercised and that barriers are removed. The UNCRPD supports the social model of disability. This recognises that attitudes, practices and structures are disabling and can create barriers to people with disability from enjoying economic participation, social inclusion and equality which are not an inevitable outcome of their disability.

### National

The NDS 2010-2020, developed in partnership by the Commonwealth, State, Territory and Local Governments, sets out a national plan for improving life for Australians with disability, their families and carers, to support the commitment made to the UNCRPD.

The NDS NSW Implementation Plan 2012-2014 was the NSW Government's initial two-year strategy to promote the principles of the NDS.

Actions in the Implementation Plan that involve councils include:

Implementing Web Content Accessibility Guidelines 2.0 Level AA

Implementing local strategic plans and delivery programs

Integrating NSW guidelines on universal design principles and *Disability (Access to Premises - Buildings) Standards 2010*

Improving the availability of accessible toilets

Supporting access to sports and recreation facilities

Identifying measures to encourage people with disability to stand for election to Local Government

Increasing internal workforce diversity.

The majority of these actions have now been aligned with the aims and objectives of the *NSW Disability Inclusion Act 2014* and NSW Disability Inclusion Plan.

### National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a major reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability. The NDIS gives participants more choice and control over how, when and where supports are provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers. The NDIS will roll out across the whole of NSW by 2018.

The role of councils in the NDIS will vary depending on their community, their relationship with local disability interests, and role within disability service provision. While the NDIS presents a new method of funding services required by people with disability, the role of Local Government in delivering inclusion is much broader than simply service provision. Disability inclusion action planning is complementary to the NDIS, and will assist councils in breaking down local barriers to full participation by people with disability in the community.

## State

### NSW Disability Inclusion Act 2014

The *Disability Inclusion Act 2014 (DIA)* (DIA) defines disability as:

“The long-term physical, mental, intellectual or sensory impairment in which interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.”

This definition reinforces the importance of the social model of disability which focuses on the interaction between people living with a range of impairments and their physical and social environment. Disability is not just about the individual or their impairment. The onus to break down barriers rests with the whole community.

The DIA’s person-centred approach provides the legal foundation for regulating supports, services, and funding to people with disability until full transition to the National Disability Insurance Scheme (NDIS). The DIA mandates the development of the NSW Disability Inclusion Plan and individual State Government agency disability inclusion action plans to support people with disability beyond the NDIS.



## Local

The DIA also encourages planning and coordination across state and Local Government to reduce barriers for people with disability. It mandates Local Government to undertake disability inclusion action planning while recognising that disability action planning is not a new approach for some councils.

The DIA also builds on existing social equity requirements within the IP&R framework to strengthen Local Government commitment to inclusion, consultation and rights for people with disability.

It is essential to consider the diversity of people with disability in action planning for inclusion. 'People with disability' does not refer to a readily identifiable group, but to a wider community who may need support to fully participate in society, whether temporarily or throughout their lives. This might include, for instance, people with changing abilities due to ageing, people with a temporary illness or injury that affects their ability to participate, children with disability, Aboriginal and Torres Strait Islander people with disability, or people with disability from culturally and linguistically diverse backgrounds.

### Bogan Shire CSP Goals

#### 1. **SOCIAL**

##### **GOAL:**

***An inclusive community that works together and is able to access services and opportunities to support our comfortable country living.***

##### **OUTCOMES:**

- **Social and Cultural:** Our community enjoys and actively participates in our rich culture, social environment and communal vibe.
- **Community Centres:** Our community uses and values the educational, recreational and social opportunities provided by our community centres.
- **Inclusive Communities:** Children, older people and people with disabilities are supported, feel secure, valued and are engaged in our community.
- **Education:** Access to opportunities for education at all levels.
- **Public Health:** Our community has access to the medical services, facilities and programs it needs to enhance and protect our health.

##### **STRATEGIES:**

- Continue to support and create opportunities for community festivals, events and cultural activities through planning, marketing, direct involvement and various forms of assistance.
- Provide and maintain Nyngan Pool facilities to cater for a variety of users.
- Maintain and improve our parks, gardens and playgrounds to promote their use and enjoyment by the whole community and our visitors.
- Maintain and improve our sports grounds and active recreational facilities to promote the good health and well-being of the community through the diversity of sport and recreation on offer.
- Provide well maintained community halls and other similar facilities for community use.
- Provide well maintained Shire showground and equestrian facilities for community use.
- Provide opportunities for young people to be actively engaged in the development, design and planning of educational and other programs, services and infrastructure in which they are a stakeholder or user group.

- Identify and support the social services needs of people with disabilities in the community and provide infrastructure to support assisted and independent living and social interaction
- Provide a range of high quality primary and secondary education and vocational training facilities and opportunities.
- Provide support and encouragement for local people to obtain work in Bogan Shire after completing tertiary education.
- Consult with user groups to ensure that facilities are maintained and improved to suit their requirements
- Work with the community and the State Government to ensure medical, dental, specialist, mental health and allied health services and facilities meet the needs of residents and visitors.

## 2. INFRASTRUCTURE

### GOAL:

***Construct and manage reliable and efficient community assets that provide access to quality services.***

### OUTCOMES:

- Transport Networks: Our well-constructed and maintained transport network enables safe and efficient movement of people and freight throughout the Shire.

### STRATEGIES:

- Efficient local and regional transport networks that meet community and business needs.

## 3. ENVIRONMENTAL

### GOAL:

***To support, enhance and preserve the environment of our shire through sound planning and management practices to ensure a sustainable, healthy and safe community.***

### OUTCOMES:

- Natural Environment: Our open space areas are protected and appropriately managed to preserve their valued use and biodiversity whilst minimising the impact of pollution and weeds on the environment.

### STRATEGIES:

- Provide safe, high quality, well serviced and maintained parks.

## 4. ECONOMIC

### GOAL:

***A vibrant local economy with a diversity of successful businesses that provide local employment opportunities and contribute to a prosperous community.***

### OUTCOMES:

- Public Transport and Air Services: We have reliable, cost-effective and regular public transport and air services linking the Shire to Dubbo and beyond.

### STRATEGIES:

- Maintain airport facilities to meet required standards.

## 5. CIVIC LEADERSHIP

### GOAL:

***Strong, transparent and effective governance with an actively engaged community to ensure we remain Fit For The Future.***

### OUTCOMES:

- Managing our Business: Effective and responsive management of Council's resources and activities to deliver on our goals and strategies.

### STRATEGIES:

- Manage our people effectively to ensure Council meets its goals and can implement its mission and deliver on its vision.

Other legislation and standards informing council's work:

Commonwealth Disability Discrimination Act 1992

Commonwealth Disability (Access to premises-Buildings) Standards 2010

NSW Anti-Discrimination Act 1977

Carers Recognition Act 2012

Local Government Act 1993 and Local Government (General) regulation 2005.

Disability Snapshot Bogan Shire

According to the ABS Census 2011, 14.8 per cent of the population, or 309 people, living in the Bogan Shire identified as having a disability. Of that, 105 people, or 3.5 per cent of the population, identified as having a severe or profound disability.

101 of these people were living within the community; 43 of them were aged under 64 and 62 of them were aged 65 or over (comprising 11.5 pc of that population).

In June 2014, 6.1 per cent of the population, or 109 people, aged between 16 and 64 in the Bogan Shire received the disability support pension.

In September 2016 the Roads and Maritime Services had 77 registered holders of Mobility Parking Scheme permits, of which 64 were individual drivers and 11 belonged to organisations (2 were temporary).

Council Activity.

Council aims to ensure its services and events are accessible, and to provide opportunities for people with disabilities. Some examples include:

PAMP

Liberty Swing

Disability toilets and BBQ area at O'Reilly Park

Extra disability parking from six to a total of eight.

## Community Consultation

Council staff sent out 65 surveys over a three month period (October-December 2016). Community service and health workers, people with a disability and their carers, and the broader community participated in surveys and conversations.

Council workers also directly approached disability service providers.

## What people told us

Key community responses highlighted the importance of accessibility in the local community and having access to appropriate services and recreational and social opportunities.

Positive feedback for Council services included the installation of the Liberty Swing, disabled toilet and BBQ area in O'Reilly Park, and the increase in the number of disabled parking places.

The majority of challenges identified by participants related to mobility around the built environment.

## What the community said was most important for an accessible environment

1. Footpaths
2. Adequate disabled parking
3. Disabled Toilets
4. Access to shops. Public areas and homes (ramps, elevated footpaths, wide enough doorways)
5. Inclusion – invitation to events
7. Recognition by planners and organisers that there are people with disabilities
8. Consideration when designing new areas.

## Challenges and solutions around the four focus areas

### **1. Positive attitudes and behaviour.**

Stereotypes and negative attitudes about disability cause barriers to full access and inclusion. Many people make assumptions based on what they think people with a disability can and cannot do, should or should not do.

Attitudes to people with a disability should not be determined by fear or ignorance and council can play a role in promoting positive community behaviour.

Common themes and suggestion for change include:

Increase visibility of people with a disability in Council and community publications

More education for the community about the broad range of disabilities

Higher awareness among businesses about the value of employing people with a disability

Inviting and including people with a disability to council-run events.

### **2. Liveable communities.**

It is important that all people can move about easily to access facilities and services and participate in community life.

Pedestrian access was considered the most important need, with calls for the footpath network to be increased, and better maintained.

Seating in the main street for aged/people with mobility issues was raised.

Lack of access to shops, homes and council facilities for mobility aid users was raised.

Common themes and suggestions for change included:

Make sure council facilities are physically accessible

Playgrounds include accessible equipment

Footpaths are level and in good order

The railway line can be safely crossed between north and south Nyngan

More accessible public toilets and change facilities

A pool hoist be installed

More disabled parking, including parallel parking for larger vehicles which have back doors for access.

Sheltered disabled parking so wheelchairs can be organised without getting wet.

More seating in the main street.

### **3. Employment**

Meaningful employment contributes to independence and feelings of self-worth. Opportunities to work in paid and volunteer roles are important. Local employment, especially for school leavers, is important for the long term future of the community.

Common themes and suggestion for change included:

Educate employers on the value of employing people with a disability

Provide more opportunities for meaningful employment for people with a disability

Provide accessible work places and volunteer opportunities

Ensure accessible recruitment practices – simple forms and language.

### **4. Service systems and processes**

Some Council information is difficult to access and is only available in print format. Service information and processes don't allow for people with a range of disabilities.

Common themes and suggestion for change included:

Keep information simple

Ensure information is provided in a variety of formats

Utilise other information providers such as the Carer's Community Hub.

Whilst it is a legislative requirement to have a DIAP and it does provides Council with a valuable guide to address certain issues, it needs to be acknowledged that for practical and financial reasons Council has to address these issues over a period of time and cannot do so immediately.

#### Action Plan – Focus Areas

### 1. Positive attitudes and behaviour

<b>Strategic Goal: To promote positive attitudes and behaviour towards people with disabilities.</b>						
<b>Need</b>	<b>Action</b>	<b>Activities</b>	<b>Measurement</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Community Strategic Plan link</b>
To Promote Positive Attitudes and Behaviour	Audit website and Council publications to ensure images include people with disabilities and that language is appropriate	Engage social media/IT consultant to review website and recommend suitable updates	An accessible website	Manager People and Culture	2017/18	1.3.4 5.2.4
		Design, adopt and implement Council publications to DIAP requirements	Accessible Council documents	Manager People & Culture	2017/18	
	Develop and facilitate Disability Awareness Training for staff (other than staff induction)		Staff attend training	Manager People & Culture	2017/18	1.3.4 5.2.2
	Facilitate a business education campaign about the value of employing people with a disability		A business education campaign is delivered	Manager People & Culture	2017/18	1.3.4 5.2.2
	Utilise International Day For People with Disabilities to promote inclusion to the general community		Council recognises International Day for People with Disabilities	Manager People & Culture	annually	1.3.4
	Liaise with the Interagency Group for ways to provide opportunities for people with disabilities		Attend Interagency Meetings and ensure disability opportunity remains on agenda	Manager People & Culture	monthly	1.3.4

## 2. Liveable communities

Strategic Goal: To have safe and accessible community facilities.						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
The need to improve the availability of disabled access to public toilets	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Undertake review and evaluation of need and further consultation	Accessible toilet and change facilities at Larkin Oval	Manager Development & Environmental Services	2017-2020	1.1.1 1.2.1 1.2.3 1.2.4 1.2.5 1.3.4 4.3.2
No ramp access into the Palais Theatre, or onto the stage.	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Audit Council buildings and facilities to ensure accessibility requirements	Accessible entry point and stage	Manager Development & Environmental Services	2017-2020	1.3.4 1.2.4
		Arrange for quotes to modify existing facility.				
No shade over the Liberty Swing	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Arrange for quotes to install shade cover over the Liberty Swing	Appropriate Shade over the Liberty Swing.	Manager Development & Environmental Services	2017-2020	1.3.4 1.2.2 3.3.1
Front counter in the Bogan Shire Council admin building too high for wheelchair users to see over	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Design and modify an accessible front counter	An accessible front counter	Manager Development & Environmental Services	2017-2020	1.3.4 1.2.4
Need more paths across grassed area at showground and racecourse for wheelchair access	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Investigate ways to make grassed areas more accessible and build pathways	An accessible showground and racecourse	Manager Engineering Services	2017-2020	1.3.4 1.2.5

Uneven pathways, littered with grass and stones (wheelchair tipping risk), and dangerous exit/entry points (wheelchair scraping risk).	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Maintain and repair existing pathways.	Accessible and safe footpaths	Manager Engineering Services	2017-2020	1.3.4 2.1.1
Some areas of town have no footpaths	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Explore funding options to extend footpath network	Accessible and safe footpaths	Manager Engineering Services	2017-2020	1.3.4 2.1.1
Not enough disabled car parking in Nyngan CBD	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Investigate the number and placement of disabled car parks and if necessary install new ones	Sufficient disabled car parking in Nyngan CBD	Manager Engineering Services	2017-2020	1.3.4 2.1.1
Disabled car parking needs to be designed for rear access vehicles to avoid passengers and wheelchairs not being unloaded in traffic lanes	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Design and install a well located parallel disabled car park, large enough to fit a mini bus, whereby passengers and equipment can be safely unloaded from the rear.	A safe disabled car parking option for larger vehicles and vehicles which are accessed from the rear.	Manager Engineering Services	2017-2020	1.3.4 2.1.1



### 3. Employment

Strategic Goal: Enhance employment of people with a disability within Council						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
People with Disabilities are encouraged to apply for employment at Council and to feel included.	Actively facilitate and encourage the employment of people with a disability.	Conduct and respond to staff disability inclusion survey	Survey completed by staff and results collated	Manager People & Culture	2017-2020	1.3.4
		Develop Council's Workforce Management Plan to include best practise guidelines for inclusion	Workforce Management Plan includes best practise guidelines for Inclusion	Manager People & Culture	2017-2020	1.3.4 5.2.4
		Review recruitment processes, forms and language for accessibility	Recruitment forms and processes are easy to understand by all.	Manager People & Culture	2017-2020	1.3.4 5.2.2
		Work with disability employment organisations and schools to identify opportunities for employment and work experience	Relationships established with local disability employment organisations and schools, and work experience offered where appropriate.	Manager People & Culture	ongoing	1.3.4 1.3.2 1.4.1 1.4.2 5.2.2

#### 4. Service Systems and Processes

Strategic Goal : Information is provided in a variety of formats						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
Council Information needs to be accessible by all users.	Carry out activities to make information accessible	Develop a fact sheet to assist Bogan Shire Council customer service staff respond to queries regarding services for people with disabilities	Accessible Council information	Manager People & Culture	2017-2020	5.2.4
		Review current communications mechanisms to ensure compliance with accessibility standards		Finance Manager	2017-2020	5.2.4
		Review key Council documents to develop easy English Versions		Manager People & Culture	2017-2020	5.2.4
		Develop plan for website content compliance with disability standards		Manager People & Culture	2017-2020	5.2.4
		Investigate technologies to enhance the access of customer service experience across council (e.g. National Relay Service and Short Message Service (SMS))		Finance Manager	2017-2020	5.2.4
		Provide key Council information to Carers Network		Manager People & Culture	2017-2020	5.2.4

## Risk Assessment

No.	Description of Risk	Potential Consequences	Initial Risk Rating (High, Medium, Low)	Control Measures	Residual Risk
1.	Councils Disability Inclusion Action Plan	Unattainable objectives Unrealistic timeframes	H	Councils DIAP should be realistic and reflect attainable strategic objectives. (SMART) Regular review and reporting on goals and targets by management executive	M
2.	Human Resourcing	Insufficient resourcing to deliver strategy Inexperienced staff Lack of technical expertise on subject matter Staff Turnover (loss of strategic, intellectual knowledge) Recruitment	H	Council to allocate sufficient staff so goals are achievable. Training options to be considered and provided if necessary. Council to engage third-party consultants if required. Knowledge of DIAP to be shared across departments  Works program to consider need for additional staffing throughout project life.	L
3.	Financial	Inaccurate works estimates Limited budget allocation  Costs exceeding usage (patronage)	H	Detailed costing estimates to be provided prior to commencement of any works  Financial allocations for intended works to be budgeted in advance of financial year. All work costing to be regularly reviewed at budget review meetings  Council should provide cost benefit analysis per venue	M
4.	Asset (existing structures)	Current asset conditions may require additional works Insufficient budget allocation	H	Detailed site inspections to be undertaken prior to works. CBA to be undertaken to establish whether refurbishment or replacement of existing structure is required	L
5.	Liability (public)	Unlicensed Works Defective works Works not constructed to BCA/ Australian Standards	M	Only licenced tradesperson to perform work Works to be inspected and cleared prior to use by community  All works to be done in accordance with Codes and Standards. All designs and certifications to be recorded in TRIM	L

6.	Safety (workers)	<p>Unsafe structures</p> <p>Asbestos</p> <p>Unqualified Contractors</p>	M	<p>All structures to be assessed prior to commencements of works</p> <p>Asbestos to be identified and controlled according to Council policy, procedure, Safety Management System and Legislative requirements.</p> <p>All external contractors to be selected in accordance with Council procedure</p>	L
7.	Reputational (community)	<p>Waste of financial resources</p> <p>Increase to rates</p> <p>Plan not delivered in accordance with community expectations</p>	M	<p>Community engagement strategy in place for DIAP</p> <p>Accurate costing and detailed program of works</p> <p>Progress reports delivered regularly to community</p>	L