

DISABILITY INCLUSION ACTION PLANS

NSW Local Councils 2018-2019





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The NSW Government's commitment to inclusion is reflected in the Disability Inclusion Act 2014, NSW Disability Inclusion Plan and Disability Inclusion Action Plans.

The NSW Disability Inclusion Act 2014

The NSW Disability Inclusion Act 2014 replaced the Disability Services Act 1993. The change marks an important cognitive shift, from governments simply providing services toward taking action to include people with disabilities in our communities. The Disability Inclusion Act takes a human rights-based approach to disability inclusion based on the principals of the United Nations Convention on the Rights of Persons with Disabilities. It aims to promote the social and economic inclusion of people with disability, provide choice and control, and implement safeguards. It also provides a set of processes for the stewardship of disability services as the NDIS is implemented in NSW.

The NSW Disability Inclusion Plan

The NSW Disability Inclusion Plan ("NSW DIP") is the NSW Government's guiding document for building inclusion for people with disability in NSW.

The NSW DIP provides a set of goals under four priorities, which were developed in consultation with relevant communities:

- **Priority 1:** Developing positive community attitudes and behaviours.
- **Priority 2:** Creating liveable communities.
- **Priority 3:** Supporting access to meaningful employment.
- **Priority 4:** Improving access to mainstream services through better systems and processes.

Local Disability Inclusion Action Plans (DIAPs)

The NSW DIP is operationalised through the development of Disability Inclusion Action Plans (DIAPs).

Disability Inclusion Action Plans provide a public statement of the commitment to accessibility and inclusion among public authorities and put the principles of the NSW Disability Inclusion Act into practice. These plans build disability inclusion into day-to-day operations across state and local government.

Albury City Council

The *Disability Inclusion Act 2014 (DIA)* demonstrates the ongoing commitment of the NSW Government to building an inclusive community and requires the government to produce a Disability Inclusion Plan. The NSW Disability Inclusion Plan supports the DIA and provides a strategy to implement the Act's objectives and principles across government and the community".

"Disability Inclusion Action Plans also mandated by the DIA, play a critical role in promoting the ethos of inclusion and provide the practical measures by which intent is transformed into action by agencies and local government. Action Plans will outline the practical steps NSW Government agencies will put in place to break down barriers and promote access to services, information and employment and promote the rights of people with disability". (NSW DIAP Guidelines)

Under the requirements of the NSW Disability Inclusion Act 2014, Albury City has completed the following:

- Council staff continued to participate in the Access Committee meetings and its activities. There is ongoing participation in the Capability Network meetings which are held bi-monthly for Albury, Wodonga and surrounds.
- The Albury Access Committee has continued the collaboration with the City of Wodonga Access and Advisory Committee. An end-of-year function is planned as part of the International Day of Disability.

In addition to this, two joint meetings of the Albury Access and City of Wodonga Access and Advisory committee took place during the year.

Armidale Regional Council

Building positive attitudes

Lead a social reform agenda to enhance social integration of people living with disabilities and continue to remove barriers preventing them from fully participating in community life.

Armidale Regional Council has adopted a set of values across the organisation that promote the principles of inclusion for all in the community. These are *Wellbeing, Achievement, Agile, Resilient, Limitless* and *Unity*.

Increase staff awareness of disability issues in order to provide responsive services for customers with a disability.

During the past 12-24 months, staff have been required to attend training based on appropriate code of conduct which includes best-practice processes for engagement with people from across the community. In addition, all staff are required to undertake the LGNSW online code of conduct training modules.

Frontline staff are peer trained within their departments on appropriate engagement and interactions with people with disabilities.

In the central administration library and primary library, customer service desks are designed with wheelchair-appropriate heights.

Continue to support the Access Advisory Committee (AAC) and their advocacy role.

The Access Advisory Committee was absorbed into a greater committee looking holistically at issues within the community. This committee, the Community Wellbeing Advisory Committee, reports directly to Council on all issues of wellbeing impacting residents within the Council's LGA. In late 2019, it was identified with the revision and redevelopment of the DIAP in 2020 that a working party focusing on issues of disability should be established. This was endorsed at the November ARC meeting and the Council is currently recruiting members interested in assisting with issues of access.

Create community awareness around the needs and issues facing people living with disability.

ARC is an advocate for inclusion of people with disabilities. The Council ensures events planned by staff actively engage the community to provide awareness of appropriate access. ARC also hosts a webpage that provides specific information for people living with disabilities including the DIAP, a list of accessible accommodation and a mobility map.

Creating liveable communities

Continuously upgrade Council assets to meet the requirements of the Disability Discrimination Act.

'ARC, through the facilities management team, constantly monitor assets to ensure any accessibility issues are rectified. For example, Nicoli House in Guyra, which hosts a number of community programs and events, is in the process of having their rear access rebuilt into an accessible ramp.

ARC is also working with State Rail to improve access to the rail station in Armidale. A further planning meeting is scheduled in January 2020 to further consider upgrades.

Ensure community programs and events are inclusive and accessible.

Through the various departments of Council, such as events management, community services and the executive office, all reasonable steps are taken to ensure that events are accessible to all members of the public. This includes selection of locations with adequate accessible infrastructure such as bathrooms and parking.

Be a strong advocate for people living with disabilities.

The Community Wellbeing Advisory Committee provides a strong conduit for information to and from Council and community on issues of access.

Supporting access to meaningful employment

Develop employment and volunteering opportunities for people living with disability.

ARC has a robust process for recruitment and selection that has been developed and improved over the last four years

in conjunction with its restructure. All positions advertised include elements of inclusion and diversity, as do our interview panel questions.

ARC has a zero-tolerance on discrimination and has set policies and procedures for investigating and dealing with breaches of conduct.

Audit Council's capacity to support a diverse workforce.

The People and Culture department has recently audited internal processes and procedures in line with social justice principles.

Improving access to services through better systems and processes

Ensure all promotions and the website are accessible.

ARC has reviewed and revised its online content and presence and developed a uniform means of creating online content to ensure that all materials are accessible.

ARC has a policy of responding to enquiries and complaints within a ten day period. Any feedback from community around issues of access are dealt with within those parameters. Members of the Community Wellbeing Advisory Committee are charged with the task of gathering feedback from community members to raise issues and concerns at the committee level, and any recommendations are fed to Council for decision.

As mentioned earlier, a working party was endorsed to be established in late 2019 and advertising for members will commence in January 2020. The creation of a new DIAP from 2020 will link directly to the Community Strategy plan and seek comment and direct consultation in the community around issues of access and disability.

Ballina Shire Council

Council's Disability Inclusion Action Plan (DIAP) has been prepared to meet the requirements of the NSW Disability Inclusion Act 2014. The DIAP has been developed by listening to people with disabilities and their families and carers, as well as local organisations that work with people with disabilities.

A Disability Access Reference Group has also operated in Ballina Shire Council for over 20 years. The group includes individuals with a range of abilities and lived experiences that provide Council with advice on development applications, proposed redevelopments and a broad range of access and inclusion issues.

Council has undertaken a range of projects and implemented actions that directly support the needs of people with disability. The aim is to ensure access and inclusion are key considerations across all areas of the Council's services.

Recent projects delivered under the four key areas as identified by the NSW Government and in Council's DIAP include:

Building positive community attitudes and behaviours

- Access Reference Group meets Bi-monthly and provides advice to Council on disability access issues.
- Members of Access Reference Group recognised at the annual Volunteer Recognition Morning Tea.

Creating liveable communities

- Installed accessible transfer hoist at Ballina War Memorial pool.
- MLAK keys given to residents free of charge.
- Accessible toilets remain unlocked throughout the day, access afterhours via use of MLAK.
- Maintains network of accessible toilets.
- Installed push button door openers for the accessible toilets at Ballina Airport and Ballina Indoor Sports Centre.

- Council is continuing the process of expanding the shared pathway network.
- Ongoing audits of pathways.
- Redevelopment of Shaw's Bay included accessible features such as accessible seating areas, drinking fountains, access ramp into the water and extended pathway.

Creating liveable communities

- Continue to support the employment of the individuals with low to medium physical and intellectual disabilities within Council's Open Spaces section
- Gain accreditation as an employment provider under the NDIS
- Recruitment methods provide people with a disability the opportunity to apply for positions with Council.

Improving access to services through better systems and processes

- Planning for new website to ensure it is compliant with WCAG 2.0 AA.
- Auslan interpreter at Council meetings and community consultations as requested.
- Council information and brochure stands accessible to people who use mobility aids.
- Council design engineers are incorporating accessible design features into public space designs.

Balranald Shire Council

The Balranald Shire Council has a number of ongoing objectives in relation to improving access and inclusion for people with disabilities within the shire. These include:

- Review the number of Disabled Parks in Balranald Shire and providing additional bays where required. A review has been completed for Market Street Balranald as part of the revitalisation works, however a Shire-wide review is still in progress
- Source funding for all play equipment to improve playgrounds throughout the shire, with Council actively seeking grant funding for play equipment. Council currently has an application to upgrade Lions Park, for an estimated cost of \$650,000.
- Develop and review Council's Workforce Management Strategy to include best-practice guidelines for inclusion. Council has a workforce plan, but it does need to be reviewed. Not reviewed in 2018/19 year.
- Review recruitment processes, forms and language for accessibility. No review of forms done in 2018/19.
- Develop a fact sheet to assist Balranald Shire Council customer service staff respond to queries regarding services for people with disabilities. No fact sheet for customer service staff done in 2018/19 year.
- Investigate technologies to enhance the accessibility of customer service experience. No investigation done in 2018/19.

Bathurst Regional Council

Council has developed its first Disability Inclusion Action Plan 2017-2021 (DIAP). Actions identified in the plan have ensured that Council will assist in making Bathurst a more welcoming and accessible region, provide a framework for the four-year delivery program, to progress aims, objectives and support People with Disability.

The Disability Inclusion Action Plan 2017-2021 (DIAP) was adopted by Council at its Ordinary Meeting held Wednesday 21 June 2017. It endorsed actions contained in the Plan, to provide meaningful outcomes for People with Disability in the Bathurst Regional Council Local Government Area.

Disability inclusion initiatives undertaken in the 2018/2019 financial year include:

The provision of a range of programs and activities:

- The Bathurst Library All Ability Lego Club.
- Bathurst Regional Art Galley Teacher Networking event to promote BRAG education programs for all students.
- Winter Festival Live Better Accessibility Day on the ice rink.
- Glenray, OCTEC, Live Better and Bathurst Seymour Centre participation in the 2018 Bathurst Jobs Expo with a number of Disability Employment providers invited to the 2019 Expo.

Promotion of disability services and access to Council information:

- NDIS promoted on the Bathurst Business Hub facebook page including the \$2million Disability Sector Scale-Up (DSSU) Program and information regarding positive outcomes for employing People with a Disability.
- All Council websites provide Readspeak function including an enlarge font button.
- Disability providers listing included on Council's business database.

Recruitment practices and training:

- Hosting of work experience students with a disability during the Winter Festival as well as throughout the year at the Bathurst Library.
- Human Resources have commenced enquiries to develop a formal work experience framework for People with a Disability including volunteer opportunities.
- The provision of employment opportunities for two Live Better clients during the Winter Festival.
- Training provided to Council staff regarding the Disability Inclusion Action Plan at induction and ongoing training to create awareness of employment opportunities for People with a Disability (PWD).
- Council's recruitment process requests applicants to specify what additional requirements they need to assist them during the application process.

Accessible Built Environments:

- Continuing to implement strategies in the Bathurst Regional Council Access and Cycling Plan 2011, with a focus on the width of footpaths, access in and around playgrounds and parks, maintenance of existing pathways and development of further pathways.
- Investigation into the provision of charge stations for motorised wheelchairs in the Library/Gallery forecourt and Visitor Information Centre.
- Access and inclusion audits undertaken at selected Council facilities.
- An item regarding reviewing and monitoring the appropriateness of accessible parking spaces in the CBD included in the brief for Bathurst Integrated Transport Plan.
- The development of sensory/garden/water play areas, in consultation with PwD, was identified to the consultants for the Bathurst 2040 Open Space Strategy for inclusion at the Bathurst Adventure Playground.

- Bathurst Access Improvement for Small Business Grants continues to be provided with the assistance of the Bathurst Regional Access Committee (BRAC).
- Council continues to advocate for improved access to shops and businesses through the BCA and DACC assessment processes.
- A hearing loop has been installed in Council's Chamber.

Bathurst Regional Access Committee

Council continued to support the activities of the Bathurst Regional Access Committee. The Committee meets monthly to promote awareness of the challenges faced by those with a disability in accessing local services and businesses. It participates in Council's development, planning and policy processes and also provides information on access issues and lobbies for improvement.

Council provides:

- A venue for the Committee to hold its meetings;
- Bathurst Access Improvement for Small Business Grants totalling \$15,000 on an annual basis and administrative support for the grant;
- Assistance to the Committee via provision of a Councillor delegate.

Bayside Council

Policy drafted and adopted for planning and implementing accessible and inclusive events.

- Arncliffe, Bexley North, Eastgardens, Mascot, Rockdale and Sans Souci Libraries are fully accessible.
- Planned lift and accessibility upgrades in Botany Town hall.
- Mascot and Rockdale Libraries have lifts.
- All library locations, with the exception of Brighton, have been retrofitted with automatic sliding doors. Council has ambulant toilets at all locations (except Brighton) fitted with emergency alarms.
- Bexley Pool is accessible. Botany Pool redevelopment will ensure accessibility within the next few years.
- \$50,000 grant funding received to improve inclusiveness of the planned Chapel Street Playground, Rockdale.
- Additional seating at Seaforth Park, Bexley has provided back and arm rests to increase park visitation by all members of the general community. All designs have maximised inclusiveness.
- All community engagement activities include a standard question about whether respondents identify as having a disability. For projects such as the development of the Arncliffe Youth Centre, findings will contribute to the creation of an accessible venue.
- A database has been developed to ensure services are provided and people with disability are invited to large consultations.

Council continues to provide employment to a number of staff with disabilities.

- Council continues to provide workplace adjustments as required for a variety of staff needs, both permanent and temporary.
- A flexible working policy was implemented 1 July 2018 in partnership with a variety of agencies working with people with disabilities and people who are disadvantaged.

All front line staff have completed disability training.

The Bayside Home Library Service visits residents in their own home, nursing homes or other assisted care facilities on a monthly basis. People using this service may have a disability, be frail aged, elderly, or have a temporary illness.

Council provides resources to enable clients to access library materials and some specific aids for people with sight impairment. Resources include Audio Read navigators, MP3 players and Daisy players, and headphones. People can tailor personal devices to increase volume or magnification to suit their individual access issues whether it be a sight or hearing impairment.

- Library Staff are trained in the use of assistive devices and aides.
- Library members enjoy 24/7 access to a broad range of e-resources (both recreational and informational needs).
- Council's community engagement website, "Have Your Say", meets WCAG 2.0 standards. Content is written to ensure it can be used with a screen reader.

The Bayside Council DIAP Working Party comprises representatives from across Council to coordinate implementation of the DIAP strategies.

- Council community grants funded a project for young men with an intellectual disability.
- An interactive exhibit for young people with sensory processing issues was included at Bayside 2019 Youth Week.
- The Sculptures at Bayside exhibition includes planned visits by organisations supporting people with disabilities and the elderly.
- Council regularly runs a story-time program for St George Special School at Rockdale Library.
- Council hosted an exhibition of art works by a young disabled resident at Rockdale Library.
- Council provides space for Ability Links to hold information sessions with the community. This also includes space for NDIS.

Bega Valley Shire Council

Building positive attitudes and behaviours

- Access and Inclusion Advisory Committee (AIAC) meetings were held on 27/8/18, 18/2/19, 13/5/19 and 12/11/19. There are three sub-committees that focus on business, community and tourism. The AIAC assisted in determining the Community Access Improvement Grant program that contributed up to \$16,800 to four local projects. They also provided feedback on access design to a range of projects.
- The AIAC provided general support for inclusive tourism and supported updates to Council's tourism website www.sapphirecoast.com.au on accessible tourism opportunities with the use of the preferred accessibility symbol. Council's Tourism Service Provider provides advice to stakeholders on accessible tourism initiatives and connects businesses to appropriate assistance in implementing initiatives.
- Council executed a funding deed with Restart NSW for the 'Destination for All' project, to deliver accessible coastal infrastructure. This will see approximately \$2 million invested in a range of projects. A further \$50,000 in funding was also sourced through the Australian Government's 'Drought Communities Programme'. This funding was for an ambulant toilet, walking paths and accessible car park space at Bega Saleyards. The works are underway and due for completion in 2019/20.
- Access and inclusion continue to be a focus across Council and the Communications and Events team have used social media, media releases, Council's website and Council's regular newsletter Council's News to promote projects and programs.
- An updated Induction and Training Program for employees has been developed and implemented. The new program provides identified Customer Service responsibilities and adopts inclusive service provision techniques.

- Several external training program opportunities have been provided to Councillors through their Personal Development Plans. Councillors have also worked one-on-one with senior staff members to support and improve knowledge of disability issues.
- The Complaints/Compliments Procedure includes options for individuals to have a support person when making complaints, and for Council to be considerate of the complainant's unique circumstances such as disability or literacy issues.

Creating liveable communities

- Advocacy efforts for affordable housing and transport activity has been undertaken through the Canberra Region Joint Organisation as part of Federal and NSW election campaigns. Affordable housing options were included as part of the Residential Housing Strategy, which is in development. Council has held meetings with social housing providers, and potential Council sites have been identified for consideration. Staff have also attended a recently established Affordable Housing Working Group and local homelessness forums.
- The Bega Valley Local Traffic Committee (LTC) actively considers requests for additional accessible parking. However, constraints are considerable for on-street parking due to the current DDA requirements which makes additional on-street accessible parking spaces difficult to deliver to meet compliance. Where possible the Bega Valley LTC will improve and add to off-street parking for people with disabilities. The LTC have been able to improve and increase the number of accessible parking spaces in various locations within the Shire. Some examples of these are the Bega Netball Courts, Alice Street carpark and Bega River Reserve. The Council representative of the LTC has undertaken an initial audit of the existing accessible 'Council- controlled' car spaces within the Shire.
- Council has continued to provide general support for inclusive businesses in the Bega Valley Shire. Council's Economic

Development Officer has joined the Disability Access Committee.

- Through the Access Improvement Grants, Council awarded \$16,800 to four projects. The 2019 round was opened in June 2019, with \$25,000 available to community projects which improve access and inclusion in the Bega Valley in 2018.
- Council has assisted with a range of inclusive and accessible events including Gallery collaboration with Tulgeen, Light and Sound Bermagui, Autism Lab Bega, Intergenerational Playgroup and Storytime at Tura and Eden libraries.
- Council is seeking to implement a strategic approach to community input at concept design stage on identified projects in public places. This will be further incorporated into Council's Community Engagement Strategy which is currently under development.
- Accessibility in Council buildings is being reviewed by the Property team and plans are progressing to address identified areas of improvement.
- Scoping has been undertaken for the redesign of Council's entrance and customer service desks in Zingel Place to improve access to Council offices and customer service.
- Council has sought to prioritise access outcomes in renewals and upgrades of community assets. These include the Tathra Everyone Can Play Playspace, design work for the Tathra headland walk and replacement of fire-damaged viewing platform, application of Everyone Can Play guidelines for access improvements for rural village playgrounds (Wyndham, Bemboka, Cobargo, Mogareeka), Coastal Accessibility projects (Pambula, Short Point, Bruce Steer pool) and 'path and furniture' improvements at Beauty Point boat ramp upgrade.

Supporting access to meaningful employment

- Council has undertaken an audit of its Conditions of Employment procedures to ensure it is compliant with current legislation. A review of the Workforce Strategic Plan will commence shortly.

A new Employee Handbook and a new Work Experience Handbook for High School students has been developed and implemented.

- As part of the on-boarding process there is now an opportunity for employees to hold a meeting with their supervisor to discuss opportunities for assistance including manual aids (e.g. computer screens/IT support).
- Council has reviewed its volunteering policy to ensure volunteering opportunities are accessible and inclusive. A project template and plan has been completed and is on track for delivery.

Improving access to services through better systems and processes

- Council's current development assessment processes address statutory access requirements. However, with a focus on continuous improvement, Council is reviewing its Public Land Use Policy to incorporate footpath accessibility requirements.. Further advocacy action regarding access to existing commercial premises is being considered by the Access Improvement Advisory Committee.
- All current projects consider access and inclusion design elements in line with project scope and budgets. Merimbula Airport terminal has been designed to ensure compliance with all relevant DDA and BCA requirements.

Determining how to meet the needs of people with disability

- Council has implemented a range of actions to meet the needs of people with a disability, including through the improvement of communication and engagement strategies; local and State advocacy on disability issues; and asset improvements that offer increased accessibility for people with a disability.

Challenges and successes in delivering the DIAP

- The allocation of responsibilities for actions arising from the DIAP across a range of Council teams has ensured that the whole organisation commits

to and is accountable for improving access and inclusion for people with a disability. Managers and responsible officers have regularly attended AIAC meetings, collaborated to achieve improved outcomes, and taken on the advice of the AIAC to improve their project delivery.

- One major challenge in delivering the DIAP this year has been meeting compliance with DDA requirements in order to increase additional on street accessible parking. Where possible the Bega Valley Local Traffic Committee has aimed to improve and add to off-street parking numbers for people with disabilities.

A number of proposals and commitments were in place for the 2018/19 year to improve outcomes for people with a disability. These include:

- Adoption of the Community Engagement Plan and development of the Community Engagement Toolkit which will guide Council Staff in planning and delivering engagement. The toolkit will specifically identify ways in which Council engagement strategies are accessible and inclusive.
- Development of an inclusive playground in Bermagui.
- New event management procedures which will include access and inclusion requirements.
- A Transport Vision Strategy which will be presented to Council encompassing active mobility strategies for all users, including those with a disability.
- Modifications to the Bermagui masterplan to improve disability access and car parking.
- Delivery of all of the Coastal Accessibility Plan 'Destination for All' projects.

Bellingen Shire Council

- The Bellingen Youth Hub has continued its focus on inclusivity with all programs being delivered through the Hub done within this framework. The Hub is fully accessible physically and continues to provide space for two employment service providers which support people with disabilities to access the Centre.
- Coordinate an event to showcase nominees and winners and encourage creative inclusive strategies for more groups in the community: Ian J Cooper Award Event held 4 December 2018.
- Improve footpaths in the Bellingen Shire: Handrail installed on Church Street.
- Improve access to Council buildings and facilities: Ramp access and accessible toilet investigated and costed. A grant application has been submitted for this work for 2019-20 or beyond. Taps replaced at Bellingen Swimming Pool with lever style for easy access. Investigating funding for all abilities children's playground has been undertaken. Investigations into the provision of a handrail at the tidal pool in Mylestrom have commenced.
- Improve access to designed disability parking in Bellingen Shire: Accessible parking space in Myrtle St Dorrigo improved. Wider, signposting and improved line marking.
- Improve crossings for all users including those using assisted mobility aids and visually impaired: New pedestrian crossings installed with Tactile Ground Surface Indicators in Bellingen.
- Increase knowledge of and expand available transport options: Modifications have been installed to the Dorrigo Neighbourhood Bus.
- EEO, Anti-bullying, anti-harassment and Workplace Equity and Diversity Plan: The Bellingen Shire Council Workforce Management Plan 2017-21 makes reference to workplace diversity which includes employing those with a known disability.
- Make equity and access key criteria for decisions about physical infrastructure.

Advocacy for the need to consider people of all abilities has occurred during a recent review of seating arrangements.

- Investigate the re-establishment of a Bellingen Shire Access Committee: No plans to establish the Bellingen Shire Access Committee as it was part of Council's advisory committee model of consultation. A Councillor workshop delivered in December 2018 profiled other methods of engagement considered more effective by Council to use in the future.
- Ensure feedback mechanisms are fully accessible for community and staff: Website is designed to meet Web Content Accessibility Guidelines 2.0 AA.
- Improve the knowledge of businesses wanting to consider installing ramp access: The Missed Business brochure was distributed to businesses in Bellingen which includes ways of being more user friendly.
- to people of all abilities including providing better physical access.

Berrigan Shire Council

Building positive attitudes and behaviours

- Access at a Glance Project Terms of Reference agreed and Advisory Group established as a Partnership with Intereach Ability Links. Peer assessors were trained in assessing venues.
- Successful application with Cobram-Barooga Tourism and Goulburn Valley Sports (VIC) for hosting of Tri-State Games 2020 and 2021 (Social Games: An event for Disabled Athletes representing NSW, Victoria and South Australia.).

Creating liveable communities actions

Continued implementation of Berrigan Shire Pedestrian Access and Mobility Plans including:

- Extension of accessible path network.
- Construction of family-friendly and fully accessible Splash Park, Tocumwal.
- Redevelopment of Tocumwal Library – extension increased accessibility of the Library.
- Installation of new fully accessible public toilets – Railway Park, Finley and local cemeteries.

Supporting access to meaningful employment

Commenced review of human resource operations.

- Continued liaison with workplace insurer on improving access to meaningful employment for workers injured at work or outside of work.

Improving access to services through better systems and processes

- Upgrade of the Council's website to meet W3C Guidelines.
- Colour and descriptive text used for infographics on Council Progress Reporting.
- Based on community feedback, high gloss paper not used for Council publications (Annual Community Report)

Blacktown City Council

Annual Transport Forum was held on 29 November 2018.

- Accessible Bus Policy was updated.
- An assessment of all bus stops in the city was undertaken with all bus stops complying with the Disability Standards for Accessible Public Transport (2002).
- Asset Planning inspected all footpaths and car parks. Once notified of damaged assets, Civil Asset Maintenance repair where possible.
- BCM designs all new buildings to comply with the National Building Code which addresses the Disability Discrimination Act.
- There is a system used for recruitment by staff which is transparent for those conducting recruitment programs to ensure merit selection.
- According to current systems data there are 12 people who identify as having a disability and are employed by Council.
- Recruitment process includes standard questions on applications about EEO data collection and any requirement for support during the recruitment process.
- Access awareness and Disability awareness courses have been delivered.
- Mobility Maps are a work in progress.

Bland Shire Council

Creating liveable communities

- Council processes have been reviewed to ensure new builds and renovations align with best practice access building standards and codes.
- Ramps installed to ensure easier access for staff to buildings.
- A lift is available for the use of Council staff and the community.
- Bland Shire Council worked with Eastern Riverina Arts to bring the Platform project to centenary celebrations. This ensured the event was fully accessible for 2000 visitors and incorporated a sensory space for attendees.
- The Mobility Access Map is available on Council's website and will be promoted on social media throughout the year.
- Information on Australian access design requirements and compliance standards is readily available on Council's website.
- Council's Access Incentive Scheme Grant fund was promoted twice across social and print media.
- Council installed ramps next to steps to make access easier for wheelchairs. Council has an elevator, enabling people with a disability to access the first floor.
- Installation of new accessible public toilets in the villages of Ungarie and Weethalle.
- Support and assistance provided to Intereach, Royal Far West, Relationships Australia, the National Disability Coordination Program and numerous other organisations who work with and advocate for people with disabilities.

Supporting access to meaningful employment

- Special provisions are made for people with disabilities when undergoing the recruitment process as required.
- All Council position descriptions have been updated and are compiled to accord with document accessibility standards.

Building positive attitudes and behaviours

- Plans are in place to offer disability awareness training to senior staff as required.
- The DIAP has been discussed, reviewed at a Council meeting and made available to all staff throughout the organisation with staff encouraged to familiarise themselves with the document.
- People with disabilities and their carers encouraged to provide feedback to Council in the development of the DIAP.
- International Day of People with Disability event held in 2018 and 2019. In 2019, blind motivational speaker, Ben Pettingill addressed all high school aged residents across the shire about his experiences and participated in a local colour run with 130 residents.
- Information regarding Council's Access Incentive Scheme Grant stream published in Council Notices.

Improving access to services through better systems and processes

- Council has recently moved to a new, more user-friendly website ensuring greater access for our residents.
- Available technology is promoted on Council's website and across social media.
- Meetings held with local disability service providers to improve understanding of the needs of people with a disability and their carers.
- Council utilises user-friendly fonts and colours in all outgoing documentation. Council works to ensure all documents are compatible with Adobe Reader.
- Community forums held in villages during 2018/2019. Community Reference Group meetings are held bi-monthly with community members encouraged to voice any access issues or concerns.
- Event accessibility checklist and site audits conducted during event planning.
- Internal processes are adopted on an individual basis as required.

Blayney Shire Council

- Free Mental Health First Aid Training provided for interagency members, attended by two staff.
- Disability Awareness training conducted in August 2018.
- Quarterly Blayney Interagency Meeting held at Community Centre.
- Engagement with event organisers through event management approval process to raise awareness to make events more accessible.
- Event management guidelines updated to promote making events more accessible
- In April 2019, 4 businesses were the first beneficiaries of Councils new Access Consulting Support Program. The program provides businesses with preliminary accessibility compliance advice triggered when a Construction Certificate is lodged.

Active Movement Strategy

- Works completed: Montgomery Street, Millthorpe Ewin/Tucker Street, Blayney Lindsay Street, Blayney.
- Renewals completed: Olive Street, Mandurama Montgomery Street, Millthorpe Ogilvy Street between Farm Lane and the new Belubula River walk path completed.
- Free Mental Health First Aid Training provided for interagency members, attended by two staff.
- Disability Awareness training conducted in August 2018.
- Media and Publications inclusive.
- All Construction Certificate applications are assessed in accordance with the Building Code of Australia and the Disability (Access to Premises - Buildings) Standards 2010.
- New compliant public toilets completed in Mandurama, Lyndhurst and Neville, including accessible parking and pathways.

- Shared pathways completed in Blayney and Lyndhurst.
- Wheelchair-friendly pathway provided across historic Naylor Street timber bridge in Carcoar.
- As part of the CentrePoint Major Upgrade, the existing amenities have been reconfigured to now include six accessible bathrooms plus ambulant toilets.
- Two new accessible car spaces were completed in Ogilvy Street for use by CentrePoint patrons.
- Several new doors were installed at CentrePoint, of which the, swing direction, weight and width of all doors specifically considered accessibility compliance. A 20mm lip was also removed through tiling on the Scout Hall entrance.
- Consultant engaged to facilitate community engagement for future inclusive playground in Blayney.
- Event organisers informed on disability inclusion, including suggestions on considerations with Council's Event Management approval process.
- Conducting an event guidelines updated to include information on making events more accessible.
- "Tips for making your event more accessible" brochure available on Council's website.
- The Access at a Glance project will be creating a digital online map identifying all facilities and businesses that are accessible.
- Through event management approval process, event organisers are asked to consider accessible facilities and parking with event planning.
- Accessible parking provided for Newbridge Winter Solstice event.
- Council website updated to include available options for transport. Refer website link: <http://www.blayney.nsw.gov.au/business-andtourism/transport/public-transport-in-layneyshire>
- Modifications made to ground floor of administrative office to accommodate people with disabilities.
- Program of work experience with Blayney High School undertaken in May 2019.
- Website review being undertaken to determine features to cater for the hearing and visually impaired. Quotation obtained for inclusion into 2019/20 Operational Plan.
- Introduction of program proposed for 2018/19 to assist business. Council has included \$5k in its Operational Plan to be used as a contribution to assist businesses if they require an access consultant report when lodging a DA and/or CC. Three businesses utilised this service in 2018/19.
- Council projects including CentrePoint major project have been referred to Access Committee on an as-needs basis.
- Design staff have undertaken accessibility training.
- Construction staff routinely reminded to maintain vigilance when preparing works for construction, and direct concerns to design staff for potential changes.

Blue Mountains City Council

Building positive attitudes and behaviours

Action: Coordination and facilitation of Mobility Consultation report in the town centres of Blackheath, Springwood and Winmalee. This report identified the key barriers for people living with a disability in these three town centres and actions to address the identified issues. In terms of progress this report has now fed into Council's Active Transport Links and Pedestrian Access Mobility Study (PAMP) works, of which several action recommendations have now been actioned e.g. new footpath works. People with a disability now have a more positive attitude about Council's role in providing equal access and in turn Council has a blueprint for how to best consult with people with people a disability to improve its facilities.

Action: Provide Disability Awareness Training for Council staff via the Guide Dog NSW/ACT on the key access issues for people with a vision impairment accessing the town centres and community facilities that Council provides. Staff from all branches of Council now have a more positive approach and a better understanding of how best to meet the needs of people with a vision impairment.

Action: Creation of the EASY Read DIAP to assist people with a disability to have a better understanding of how Council is proposing to improve access in the LGA. This has been produced and distributed to service clientele with a disability, via the Community Care Forum and Access Advisory Committee.

Action: Updating of Council's Master Lock Access Key Brochure (MLAK) to advise people with a disability and their carers of the accessible toilet facilities available fitted with the MLAK key system. The MLAK brochure has been updated and distributed to libraries, Council Customer service centres, and the community via forums/ meetings.

Action: Updating of Council's Community Care Guide for the frail aged, disabled and their carers. This guide has been invaluable in assisting people with a disability and their carers be aware of services and facilities provided to address their needs.

Creating liveable communities

Action: Provide automatic doors at the Culture Centre in Katoomba. Automatic doors now provided to the concourse viewing area of the Cultural Centre, so people with a disability and their carers can now view the concourse area with relative ease.

Action: Conduct a public audit of Council's Accessible toilet facilities. Audit conducted and priority rating completed for facilities in need of an upgrade. Priority listing now imbedded in capital works program. Key toilets upgraded per priority listing.

Action: Provide Lift and Change facility at the Blue Mountains Theatre Hub Springwood. Facility provided and launched with Access Advisory Committee, residents with a disability, and service providers.

Action: Provide accessible seating in town centres for equal access per Council's Mobility Consultation Plan. Key seating provided in the three townships of Springwood, Blackheath and Winmalee per the Mobility Consultation Study.

Action: Provide accessible pathways of travel and handrails over a range of sites as identified in Council's DIAP & Assets Work plan. Pathways of travel provided in key recreational areas, townships, natural areas and residential streets.

Action: Conduct access audit of Council caravan sites for easy access. Audit conducted, priority works identified for completion for improvements in access. Access Works placed on Capital Works Program.

Supporting access to meaningful employment

Action: Provide trainee program for people with a disability at Council. 'Progress to date: the trainee program is in place and a person with a disability has been working with Council for two years.

Action: Develop and review Workplace Participation Strategy. Strategy has now been developed and reviewed, with Council committed to publicly stating in its job descriptions that people with a disability are encouraged to apply per EEO policy & DDA policies.

Action: Develop and implement "Are You Inclusive" project for local businesses to be

more inclusive of people with an intellectual disability and/or autism accessing their business. Progress to date: a partnership has been developed with Blue Mountains Economic Enterprise and DARE Enterprises, resulting in 103 businesses registered for “Are you Inclusive” training to make their local business more inclusive for people with a disability.

Improving access to services through better systems and processes

Action: Provide Easy Read DIAP for better understanding, Easy Read DIAP developed and distributed to people with a disability. People with a disability now have a better understanding of Council’s DIAP and are more actively involved in DIAP implementation.

Action: Improve website accessibility for members of the public including people with a disability. Council’s Information Services Team reviewing various programs to purchase for improved website accessibility.

Action: Actively participate in Master Planning and Liveability Capital Works projects via Council’s Access Advisory Committee. This has now happened over a number of projects including Wentworth Falls Lake Master plan, Mt Blackheath and Echo Point.

Action: Improve processes for review and provision of Access works via the Capital Works Program and PAMP. Processes reviewed with Assets Works section, SV2 funding now secured over four years for DIAP improvements.

Determining how to meet the needs of people with disability

What engagement or feedback have you had from people with disability?

- Council has determined that it is meeting some of the needs of people with a disability through community consultations via Council’s Access Advisory Committee, which meets monthly; Community Care Forum, informal consultations with people with a disability and interactive Online Council Survey for each project undertaken titled “Have Your Say”.
- Council will continue to ascertain the needs of people with a disability

through these channels. This has been incorporated into Council’s Master planning statements, future Capital Works Program and PAMP Projects to ensure we are meeting some of the needs of people with a disability and their carers.

Challenges and successes in delivering the DIAP

- The key challenge in delivering parts of the DIAP is acquiring a commitment from other Branches of Council to actively take ownership of the DIAP.
- Whilst there has been some take-up from other sections of Council, it is still viewed as the Aged and Disability role to implement the plan.
- Other challenges have been creating an awareness by other staff of Council that this is not only a legislative requirement to develop and implement the DIAP but also a good structure to adopt to assist with meeting the needs of our residents and providing best practice.
- Whilst there have been challenges, those individual staff who have been directly involved in the delivery of projects, e.g. the Adult Change Tables and the Liveability projects, have now seen the benefits for everyone including people with a disability by providing best practice in terms of access both from a design perspective and monetary perspective.

Planning greater outcomes for the future

- Council will continue to undertake future Mobility Consultation Studies with people with a disability for the townships of Leura, Wentworth Falls and Katoomba as identified through consultation with people with a disability via Councils Access Advisory Committee and Community Forum. There is a view to implement the recommendations for improvement in disabled access via Councils PAMP, Active Transport Links and Master Planning upgrades for these town centres.
- Council will continue via its Access Advisory Committee to be actively involved in the Liveability Projects to ensure the needs of people with

a disability are incorporated into the projects delivered.

- Council will also be conducting Disability Awareness Training and Mental Health Awareness Training for Council staff in 20/21 to re-“echo” the needs of people with a disability.

Further information and comments

- Implementation of the DIAP has been a difficult task on top of other work load commitments. Whilst it has been embedded in everyday tasks of the Aged and Disability Services Officer, it has in itself been a momentous task to complete. There is a need for Local Councils to be made more aware of the benefits/incentives of implementing the DIAP (e.g. best practice in design for Council and monetary savings) not just meeting legislative requirements.

Bogan Shire Council

Building positive attitudes and behaviours

- Council recognises International Day of People with Disability.
- Council has made all of its events disability accessible.
- Council representatives attend Interagency meetings to ensure disability opportunity remains on the agenda.
- Council liaises with Interagency and community groups for ways to provide opportunities for people with disabilities.

Creating liveable communities

- Council has increased disabled car parking in the Nyngan CBD.
- Council has increased the number of public accessible toilets and change facilities.
- Council has installed shade over its accessible play equipment (including the Liberty Swing).
- Council has ensured all of its events are accessible.

Supporting access to meaningful employment.

- Council has ensured its recruitment forms and processes are easy to understand by all.
- Council has established relationships with local disability employment organisations and schools, and work experience is offered where appropriate.

Improving access to services through better systems and processes

- Council has ensured its forms and processes are easy to understand by all.
- Council has made information available in different formats to be accessible to all.

Bourke Shire Council

Council recognises its obligation in respect of the NSW Disability Inclusion Act 2014 and on the 20 June 2017 adopted a Disability Inclusion Plan consistent with the requirements of that Act. Council in the undertaking of planning for the construction and/or upgrade of facilities gives consideration to ensuring that the facilities are able to be utilised by all members of the community. Council has developed a Pedestrian Access Management Plan (PAMP) in association with the Roads and Maritime Services. In the planning of the upgrade of the CBD, the provisions of the PAMP have been considered.

Brewarrina Shire Council

Positive attitudes and behaviour

- Continued to audit website to ensure that images include people with disabilities and that language is appropriate.
- Included Disability Awareness Training in staff HR policies and induction.

Creating liveable communities

- Continued to provide opportunities for community connection by facilitating and promoting International Day of People with Disability (International Day of People with Disability).
- Promoted universal design practices to home owners, house designers and builders.
- Audited events run by Council for Accessibility.
- Undertook footpath inspections.
- Investigated and actioned pedestrian crossing improvements in the main street.
- Reviewed seating in the main street.
- The Community Development Officer provides pathway referrals to access NDIS.
- Disability ramp at Youth Centre, as well as disabled access to the shower and toilets in the Youth Centre and at the Brewarrina War Memorial Pool.

Supporting access to meaningful employment

- HR policies and induction reviewed and amended to enhance employment of people with a disability within Council.

Improving access to services through better systems and processes

- Developing a fact sheet to assist customer service staff with responding to queries regarding services for people with disabilities.
- Investigating technologies to enhance the accessibility of customer service experience across Council.

- Reviewing the current community consultation procedures to include a checklist on inclusive consultation.

Broken Hill City Council

Building positive attitudes and behaviours

- Customer Service Framework incorporates inclusion and accessibility awareness and effective methods for communication with customers who may have a disability.
- Staff attended autism awareness training.
- Inclusion awareness campaigns conducted with the Library holding Storytime during Hearing Awareness Week and the GeoCentre hosting the Annual Lifeline Art Exhibition.
- Supported the NDIS information and preplanning hubs, National Reconciliation Week, Positive Partnerships Autism Awareness, Inclusive Tourism Online Learning (internal promotion), Stress Down Day and International Day of People with a Disability community event.
- Hosted programs/events with disability and inclusion as part of human experience at the Library and workshops for Marri Ma Health group clients at the Gallery.

Creating liveable communities

- Funding received from Roads and Maritime Services to develop a city-wide Pedestrian Access and Mobility Plan; the Plan upgraded to an Active Transport Plan which also incorporates a bike plan. Consultation and progress of the footpath works to be reported to the DIAP Monitoring group.
- Patton Park Refurbishment Project including state-of-the-art amenities unit that is fully accessible to Australian Standards and Legislation. The amenities block construction was completed in April 2019.

- Civic events included a disability plan.
- Advertising and marketing information introduced for the Art Gallery and GeoCentre. Information uploaded to Council webpage.
- The Library established the following for ATSI people, a collection of Early Literacy resources; a collection of resources in the library for reluctant readers; engagement with Aboriginal community in holding NAIDOC Storytime session in Library; engaged with Community Hub 123, mini library and planning future program at centre.
- The Library supported the community to access the Library through the provision of accessible furniture installation, software and library resources and engagement with the local community.
- Collection of resources in the Library for reluctant readers and purchase of books, such as braille.
- The Art Gallery hosted workshops for Maari Ma health group clients. The Gallery and Museum make regular adjustments to programs for people with disability to attend. Gallery exhibitions are increasingly becoming a lot more interactive, including sound elements with recorded stories.
- Civic Centre access features completed with lift, accessible toilet, hearing loop and theatre area suitable for people who use wheelchairs.

Improving access to services through better systems and processes

- Website accessibility audit of brokenhill.nsw.gov.au completed and findings used in the scope for new website.
- Business case completed and new Council website deployed.
- Complaints management policy adopted.

Supporting access to meaningful employment

- Membership of the Australian Network on Disability.

- Recruitment service review undertaken.
- IT strategy review undertaken with workshops and fact-finding exercise.

Burwood Council

Building positive attitudes and behaviours

Developing positive community attitudes towards disability:

- Burwood Council continues to celebrate International Day of People with Disability through an event called “Groovability Festival”. Held the first Thursday of December since 2010, previously in Burwood Park and recently at Burwood RSL, the event attracts between 400-500 people from the Inner West region. Financial support comes from local clubs, in particular Burwood RSL and Campsie RSL. Burwood Council coordinates this event in partnership with other disability service providers. The event aims to raise community awareness of disability and celebrates the achievements of people living with a disability.
- With regards to increasing community understanding of the diversity of people with a disability, Council continues to support and coordinate the Inner West Disability Forum that meets four times a year. It has a membership base of more than 200 disability services that operate in the Inner West region. This forum provides a solid network for agencies and groups that work in the disability sector. This forum plays a vital role in information exchange and promoting disability programs and services.
- Council has initiated partnership projects with disability groups such as Ability Links and Ethnic Community Services Co-operative to hold workshops/information sessions for CALD individuals and families who are yet to access services from NDIS. These sessions were held in Burwood using

Council facilities, including the Library and Woodstock Community Centre. It is also important to note that all of Council facilities are accessible, making them preferred venues. Examples include: “Celebrate Community Inclusion 2018”, an expo showcasing talents and abilities of clients and some samples of clients who are now gainfully employed or have a small business; “Everyone’s Café - A Good Life” a workshop that included general information on the NDIS which was held twice in 2018 with the aim of drawing in more families who are experiencing difficulties in accessing services.

Creating liveable communities

Council continues to support accessible and inclusive community events and activities for people with disability.

- For the past two years during Groovability, event organisers provided accessible/portable-for-hire toilets. This is important in enabling more people with a disability to participate.
- Council continues to provide high quality activities that support active and healthy lives. Ongoing support is given to exercise providers in the form of free use of Council facilities in exchange for lower fees for participants and people living with a disability are encouraged to join these activities.
- In partnership with NSW Health’s Sydney Local Health District, Council delivered four workshops in 2018 and 2019 on falls prevention (Stepping On), a course that ran for seven consecutive weeks for two hours each session for seniors from a Chinese-speaking background. There was a similar program called “Stay Standing” run by a physiotherapist who was originally with the Stepping On program. Stay Standing was done in English and four workshops delivered.
- In conjunction with the Sydney Local Health District, a seven-day “Mental Health First Aid” course was organised in late October to mid-December 2019 with a group of seniors from a Chinese background.
- In early July 2018 Council partnered with Sydney Dance Company for a

one-off dance program for adults with mobility restrictions. Half of those who attended the eight-week course were younger and had an intellectual and moto disability. This was a very well-received program, but was only funded for a one-off implementation.

- Council continues to improve and enhance its facilities and services.
- Starting in June 2019, Council had a joint partnership with Access Sydney Community Transport to run bus outings for seniors 60 years and older. One of the features of the monthly bus trip is to provide two assisted bus outings during the six months program. The assisted bus outing involved having the coach pick up the person from home and return them afterwards. This type of bus outing is for older residents who are experiencing mobility issues that makes it difficult for them to take public transport. The project ran from June to November 2019 and may be repeated in the future.
- Council continues to provide quality footpaths, pram ramps and bus stops, and undertakes regular upgrades when needed. This ensures the “continuous path of travel” for all people including people with a disability is guaranteed and increases accessibility along all streets, bus stops and parking areas in Burwood.

Supporting access to meaningful employment

- “Celebrate Community Inclusion 2018 Expo” was for people from a multicultural background with a disability. A select number of speakers shared their experiences growing up with a disability and provided training for skills in opening a business or working for others. The aim was to inspire people to strive higher and overcome any limitations from their disability that may be hindering them from achieving their dreams.

Improving access to services through better systems and processes

- Council has planned disability awareness sessions for all staff. The aim will be awareness-raising to prepare

the whole of Council to be more knowledgeable and compassionate to people with a disability. Implementation will be in 2020.

Building positive attitudes and behaviours

- For big events and when there are other services assisting, an evaluation survey is made and usually at least 10% of those attending complete the survey. The feedback has been overwhelmingly positive to hold this event again next year.
- Being part of the Inner West Disability Forum provides Burwood Council with current information on what is happening around disability in terms of new disability services available in the community. The Forum also provides information on needs and issues confronting people living with a disability and whether some solutions have been introduced. Overall the Forum attendees would like to continue with the way the Forum is set up. The Forum has also provided attendees with the opportunity to give suggestions regarding future speakers, agencies and projects.
- One of the recent issues raised at the Inner West Disability Forum was limitations for clients to preparing their NDIS plans, particularly for Culturally and Linguistically Diverse (CALD) families. This is mainly due to the process being lengthy, and requiring not only translation but explanation which is not always available depending on services.
- Furthermore, limitations have also existed regarding access to clients during the day as they're often occupied i.e. at school, work or engaged in an activity. As such, most opportunities to engage with people with a disability would be through programs in partnership with other providers or Council-run events, limiting our ability to further engage/consult on a regular basis.

How has this been incorporated into your current and future planning?

- The above information provides Council with ideas for projects that can better

support the community, including joint partnership activities. A recent example is a joint partnership between Burwood Council and Sydney Access Community Transport. This partnership saw Council provide transport for bus outings for a wider cross-section of the community. Traditionally, those aged 65 and older have access to aged care funded services. Burwood Council has developed a transport program which extends itself to those aged 65 and under who are transport challenged, which has further allowed us to meet the needs of people with a disability, based on feedback from the community.

- Access and inclusion are part of the planning process for Council's upcoming Burwood Public Parking Strategy which recognises the needs of people with a disability. Part of the strategy is to ensure that the design of parking areas meets the needs of people with a disability as well as those of other users such as pedestrians and cyclists.

Challenges and successes in delivering on the DIAP

- Running big events such as "Groovability Festival" takes several months and uses extensive resources, including staff time. The uncertainty around funding of disability providers in 2019 had a big impact on the ability of these key service providers to commit their time in organising the event.
- Most of the disability service providers are only able to take their clients/ consumers on the day of the Festival and do not have the capacity to network or assist the events in other ways.
- Groovability relies on external funding provided by local clubs which is not guaranteed. Luckily, Groovability has enjoyed the support of a few local clubs. Each year members of the organising committee who are from not-for-profit agencies can only contribute their staff time but no financial contribution. Burwood Council contributes staff time and funding, but does not have the resources to fully fund this regional event.

- Groovability began as an initiative of the Ageing, Disability and Home Care, however for the past two years there has been no participation in terms of running the event from a state-level government agency.

Planning greater outcomes for the future

- Burwood Council has received funding from Sport Australia to deliver an “Obstacle Course” in Grant Park. The key target groups are children aged 10 years up, girls and boys with special focus on girls/young women, disengaged youth and people living with a disability. Careful planning and consultation with various disability groups have gone into the initial phase with conscious emphasis given on how a young person with a disability can best use all or parts of the obstacle course. Consideration has also been given to how a particular section of the obstacle course could be modified where possible. Attention on accessibility of the venue for spectators including persons with a disability was an important part of the process. This involved close coordination with the design architect and consultation with various disability groups.
- Council is looking to work more closely with local Chamber of Commerce to raise their disability awareness and introduce the idea of employing people with a disability in local businesses.
- Council is in the process of updating its Burwood Public Parking Strategy. Part of the strategy is to ensure that the design of parking areas meets the needs of people with a disability as well as those of other users such as pedestrians and cyclists.

Further information and comments

- The Council seeks to know if NDIA is still interested in regional events such as Groovability taking place and in what ways they can assist. Examples include being a sponsor of the event or sponsor of a segment of the event. This annual event is very popular, particularly amongst other day programs because it is a free, fun and easily accessible event to take their clients to for half a

day however funding to run this event is getting increasingly difficult to source each year.

Byron Shire Council

This is the second annual report of progress in the implementation of Council’s Disability Inclusion Action Plan (DIAP) 2017 – 2021. The DIAP details the steps Council will take to increase accessibility and promote inclusion both within its organisation and the local community.

There are four focus areas for the NSW Disability Inclusion Plan. Key achievements under the focus areas include:

Building positive attitudes and behaviours

- Sponsored the Byron Community Centre to deliver the Byron Shire Seniors Festival and Expo.
- Supported events that encouraged broad community participation and inclusion.
- Completed the Customer Service Strategy with the participation and expertise of the Access Consultative Working Group (ACWG), including design of new accessible office.
- Screened the Wide Angle Film Festival, an accessible festival of films that reflect the lived experience of people with disability.
- Delivered training to Section 355 Management Committee volunteers on access and inclusion strategies.

Creating liveable communities

Council has undertaken the following infrastructure projects to increase access to public spaces, and recreational and cultural activities enabling greater participation in community life:

- Upgraded Waterlily Park and installed an all-abilities flying fox, an accessible two storey tree-house, two new accessible carparks and accessible

pathways that link the playground, amenities and parking area.

- Improved access to several Council-owned community buildings including a new access ramp at Mullumbimby Neighbourhood Centre, accessible toilet upgrades at Marvell Hall, new access ramp and accessible parking at Durrumbul Hall and accessible toilet upgrades at Suffolk Park Hall.
- Repaired 32 footpaths.
- Drafted Residential Strategy including planning for accessible housing .
- Completed renewal works at Clarkes Beach to meet Australian Standards Design for access & mobility (AS1428).
- Obtained funding for 14 bus stops under the Bus Stop Accessible Improvement Program.

Council wants to co-create a community that is accessible and inclusive to everyone. To help make this happen, Council has an Access Consultative Working Group (ACWG). The ACWG includes people living with disability as well as service providers and Council representatives. The group provides a link between the community and Council for issues relating to disability access and inclusion in the Byron Shire. Involving people with disability, their families and carers in decision-making processes and planning values the diverse and unique perspectives and experiences of people with lived experience.

- Completed one new accessible bus shelter at Suffolk Park
- Unlocked Master Locksmith Access Key (MLAK) restroom facilities at six Council-owned buildings during daylight hours ensuring facilities are accessible to all
- Drafted Council's ten-year Pedestrian and Access Mobility Plan (PAMP)
- Installed one new accessible car park, an accessible BBQ, new shelter and accessible pathway at Bangalow Parklands
- Completed access audit inspections of 261 Council buildings, identifying access barriers
- Delivered the Recreation Needs

Assessment Plan that identifies opportunities to maintain and build upon the diversity of recreation services and facilities for residents and visitors

- Reviewed Infrastructure Services Risk Management Plan to ensure access considerations

Supporting access to meaningful employment

- Delivered mental health first aid training to 30 Council staff members.
- Facilitated Wellness Expo for 150 Council staff contributing to a culture of wellbeing.
- Awarded inclusive employment contract to Aruma (formerly House with No Steps).

Improving access to services through better systems and processes

Council has worked to increase access to services and engage in decision-making through the following activities:

- Partnered with Byron Shire Access Consultative Working Group (ACWG) to provide advice on access and inclusion matters.
- Updated Council website to comply with Web Content Accessibility Guidelines (WCAG) 2.1.
- Developed an events checklist ensuring all Council-approved events consider accessibility and inclusion in the program design.
- Provided early childhood education and care in-line with the National Quality Framework access standards.
- Designated educator appointed to facilitate Quality Improvement Plan.
- Quality Improvement Plan training delivered and policy review process in place.

What is working well?

The DIAP guides Council to meet its requirements under the NSW Disability Inclusion Act 2014. Council is working towards creating a community that is

accessible and inclusive of everyone. The areas of work Council is performing well in include:

- Flexible work practices.
- Staff working together with Council's Access Consultative Working Group.
- Providing individualised advice for the Development Application process.
- Requiring adaptable housing provisions for multi-dwelling developments of three or more dwellings.
- Sustainable housing initiatives that incorporate Universal Design.

The Voice of Lived Experience

Council wants to co-create a community that is accessible and inclusive to everyone. To help make this happen, Council has an Access Consultative Working Group (ACWG). The ACWG includes people living with disability as well as service providers and Council representatives. The group provides a link between the community and Council for issues relating to disability access and inclusion in the Byron Shire. Involving people with disability, their families and carers in decision-making processes and planning values the diverse and unique perspectives and experiences of people with lived experience.

Cabonne Shire Council

Outcomes achieved through the DIAP include:

- Improved and new footpaths, including widening, handrails and ramps for ease of access.
- Fortnightly and monthly bus trips from small villages to allow community members who may otherwise be isolated from access to Orange.
- Cabonne Daroo Business awards has a category specifically for recognising businesses that foster disability inclusion.
- Council's communications use language and formats that promote inclusion.

Camden Council

Creating liveable communities

- Accessibility improvements made to existing buildings, signage, seating and equipment as a direct result of access audit recommendations.
- New amenities in parks and open spaces that take the needs of people with disability into account, including accessible BBQs, picnic tables and play equipment.
- Providing accessible change facilities with an adult change table and hoist, shower, toilet and ample room for two carer supports at Curry Reserve Water Play space.
- Providing quiet zone tents with sensory play at community events.
- Providing a series of sensory walks and activities at Mount Annan Botanic Gardens for children with special needs and people living with dementia.

Supporting access to meaningful employment

Establish and strengthen existing partnerships with local service providers that support access to employment

- Working in partnership with local disability employment services to provide information in a variety of formats including monthly Café Connect initiative, Carer Week projects and International Day of People with Disability.
- Providing hospitality and event training work experience opportunities for local Mater Dei students in partnership with a workplace learning service.

Building positive attitudes and behaviours

Promote and encourage people with disability to actively participate in various community groups, activities and projects not just disability specific.

- Delivering a series of monthly health, wellbeing and social connection activities for all abilities; approximately 20% of participants are people with disability.
- Providing Wet Wheel Chairs for people with disability for inclusive play and access to Curry Reserve water play space.
- Provided Disability Awareness training to Leisure Centre staff to support the facilitation of their dance programs for all abilities.
- Provided Child Safe Training for the Disability Sector – Creating safe environments for children and young people with disability.

Improving access to services through better systems and processes

Improve access to services through better systems and process.

- Provide information in a variety of formats including one-on-one conversations, large print, information pathways to technology support and easy-read resources available through Council's connection projects which include monthly Connection Cafes, all abilities health and wellbeing activities, Carers Week and International Day of people with Disability events.

Campbelltown City Council

Building positive attitudes and behaviours

- Council's Disability Inclusion Action Plan Advisory Group continues to meet quarterly to guide implementation.
- Council provided training to staff on deafness awareness, supporting people with autism, and mental health awareness
- Council libraries continue to deliver inclusive activities with regular captioned movies, provision of Auslan interpreters where needed, implementation of autism-specific music programs and programs to support people with disability to access the library in quiet out-of-hours periods.
- Council celebrated 2018 International Day for People with Disability with internal lunch and learns, craft programs in libraries and launching the MLAK access initiative. Council is partnering with Disability Services Australia for a picnic in the park for 2019.
- Companion Cards have been promoted with information available at Council facilities and on the Council website.
- Free Quiet Hour sessions were trialled at Festival of Fishers Ghost in November 2018 with more than 250 participants, and have since become standard practice for major events. Council's Water Wonderland event in January attracted 250 bookings and the recent Winter Wonderland served more than 330 people from the region.

Creating liveable communities

- Soft launch of Councils recharge stations at libraries across the LGA.
- Council is partnering with the Touched by Olivia Foundation and Variety to develop inclusive playgrounds in Glenfield (completion late 2020) and facilitating delivery of another facility by Stockland at East Leppington.
- Updated locations of all Council toilets and facilities with MLAK key access on the website.

- On International Day of People with Disability, launched a simplified MLAK access process online through Council and supported with an awareness campaign including brochures to GPs and service providers, adverts at bus shelters, Facebook, disability networks and on the website.
- Identified opportunity to integrate adaptable housing requirements into the Sustainable City DCP.
- Worked with Western Sydney University students to draft an accessibility checklist for high pedestrian traffic precincts.
- Continued to implement Council's Pedestrian and Mobility Plan.
- Drafted a brochure to inform designers and developers of their access obligations under the Disability Discrimination Act.
- Continue to provide support for and grow the Little Orange Project, including commissioning Little Orange artist for Council public murals.

Supporting access to meaningful employment

- Council's Campbelltown Arts Centre participated in the Create Ability Internship Program, interviewing three candidates and taking on one intern from the Little Orange Project.
- Council's 2019 traineeship program includes one identified Trainee with a disability, and one further trainee who identifies as having a disability.

Canterbury-Bankstown Council

Zero Barriers

Council's efforts in 2018-19 to be proud and inclusive included:

- Hosting the Zero Barriers Awards to recognise local businesses that are inclusive of people with disability.
- Providing training for parents to assist their children with disability in independently navigating the public transport system.
- Training to Council's Children Services staff in better services provision for children with autism.
- Providing student and work experience placements for people living with disability.

Council expanded a 2018 AUSLAN program in 2019 to offer free training to young people aged 12-24 years. The seven-week course ran from Belmore Youth Resource Centre and helped 15 young people learn the alphabet, numbers, simple phrases and greetings, and how to sign amounts of money. Also held in 2018-19 was the International Day of People Disability Gala, led entirely by people living with disability.

With the support of Council and other local organisations, over 160 people attended the gala night which not only raised awareness about local achievements of people living with disability but also celebrated them. All speakers and performers were people living with disability including the Acknowledgement to Country, the MC, the DJ and all the musicians and singers.

These projects were part of Council's practical approach to promote equal rights and improve opportunities for residents living with disability.

Canada Bay Council (City of Canada Bay)

Council progressed implementation of the Disability Inclusion Action Plan with:

- Delivery of an all abilities carpet bowls program at Five Dock Leisure Centre.
- Upgrade of bus stop at Concord Hospital as part of the Accessible Bus Stops Program.
- Re-establishment of the DA Sub Committee of the Access and Inclusion Committee of Council to ensure opportunities are available for people with a disability to provide feedback on public facilities and infrastructure. An education session was held with all Committee members to review the Access and Inclusion Committee's Charter, Code of Meeting Practice and Code of Conduct.
- The Bay Connection Program for residents requiring assistance to engage with the community operated at capacity two days per week, providing trips for 30 residents weekly.
- Delivery of four specific disability programs/events, funded by the Community Grants Program. This included Disability Dance Classes in Concord, Friendship Luncheon for Disability in Five Dock, Autism Specific Resources for Concord West Preschool, and a Basketball Program for young people with intellectual disabilities in Five Dock.
- The Bay Rider bus service, in partnership with Drummoyne Community Centre, provided bus transport to 15 seniors or residents with a disability once a week.
- Commencement of improved accessibility to Cabarita Pool with the construction an internal accessible ramp to allow greater movement between the entry foyer and pool deck. This project commenced in late May 2019.
- Phasing in of the recommendations by Physical Disability Australia to remove Master Locksmith Access Key (MLAK) toilet key systems from publicly provided disabled bathroom facilities.

- Final drafts were developed of the Human Resources policy and procedures for Reasonable Workplace Adjustment.
- Wellbank Children's Centre was rated by the Department of Education and Communities as exceeding the national standard for provision of inclusive accessible early learning and education.
- Victoria Avenue Children's Centre was rated by the Department of Education and Communities as a Centre of Excellence demonstrating exceptional practice within the national standard for provision of inclusive accessible early learning and education.
- Advocacy for improved public transport within the LGA. Council consulted and worked in collaboration with BRIDJ Bus Company to collect data demonstrating the need for a specific bus to Concord Hospital from Five Dock to address the needs of less-abled residents to access direct public transport to the hospital.

Carrathool Shire Council

Building positive attitudes and behaviours

- Support and advice have been given to businesses wishing to improve accessibility to their businesses. No changes have been made due to the adverse economic conditions prevailing due to the drought.
- Council has encouraged the adoption of inclusion guidelines for sporting clubs, community groups and organisations. While some interest has been shown no formal adoption by the organisations has been made.
- Council has supported the HACC services to the community and the transition to home care packages. HACC services are stretched in the community and a review of services and available providers is underway.

Creating liveable communities

- Draft Footpath master plan has been prepared
- Problem areas for wheelchair access has been identified in Council's kerb and guttering and footpath network. Some work has started in improving access and placing footpaths for easier access.
- Council has reviewed its offices, halls, toilets and other community buildings to determine accessibility and problem areas that need remediation. Budgets are in the planning stages for allocation next financial year.

Supporting access to meaningful employment

- Council encourages flexible work practices to encourage an inclusive work environment. Council's EEO policy was reviewed and training provided to staff.

Improving access to services through better systems and processes

- Upgrade and improve systems and processes and provide accessible information to the community through a variety of different formats. Council is in the process of reviewing and updating its website to incorporate the web content accessibility guidelines 2.0 where practical.

Central Coast Council

Creating liveable communities

- A community report was released detailing the implementation progress of the Disability Inclusion Action Plan (DIAP). Over the last 12 months a number of actions have been implemented to improve inclusiveness and accessibility on the Coast.
- To create liveable communities, some of the implemented actions include the completion of access audits for 72 Council-owned assets, purchase of new beach wheelchairs, building a new accessible waterway pontoon and pathways to fishing platforms, installation of wheelchair-accessible picnic facilities, preparation of a draft Pedestrian and Access Mobility Plan, the continued delivery of inclusive and accessible playgrounds and participation in the working group for the NSW Government's "Everyone Can Play" initiative.
- A number of delivered actions developed positive attitudes and behaviours both within Council and the broader community. These include the introduction of awareness and educational staff training programs and Council partnerships with local groups to run awareness campaigns through art initiatives and exhibitions.
- Council has improved access to service and information by creating better system and processes.
- A new website compatible to Web Content Accessibility Guidelines has been prepared with Vision Australia engaged to test content including listing of accessible playgrounds.
- New hearing loops have been installed at both Council chambers to improve accessibility.
- Council is an equal opportunity employer and now includes accessibility statements in job vacancy advertisements and provides reasonable adjustment needs for job applicants whilst continuing to support staff living with disabilities.

Central Darling Council

Nil response

Cessnock City Council

Building positive attitudes and behaviours

Action: Develop a practice guideline outlining and encouraging the host of community activities to provide activities that are accessible. The practice guideline would be issued to stakeholders in planning for Seniors Week, NAIDOC Week and Youth Week programs.

Progress: The Accessible & Inclusive Event Practice Guide was developed in April 2019. The practice guide assists organisers to plan inclusive events for people with disability and provides an overview of some of the access measures and considerations that can be implemented to ensure people with disability can participate. The practice guide has been made available to local organisations and is available on Council's website

Creating liveable communities

Action: Council's website will include a webpage that lists the infrastructure in place that supports people to access Council-owned facilities.

Progress: Council's website now includes a dedicated page for Access and Inclusion. The page provides information on initiatives, programs and measures that support access and inclusion for Council services and Council-owned and/or managed community and recreation facilities.

Supporting access to meaningful employment

Action: Undertake an analysis to determine a benchmark for the number of people employed at Council with disability and assess if it is reflective of the demographics for the Cessnock local government area.

Progress: As part of a review of Human Resource policies, practices and processes,

Council has undertaken an analysis on staff diversity and benchmarked the percentage of people in Council's workforce that identify as having a disability. This data has been included in the 2018/19 Annual Report.

Improving access to services through better systems and processes

Action: Council to investigate becoming relay Service Friendly.

Progress: Council introduced the National Relay Service (NRS) as a contact option for Council's customer service team.

Determining how to meet the needs of people with disability

Council has continued to use the 'Including You' activity tent at its major events, which aims to support people with disability to attend and participate in community events. The feedback, especially from families, has continued to be positive and Council have made sure to promote the tent in the leadup to events to assist people in their planning.

Challenges and successes in delivering on the DIAP

Changes in local service provision has been a challenge in engaging with local service providers. A number of established disability organisations who contributed to the development of the DIAP ceased operating in the 2018-19 financial year, with new operators now coming in to deliver local services. Council is attempting to establish relationships with the new operators and invite them to be involved in the development of the next DIAP.

It has been good to see some access and inclusion measures embedded into standard Council practices. Examples of this include:

- Upgrades to community and recreation facilities (ramps, braille signage, bathrooms, lifts, BBQs and picnic settings).
- The increased use of the International Symbol of Access on event promotion material as well as encouraging individuals to contact Council with any specific requirements.

Planning greater outcomes for the future

Council aims to deliver a new website in the 2019/20 financial year that complies with the Web Content accessibility Guidelines 2.0 at AA level. The website will include an engagement module. This will be beneficial in future engagement with people with disability.

Clarence Valley Council

Building positive attitudes and behaviour

Council facilitates the Access Committee and refers relevant work being undertaken to the Access Committee for comment and advice. The committee, which meets monthly and is comprised of two Councillors, nine community members (one of them an Occupational Therapist, one a guide dog Orientation & Mobility Specialist):

- Provides advice to Council on access matters.
- Provides feedback on draft planning documents.
- Lobbied Rotary Yamba to install a bench seat at a Taxi Pick up and Drop off area in Yamba.
- Is preparing mobility maps.
- Advocates for safer pedestrian crossings.

In relation to the Clarence Area Disability Network, Council staff provide a liaison role, organising the meeting venue, guest speakers, agendas and minutes. The Network:

- Meets quarterly informing the community on latest service update and providing a venue for information exchange.
- Has a membership including the majority of disability employment agencies, disability service providers, disability advocacy services, Centrelink and some businesses providing a

disability related service, for example home maintenance and modifications.

- Is currently organising a large carers' forum for the community with information about NDIS coordination of support and plan management.
- Is creating a Facebook page to exchange information on disability services available in the area with community members.
- In relation to Social Inclusion Week 2017 - 24 November 2017 - We "R" one event - an inclusive family event as part of Social Inclusion week, Council provided funding for the outdoor cinema and provided in-kind support for planning the event and running it on the day.

Creating liveable communities

Council has undertaken a number of consultations and infrastructure projects to increase access to the built environment for people with disability. These include:

- Upgrading footpaths to meet Disability Discrimination Act (DDA) standards and considering continuous accessible paths. Also discussing this aspect with Roads and Maritime Services and the Contractor in the development of aspects of the new Grafton bridge and path connectivity.
- Upgrading five bus stops and connecting footpaths, which will meet DDA requirements.
- Commencing a review of the condition of Council's footpaths which will include an assessment of access related issues.
- Liaising with public utilities so that their infrastructure is not installed along building shore lines.
- New accessible parking spaces to be installed in new car park as part of the new Grafton Bridge at the instigation of Council.

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This is page 211 of the Minutes of the Clarence Valley Council Ordinary Meeting held 26 March 2019

- Inclusion of accessible features in amenities in Wooli Street Yamba,

- McLachlan Park Maclean, with works in progress for amenities next to Woolli Hall, and planning for Pippie Beach Yamba.
- Mlak keys available across key facilities in main towns and urban areas.
 - Planning for shared pedestrian/cycle pathway extension at Iluka is underway.
 - Accessible furniture and support facilities being used in parks design and projects – e.g. McLachlan Park.
 - Playgrounds at Regional and District level being designed to include inclusive elements – Jacaranda Park, Lions Park, Brooms Head playgrounds.
 - Sports facilities being designed to be all accessible and inclusive – e.g. Rushforth Park Redevelopment, Ngayundi Yamba Sports Complex sports amenities, Rushforth Park sports amenities.
 - Master plan upgrades for pools at Grafton and Maclean include improved access.
 - Promotion of beach access for wheelchairs undertaken through Facebook.
 - Review of accessible access to beaches across the local government area completed and reported to Council.
 - Redevelopment plans for Calypso Yamba, and Brooms Head have been adopted. Woolli and Minnie Water parks redevelopment in planning stages and all will include improved and all-accessible design.

Supporting access to meaningful employment

Council is an equal opportunity employer (EEO) and has worked to increase employment opportunities for people with disability.

Council:

- Considers the needs of EEO groups in work re-organisation or structural changes.
- Reviews position descriptions to ensure that essential and desirable criteria and position conditions are non-discriminatory.

- Has an ongoing commitment to EEO Committee forming part of Joint Consultative Committee.
- Is undertaking a review of its recruitment and selection protocol, which includes whether the online recruitment tool meets accessibility requirements.
- Under the Equal Employment Opportunity Action Plan all staff are required to attend training every three years. Mental Health Awareness training is under development for supervisors and Senior Field Officers.

Improving access to services through better systems and processes

Council:

- Is in the early stages of developing a style guide to go towards meeting disability inclusion action plan.
- Has continued to provide and promote new accessible technologies for customers to communicate with Council including web chat.
- Is working towards full compliance with Web Content Accessibility Guidelines with the inclusion of easy-read versions.
- Continues to stream Council's ordinary meetings.

Cobar Shire Council

Creating liveable communities

- Identify and prioritise public buildings that require access audits in accordance with standards (completed).
- Review the Pedestrian Access and Mobility Plan (PAMP) and progressively upgrade high priority areas to improve access as funding becomes available (completed).
- Develop a procedure for including community input into the design process (completed).
- Assess key community infrastructure to identify and prioritise design, delivery and management of accessible toilet and change facilities (completed).
- Install accessible toilet facilities and change facilities at the Cobar Youth and Fitness Centre (completed).
- Install storage for wheelchairs at the Cobar Youth and Fitness Centre (completed).
- Accessible playground equipment installed into Drummond Park (completed).
- Make gym equipment more accessible to all users (moved downstairs).
- New public buildings all meet universal design principles (completed).
- Free pool admission for aged and disabled pensioners incorporated into the adopted Fees and Charges for 2019/20.
- Promote to shop keepers access issues faced in the central business district and how this limits their ability to reach customers and make sales (ongoing).
- Coordinate community groups to determine the feasibility of introducing public transport options for those with wheelchairs and mobility impairments (ongoing).
- Investigate if there is adequate community transport available for the community and advocate for additional transport if needed (completed).

- Audit line-marking in disability car parking spots and repaint where needed (completed).
- Improve disability access to Council buildings and facilities to improve their accessibility by older people and people with a disability.
- Install disability access to Council buildings as funding becomes available.
- New projects are currently being designed to incorporate means of compliant access into buildings.

Building positive attitudes and behaviours

- Include disability awareness training in staff inductions (ongoing)
- Partner with community organizations to deliver projects and programs that support inclusion in Council activities (completed).
- Work with the Mental Health Network to promote strong mental health in the community and provide education around mental health (completed).
- Hold at least one consultation meeting with key stakeholders on the implementation and updating of the DIAP annually (completed).
- Implement Disability Action Plan. The DIAP was implemented throughout the year and the plan was updated and adopted by Council on 28 June 2019.

Supporting access to meaningful employment

- Work with organization to target funding where appropriate to employ people with a disability into roles designed to suit them and Council.
- Consider issues of disability, access and inclusion when updating Council's policies and procedures.

Coffs Harbour City Council

Creating liveable communities

Council has undertaken the following projects to increase access to the built environment for people with a disability:

- Accessibility upgrades to public toilets at Woolgoolga Lakeside, Hills Beach, Korora, Saltwater Park, Harbour Drive, Coffs Harbour and Urara Park, Elizabeth Street and Coffs Harbour.
- Adult Change Place planned for Woolgoolga Beach Reserve upgrade.
- The Stadium upgrade has incorporated many accessible and inclusive features with input from the Disability Inclusion and Access Committee.
- Significant footpath upgrades at the Curacoa Street, Coffs Harbour, Market Street, Woolgoolga and Werambie and Wirrabilla Streets, Toormina.
- New accessible bus shelters introduced.
- New all abilities playgrounds at Pearce Drive and the West Coffs Regional Playground, designed on the NSW Government Everyone Can Play Guidelines.
- The application of accessible design principles and consultation with the Disability Inclusion and Access Committee for the City Centre upgrade.

Council is working toward greater access across the LGA and has allocated funding in the 2019/20 budget for:

- A \$1.2 million footpath construction program.
- Even more new accessible bus shelters.
- Development of an Integrated Transport Strategy which will consider accessible parking across the Coffs Harbour City and connection to accessible pathways.

Improving access to services through better systems and processes Council has worked to increase access to information including:

- Improvements to Council's website to increase accessibility with the inclusion of 'Readspeak' technology.

- Social media and web pages promoting access to beach wheelchairs.
- Completion of the project to upgrade the Coffs Coast Tourism website to allow people to filter accommodation for disability access.
- Inclusion of junior fiction titles in a print format for young people with dyslexia.

Council is investing in training to build skills and knowledge to support access including:

Mental health first aid and awareness Council continues to be committed to consulting with people with a disability:

- Council's Disability Inclusion and Access Advisory Committee continues to meet monthly and regularly engages with Council staff.
- The Disability Inclusion and Access Advisory Committee also provided extensive input into the International Stadium accessibility upgrades and the City Centre redevelopment.

Building positive attitudes and behaviour

Council has worked towards promoting positive community attitudes and behaviours toward people with disability through:

- Celebration of International Day of People with Disability.
- Showcasing an all-abilities theatre production.
- Producing social media celebrating the achievements of people with a disability including Scott Doolan who was the first paraplegic to climb to Base Camp of Mount Everest.
- Promotion of library services to community members with a disability as a key audience.
- The inclusion of community members with a disability and the sharing of information about disability services on the MyCoffs Connect Facebook page.

Council has worked to increase opportunities for people with disability to participate in community activities. This included:

- Promoting the accessibility of venues for Seniors Week.

- The provision of a ‘chill-out’ space for people with autism at the Harmony Festival.
- Partnering with Sport NSW to provide opportunities for inclusive sport including an annual Inclusion Sports Day held at Sportz Central.
- Development of an Inclusive Beach Access Issues and Options Paper, which endorses Jetty Beach as a priority location for the development of inclusive beach facilities such as a Mobi-matt and the provision of two additional Hippocampe beach wheelchairs.

Supporting access to meaningful employment

Council has worked to increase employment opportunities for people with a disability including:

- The implementation of new flexible work arrangements that support employment of people with a disability and carers of people with a disability.
- Improvements to the level of accessibility of Council’s recruitment pages on the website.

Coolamon Shire Council

This is the second year of reporting relating to the Disability Inclusion Action Plan 2017-2021 (DIAP) for the Coolamon Shire Council. The plan was adopted by Council in June 2017 and listed four focus areas with strategies and actions to achieve those areas.

Building positive attitudes and behaviours

- Improve awareness of access issues for people with a disability to Councillors, staff and community members.
- Improve staff and community understanding and attitudes towards people with disability and frequently promote where possible.
- Raise awareness of Council’s DIAP and accessibility issues with contractors and facilitators.

Progress Report:

Council has undertaken ongoing actions to ensure that positive community attitudes and behaviours are being developed and maintained relating to people with a disability. These actions have included the provision of information to Councillors, staff and the general community regarding the Disability Inclusion Action Plan via Council’s website and newsletters and Council’s employee and volunteer induction programs.

Creating liveable communities

- Council services, facilities and activities are accessible.
- Events and Council activities are accessible.
- Provide community access to Council facilities, infrastructure and buildings, and raising awareness to local businesses.
- Develop and maintain the Coolamon Shire Council’s website and intranet to meet best practice and improve information access for people with disabilities.
- Maintain staff awareness of accessible information needs and how people with disability can obtain information in other formats.

Progress Report:

Council has undertaken a number of actions to ensure that the Coolamon Shire is a liveable community during the reporting period including:

- are Zoom-enabled and have options for font resizing.
- The construction of disability amenities at the Council Chambers, Coolamon Visitor Information Centre, Redgrave Park, Coolamon, Beckom Hall and Marrar Memorial Hall.
- Ongoing implementation of Council’s Active Transport Plan including the construction of a path in Beckom linking the park to the hall and kerb blisters and ramps in Ganmain.
- Council continues to undertake

assessments of its public facilities to ensure that accessibility issues are considered as part of future upgrades.

- Council awarded funding under the Local Heritage Places program to contribute to improved access to the Coolamon Post Office.

Supporting access to meaningful employment

- People with disability have the same opportunities as other people to be employed by Coolamon Shire Council.
- Support staff with disability within the workplace.

Progress Report:

Council's Equal Employment Opportunity Plan and related recruitment process ensures that everyone has access to meaningful employment and that all staff are supported within the workplace with appropriate adjustments.

Improving access to services through better systems and processes

- Ensure accessible and inclusive community engagement.

Progress Report:

Council's policies and procedures relating to community engagement allow everyone the same rights to participate in the decision making of Council, regardless of disability.

Coonamble Shire Council

Coonamble Library now hosts a new "Sensational Area" featuring tactile panels and sensory equipment. The library also serves as a meeting place for Breakthru Disability Employment Service and their clients. They use the internet, watch DVDS and use the board games and colour in.

The Words on Wheels housebound delivery service offers fortnightly deliveries to local housebound patrons and residents of Koonambil Aged Care Facility.

Leverage the skills and knowledge in our community to promote social interaction and facilitate knowledge sharing

- Ensure Disability Access specific award is included in local business awards (completed).
- Collaborate with Government, NGOs and community in facilitation of activities that build social capital (completed).
- Coordinate appropriate Community Development Worker recruitment, as required (completed).

Support and promote healthy lifestyles

- Source funding for additional accessible public toilets (progressing).
- Supporting ageing and disability services in the changing climate of the NDIS (completed).
- Activities and events managed by Council are accessible by all groups (completed).
- Participate in International Day of People with Disability (completed).

Improve interaction across social cultural and age groups

- Review accessible parking spaces at key recreational facilities (progressing).
- Review Council's current communications mechanisms to ensure compliance with accessibility standards (completed).

- New and refurbished Council facilities are designed and constructed to meet access standards (completed).
- Prioritise Pedestrian Access and Mobility Plan (PAMP) recommendations and prepare a three-year budget and plan (completed).
- Routinely inspect paving for defects or trip hazards (completed).
- Ensure the needs of all stakeholders are considered on all Council committees (ongoing).
- Ensure the Council's Community Strategic Plan considers barriers to an inclusive community and any issues raised (ongoing).
- Provide appropriate information on the available access in promotional material for community and tourism events (ongoing).

Encourage broader involvement in community activities

- Develop and utilise an Access and Inclusion Reference Group when developing Council plans (completed).
- Utilise broad methods of community consultation (completed).

Encourage and promote a high level of leadership in the community

- Audit Council library equipment and resources for height and reach accessibility (completed).
- Facilitate Disability Awareness Training for staff (completed).

- Provide opportunities for stakeholders to easily report access concerns (ongoing).
- Provide support to community organisations in seeking funding for accessibility and inclusion projects (ongoing).
- Review Council documents to make them easy to complete for people of all abilities. All forms to include how people can access assistance in completion (in progress).
- Update existing Council channels to ensure that they have the ability to include access information and other stakeholder requirements and that this is collected (in progress).
- When updating mapping and websites, include access information on facilities and activities.

Cootamundra-Gundagai Regional Council

- Advocate for access to respite services for carers of disabled children (in progress).
- Advocate for the allocation of more resources for education, early intervention and childcare for children with a disability (in progress).
- Conduct a triennial survey of service providers to garner information on access issues in the area (completed).
- Ensure information concerning accessible public transport including Community Transport is readily available (completed).
- Ensure signage on Council buildings is clear and easy to read (completed).

Cowra Shire Council

Building positive attitudes and behaviours

- Continue to support and improve representation by people with disabilities on the Cowra Council Access Advisory Committee. There are members of the Access Committee who have identified as having a disability. All of the members either have a family member with disabilities or work in the health sector.
- Continue to support and improve representation by people with a disability with ongoing support for the Access Incentive Fund – Cowra Tennis Club has been funded ramp access into the club room.
- Increase the visibility of people with disabilities in Cowra Council publications. Communications, websites and social media – all communications for the Council facilities have the required symbols which demonstrate access for disabled people where appropriate and Council has an up-to-date health service listing available.
- Council is working on a new website which will comply with the WCAG 2.0.
- Council has access to a Translating and Interpreting Service as required.
- Improvements in the CBD main street works (commenced) will increase disabled access to existing shops.

Creating liveable communities

- Continue to improve physical access to all Cowra Council buildings (ongoing).
- Audit accessible toilets facilities to ensure they meet community needs and expectations and are easily located.
- At the Croquet Club, toilet was upgraded to be ambulant compliant. Several public toilets have been identified for upgrade works and are subject to grant funding.
- Improved public seating – as part of the CBD refurbishment works is the inclusions of sheltered and safe public seating (currently under construction).

- Improved inclusion and access to recreational activities
- Resurfacing and the inclusion of a cover of the basketball courts at Twigg Oval. The cover is scheduled for construction in September 2020 however works have commenced and resurfacing will occur in March 2020.
- A grant application has been submitted for fencing around River Park Playground under the “Everyone Can Play” grant for fencing.
- Cowra Nature Based Adventure Playground has installed a flying fox that can be used by disabled people.
- Council has included universal design criteria in the Development Control Plan for development in the Shire.
- Increase the use of the bus service for people with disability. Contact has been made with the Bus and they offer the following advices to residents of Cowra:
 - They currently run an 18 seater disability access bus on the hail and ride service – this is not popular.
 - They have a TFNSW funded 12.5m low floor disability bus (new).
- Develop a safety strategy for users of mobility scooters.
- Encourage an increase in the level of accessible housing stock in Cowra – DCP has not yet been reviewed likely in 2020.
- Promote the Companion Card – which is accepted at the Aquatic Centre and the Civic Centre for functions.
- Promote Cowra as an accessible tourist destination – tourism is not controlled by Cowra Council and is a separate entity.

Supporting access to meaningful employment

- Subscribe to the Australian Network on Disability – being considered.
- Create pathways for people with disability to undertake work experience and apply for jobs at the Council – this is in operation.

Improving access to services through better systems and processes

- Implement a workplace wellbeing program for staff – this is in place and expanding.
- Provide information on accessibility and disability, mental health and aged services on the Cowra Council website. This is part of the Council's website and the 'New Residence Pack' and is updated as necessary.
- Ensure that all venues for voting are accessible – Council will ensure that this occurs.

Determining how to meet the needs of people with disability

Council believes in continuous improvement and therefore the Council can always improve services and facilities. Feedback is given to Council through the Access committee as a conduit regularly and amendments are made as necessary.

Challenges and successes in delivering on the DIAP

The challenge is the costly upgrades required for existing infrastructure, for example, public toilets and without building new infrastructure it is very difficult to get existing structures to comply with requirements. Council will continue to apply for grant funding to ensure that facilities are upgraded and Cowra provides the facilities required for residents and visitors.

Further information and comments

Community transport continues to be a difficult topic for Cowra because of the large distances for people to travel to medication facilities and services in the Central West NSW.

NDIS issues have been raised by the Access Committee, specifically related to regional and remote areas and these, in turn, have been discussed with the relevant people and some progress has been made.

Cumberland Council

Some of the key highlighters from the implementation of the DIAP over the last two years include:

- Two regional all abilities playgrounds at Central Gardens and Auburn Botanic Gardens funded and are currently in the planning stages (Action 2.1.6).
- The introduction of 'Quiet Zones' at all major Council events to create more inclusive event spaces and encourage the participation of people with disabilities (Action 2.3).
- Cumberland Disability Inclusion Plan Progress Report (Years 1&2).
- Access and Inclusion has been placed on the agenda at all Council's corporate induction sessions to inform all Council employees of Council's commitment to access and inclusion and what it means for them and their role (Action 1.1.2).
- Access Audits have been introduced to identify major access barriers which Council can resolve to improve access for all in Town Centres (Action 2.1).
- Zoom text and JAWS accessibility software has been installed at a minimum of one public PC across all Council libraries which allows five concurrent users (Action 2.3.1 & 4.1).
- The development of an 'Access and Inclusion Events Guiding' checklist to increase access and inclusion at Council events. This is supported by a toolkit comprising a personal hearing loop kit, 2 x 10m access mats and a quiet zone/sensory equipment kit (Action 4.3.4).
- The Cumberland Access and Inclusion Panel was established in 2017 to provide community representation, advice and input to Council on the views, needs and interests of people with disability and to assist in the guidance and implementation of the DIAP (Action 1.2.1).
- The establishment of the Cumberland Access Committee in 2018 to act as an advisory body to Council on the views and interests of people with disability on areas such as policies, strategies, access works and community infrastructure projects (Action 4.2).

Dubbo Regional Council

Building positive attitudes and behaviours

- Council has been committed to achieving its objectives in DIAP.
- Changing Council Organisational structure to have a position dedicated to access issues.
- Very proactive Mayor and CEO who chair and sit on access committees.
- Proactive in applying for funding and applying Council funds to build and improve facilities.
- Working with NSW Sport to provide facilities each year for the Active Inclusion Sports Days.
- Highlighting and promoting International Day of People with a Disability.
- Promoting funding opportunities for many local organisations and services to increase their services or improve infrastructure.

Creating liveable communities

- Council has engaged the services of an independent access consultant to complete depth access audits in both Wellington and Dubbo.
- Actioning each of those items detailed in the access reports, across various sections of Council to improve accessibility within our CBDs.
- Construction of several accessible toilets in high pedestrian density areas within the region.
- Creation and upgrading of parks and ovals across the LGA, with a focus of inclusion.
- Promotion and support of accessible residential buildings, through changes in zoning.
- Creation of the draft Health, Education and Wellbeing Masterplan for Dubbo, which will increase access to services and accessible housing for our increasing population.

- Council has been proactive in being part of a new pilot program which begins in early 2020 with an 'out of hours service' which allows for increased access to accessible transport. This program is called LIFT and is funded through the icare Foundation.

Supporting access to meaningful employment

- Council has engaged with Westhaven to support the School Leaver Employment Support Program. A position has been made available at the Dubbo Aquatic and Leisure Centre.
- Council has restructured its human resources division with a focus on wellbeing for its new and existing employees.
- Council's economic division is linked with the range of business chambers across our region and promotes the benefits and positive changes businesses can make within this area.

Improving access to services through better systems and processes

- In 2018 Council has committed \$2 million to the area of access and disability for the Dubbo Region over a four-year period.
- In 2018/2019 Council established a Disability Inclusion Technical Panel which consisted of community members with lived experience, plus service representatives to educate Council on the correct path to take on many different issues and objectives. This committee has been chaired by the Mayor of the Dubbo Region and the CEO of Dubbo Regional Council has also been a panel member.
- The new role of Community Development Officer (CDO) – seniors and people with a disability allows for greater communication and education between service providers and participants. Increased access to information on Council website, publications produced by Council and workshops and expos facilitated by officer.

Dungog Shire Council

Building positive attitudes and behaviour

- Inclusion tent provided at three Shire events.

Creating liveable communities

- Extended linkage paths of travel within the public school precinct.
- Path linkage to accessible parking.
- Improvements to accessible parking spaces.
- Two pedestrian crossings in Dowling Street upgraded.
- Employment.
- Provision of resources or equipment to support area of need.

Improving access to services through better systems and processes

- Investigating resource options.

Edward River Council

- Incorporate kerb ramps and crossings that have been identified as high risk and high use into works programs. Provided two kerb ramps and crossings in George Street (between Hardinge and Napier Streets).
- Review and audit access and facilities at the Deniliquin Swimming Pool and develop a plan for upgrades to ensure best possible access by all people within four years. Audit of access for the 50m pool at the Deniliquin Swimming Pool facility and preparation of designs for ramp access into this pool.

Eurobodalla Shire Council

Building positive attitudes and behaviour

In 2018-19 Council set out to address 14 actions under the focus area of attitudes and behaviours. The following is a summary of activities and actions achieved:

- The design and construction of new Visitor Centre and Pavilion at the Eurobodalla Regional Botanic Garden has incorporated facilities and features for people with disabilities to assist future events such as an accessible car space adjacent to the new building.
- Council's Youth committee had a member with a disability. He was supported to participate fully.
- An informal program of celebrating champions of inclusion and access has been realised in 2018-19 to support the generation of a culture of inclusion across the organisation and the idea that disability is everyone's business. Council created films and issued media releases around key projects that celebrate disability improvements, including the Changing Places toilet installed at the Variety Inclusive Playground Batemans Bay, which featured a project engineer talking about the features. Further activities include advocacy around disability as part of the Batemans Bay Bridge and foreshore project and the inclusion of an access award in the Eurobodalla business awards.
- Inclusion initiatives this year included 'Dementia Friendly community' promotions.
- Council has worked across the community with services that support people with a disability as well as with individual artists with a disability. These include the Disability Trust, the Dr Mackay Centre's School of Possibilities and South East Arts through the Swell program. In the last 12 months, art exhibitions have been presented by artists with a disability. All creative arts programs are continually assessed for accessibility and inclusion for audience and participants. This includes sightlines, wheelchair and toilet access

as well as the provision of assistance for artists with a disability wishing to enter art prizes and exhibitions. Council has purchased three works by artists with a disability for the permanent art collection.

- Council continues to work to deliver disability and mental health awareness training to the creative arts industry through their partnership with South East Arts. Information about disability and mental health has been distributed through the arts networking sessions and disability and mental health awareness training has been provided.
- All Chambers of Commerce have been provided with Good Access means Good Business training and resources and are encouraged to promote inclusion principles to their members.
- Images of people with disability were featured in Living in Eurobodalla and Council News during the year and distributed to media for promotions on International Day of People with Disability, volunteering opportunities and photography exhibition.
- Council's Facebook and Instagram pages also continue to feature images of people with disability throughout the year. The new Changing Places Fully Accessible toilet was promoted by media release, and a video of the facility was put on our social media and YouTube channels.
- Council staff continue to consider the best method to reach people with disability and utilise the Disability Inclusion Advisory Committee's expertise as a first step.
- 'Tips for inclusive engagement' and 'Communicating with people with disability' are included in the Community Engagement staff toolkit.

Creating liveable communities

In 2018-19 Council set out to address 20 actions under the focus area of Liveable communities. The following is a summary of activities and actions achieved:

- The availability of hearing loops in community facilities and halls is currently promoted by signage in Council's facilities where hearing loops

exist and are also identified on Council's website page relating to community halls.

- A hierarchy of standards of parks was developed and is described in the Recreation and Open Space Strategy adopted by Council in February 2018.
- As a result of ongoing improvements of accessibility at most of Council's facilities, Council has not received any Customer Service Requests in relation to specific accessibility issues during this year.
- All new and park renewal projects and associated furniture designs are now assessed for how they can include physical access for people using mobility aids. Recent examples of projects include the renewal of the Tuross playground and planning for the Mogo John Street Park accessible amenities block.
- All upgrades and renewal projects are based around the Australian Standard series 1428 "Design for access and Mobility". All new works and designs incorporate accessibility as a mandatory criteria for the designers.
- Youth cafes are open to all young people in the community. Currently there are three young people with disabilities attending. Attendance is impacted by carer availability at times. One of the cafe volunteers is on the National Disability Insurance Scheme and they are supported and encouraged to participate actively in the day-to-day running of café activities. Council's youth cafes are accessible places with wheelchair access and accessible toilets.
- Young people with disabilities are encouraged to participate in the Ydrive program. Three young people with disabilities were registered with and participating in the program during the year.
- More than 150 people with a disability were provided with National Disability Insurance Scheme (NDIS) supports through Council's Community Care services (Involve Eurobodalla). This includes 12 participants residing in three Specialist Disability Accommodation

services. Additional direct support staff have been recruited to meet increased demand for service as on average over 1,500 direct services are provided to NDIS participants by Community Care staff each month, plus more than 500 services arranged each month from third party providers.

- The merits of a free access audit program were considered during the year, however there is currently no funding to progress.
- The benefits of improved access, particularly from a business perspective, have been promoted via the 2019 Eurobodalla Business Awards, Good Access category.
- An audit template has been developed and used to conduct an access audit of library buildings across a range of categories. Data will inform actions to be included in the Library strategic plan in 2019-20.
- Moruya library has improved access in the recent refurbishment by providing an accessible computer terminal and large print keyboard, adjustable desk, varied height reception desk, new accessible toilet and have included an access ramp in the construction plan at the rear of the building.
- All youth week activities were inclusive.
- The scope of Batemans Bay Visioning project is to review accessibility for the town, across all modes of transport including cars, pedestrians, cyclists and public transport.

Supporting access to meaningful employment

In 2018-19 Council set out to address two actions under the focus area of Employment. The following is a summary of activities and actions achieved:

- Council's Tourism website is to be improved to promote inclusive tourism products.
- Youth disability employment initiatives in place. Council is currently hosting seven youth trainees and has commenced recruitment for a further seven to commence in early 2020. One traineeship has been designated for

a person with a disability and two of these trainees recruited have identified as being persons with a disability.

Fairfield City Council

The NSW Disability Inclusion Act 2014 replaced the Disability Services Act 1993 and increases the rights, protections, inclusions and safeguards for people with disabilities. The Disability Inclusion Act 2014 requires local government to put in place a Disability Inclusion Action Plan to promote the inclusion of people with disability. In response to the requirements under the Disability Inclusion Act 2014, Fairfield City Council adopted the Fairfield Disability Inclusion Action Plan 2017 (DIAP) on 13 June 2017 and submitted it to the NSW Disability Council and the Minister for Disability Services. The key focus of the DIAP this year was around planning and integrating DIAP into Council's corporate plans, workforce culture and services. Some key highlights that were identified during the 2018-2019 financial year included:

Building positive attitudes and behaviour

- Held a number of events celebrating people with disabilities and carers.
- Hosted the Sport NSW Activate Inclusion Sport Day.
- Provided early intervention for children with disability and promoted partnerships with local services to support inclusion of children with disability.
- Provided visual abilities classes at the Museum and Gallery for people with disability.

Creating liveable communities

- Provided inclusive classes and purchased assistive equipment at Council's leisure centres.
- Provided inclusive activities in the Gyms in Parks program.
- Audited Fairfield Town Centre and Council facilities for accessibility.

Supporting access to meaningful employment

- Promoted Council as an Equal Employment Opportunity (EEO) employer.
- Developed the Fairfield City Council Disability Work Experience Program.

Improving access to services through better systems and processes

- Provided educational sessions to community leaders and businesses on the importance of access and inclusion.
- Conducted Easy English training to Council Staff.
- Conducted inclusive events training to Council Staff to raise awareness of the needs at events for all types of disabilities, not just physical.
- Developed and implemented an online and Corporate Induction, which makes staff aware of what Council has in place for people with disabilities.
- A training module for all staff has been rolled out so that staff will be better equipped to manage their interactions with people with disabilities.

Federation Council

Council continued to meet and seek guidance from the Federation Disability Access Committee to identify and remove barriers preventing the participation of people with a disability in programs, services and facilities.

Federation Council partnered with Intereach - Ability Links to deliver the Access at a Glance Sticker Program across the Federation Council. The Project aimed to engage and educate communities and businesses on the value of the inclusion for both societal and commercial reasons. Future projects such as the Mulwala All Abilities Play- ground, the public toilet upgrade and Play Space at Bangerang Park, and the lift implementation at the Corowa Civic Centre demonstrate how Council

continues to work towards ensuring that residents and visitors to the Federation Council area have equal opportunities through accessibility and mobility improvements.

Forbes Shire Council

Building positive attitudes and behaviours

- Hosted International Day of People with Disability Pool Party – numbers increased by 250%. Councillors attended and presented participation certificates to all attendees. Clients from Currajong Disability Services invited to all Council events. Anecdotal evidence suggests participation by people with a disability at all Council events was up from 2017/18 FY.
- Supported the efforts of various service providers through participation in the Forbes Interagency Network. Presented the Forbes Services Expo in October with 20+ service providers in attendance including three who specialise in the disability sector.
- CRO continued involvement in Forbes Interagency Group. Key partnerships strengthened with community organisations and advocacy groups including Currajong Disability Services, House with No Steps and Special Unit at both high school in the district.
- Promoted availability of MLAK key and accessible toilets within the Shire.
- Promoted ongoing accessibility improvements (new or upgraded accessible toilets and ongoing footpath replacement program) on social media.

Creating liveable communities

- All developments in the 2018-19 FY complied with Australian Standards.
- FSC secured funding and completed construction of an accessible fishing pontoon within Lions Park (one of our most popular event venues and utilised year-round by many families, residents

and visitors). Additional opportunities continue to be investigated.

- Annual rental subsidy to Home and Community Care continues and number of service providers located in the centre is stable.
- Traditional public transport options are limited within the Shire however Neighbourhood Central's Community Transport has been identified during Interagency meetings as being able to fulfil the need for better mobility access. Further promotion of the availability of this service is required moving into the new financial year.
- Council participates fully in the MLAK scheme and the National Public Toilet Map. Several accessible facilities within the Shire are available 24 hours a day.
- Subsidy to Forbes Medical Centre continues and Forbes Medical Centre continues to provide excellent service to our community.
- Council continues to develop and implement a forward works plan for construction or upgrade of a public toilet facility each year. Council has upgraded and replacing three toilets this year. Council has upgraded and repairing Unisex Disabled Facilities at Apex Caravan Park and Forbes Pool with Victoria Park toilets to be upgraded shortly after the new year. Council maintains a budget for these ongoing improvements each year.
- New intersection ramps were added to footpaths for all kerb gutter renewals and where new footpaths were installed. This includes the Spring Street footpath upgrade and the new footpath in Johnson and Farnell Street.
- Community consultation on the design and development of new infrastructure is broad and attempts to capture the entire community, including people with a disability.
- Audits conducted of the Visitor Information Centre and Forbes Town Hall. Accessibility needs identified however no budget available this FY to undertake improvements
- New accessible toilet and change room constructed at Forbes Olympic Pool

including change table.

- Plans underway for upgrade of parking facilities at Forbes Aquatic Centre (ski dam).
- Lions Park Masterplan recently received funding, plan includes construction of disabled parking.
- Town Hall continues to be accessible for people with disability through access ramp and automatic door. Budget required to make second floor accessible not available this FY.
- New paths and access points constructed at ski dam and Lion's Park. Bridge. Funding secured construction of accessible fishing platform on Lake Forbes on now completed.
- CRO continued involvement in Forbes Interagency Group. Mayor continues to lobby higher levels of government on behalf of the community
- Mayor and Councillors remain vocal members of the representation on Parkes Forbes Community Housing.
- Audit to improve access to the Forbes Visitor Information Centre completed and options investigated however no budget available this FY to complete upgrades.

Supporting access to meaningful employment

- Full objective assessment implemented in all recruitment and selection processes. Ongoing support for those staff who have identified as having a disability - with an investment of over \$2000 in functional equipment to continue delivering work with a disability. In the process of being set up as a Job Access Provider to further facilitate and support disability inclusion and adaptive technologies. Access to all Council areas is restricted (ie. Upstairs at Town Hall) and this is in the plan for a future fix.
- Council continues to work with the Forbes Business Chamber on a number of initiatives.
- Key partnerships with House with No Steps, Currajong Disability Services strengthened.

- CRO continues to be an active member of the Forbes Interagency Network.
- Council presented the Forbes Services Expo in October with 20+ service providers in attendance including three who specialise in the disability sector.

Improving access to services through better systems and processes

- Relevant upgrades to cater for the needs of disabled members of the community completed on time and under budget with great feedback. Accessibility audit completed as part of each individual events' evaluation process. Learnings carried forward to planning for next FY and beyond.
- Website due for complete overhaul within the next 12 months.
- New website will conform to Web Content Accessibility Guidelines.

Georges River Council

Building positive attitudes and behaviours

- Council has partnered with local community groups to showcase the contribution people with disability make in our community. Local community groups run by people with disability for people with disability have been supported financially through Council grants programs to continue their work as well as staffing resources to support, advocate and raise their profile and work in the community.
- Council's community grants have supported 13 local community services and providers to deliver programs in the community. These have included grant funding for epilepsy training in community languages; a sensory sanctuary garden through Learning Links and the Shepherd Centre's 'In the Shoes of a Deaf Child' school readiness program.
- Representatives from over 30 local businesses attended the Winning

Business Expo and have been provided information on accessibility to attract customers. Links were also made at the Business After 5 network meeting working closely with the Economic Development team to promote inclusive and accessible businesses.

- Council has provided information sessions in partnership with community groups, including the Chinese Disability Support Group, Post School Expo, and NDIS workshops. These sessions have provided an opportunity for people with disability and their families to meet local disability service providers, and learn about available services in our area.
- Georges River Libraries ran the Harmony Day Living Library in March 2019, a program designed to build a positive framework for difficult conversations. This event featured the Paralympian swimmer, Ben Austin, who shared his story about his struggle with discrimination due to his disability and his journey to becoming a motivational speaker who shares his inspiring journey with others.
- Council has continued to support Jubilee Arts for Mental Health (JAMH), an art skills program offered each term for 12 to 14 people with mental illness. Community participants with mental illness are selected for paid employment as assistant tutors on each program.
- Unplugged and Live & Local highlighted two youth music events during NSW Youth Week in April, an accessible program that actively encouraged people with disability to perform in a public venue in Hurstville Plaza.

Creating liveable communities

- An accessibility audit has been completed on six of Council's most regularly used community centres, outlining recommendations to meet relevant accessibility codes and standards. Upgrade works are scheduled for August 2019, with Council's remaining community centres to be audited by the end of 2019. A mobility map has been developed for the Hurstville Town Centre. The information for the Mobility Map

was developed and reviewed in consultation with the Access & Inclusion Reference Group, and will be available electronically on Council's website and in hard copy printed versions, including a tactile format. A rolling schedule of Mobility Maps has been recommended by the Reference Group, with the next town centre to be completed by October 2019 in Mortdale.

- Council has completed 14 major capital projects which are inclusive and all-abilities accessible. These have included toilet facilities at Carss Park, Oatley Memorial and Pole Depot Public Amenities Building Penshurst. All Inclusive playgrounds have been completed at Connells Point Reserve, McCraes Park and Meade Park, Allawah. The all-inclusive playgrounds are designed to provide play and learning areas for children of all abilities, providing access and opportunity for children to interact with the equipment. A public adult change room facility has been constructed at Carss Bush Park and also Charles Pirie Reserve, Kogarah Bay for the all-abilities sporting clubs who play there. These adult change room facilities have been identified as a key need by the community members with access requirements who utilise these areas.
- Council has also completed a detailed footpath audit on its 417km footpath network. This audit captured Council's compliant and non-compliant kerb cut outs (pram ramps). The audit identified 301 trip hazards greater than 35mm. All 301 trip hazards were repaired by 30 June 2019. Civil works funding has been allocated for disability specific projects.
- Hurstville Museum & Gallery's in-house designed exhibition Keep in Touch created a multisensory experience for visitors: some content of the exhibition was made available via sound and tactile experience; the communication methods of Braille and Auslan were incorporated in the exhibition concept to be inclusive of the different ways people communicate; and the exhibition opening night was interpreted in Auslan. Tactile tours are available and promoted for temporary and permanent exhibitions and gallery spaces within the Museum & Gallery.

Supporting access to meaningful employment

- Staff at People & Culture Team have started to implement a recurrent Disability Awareness – Train the Trainer program, which has been delivered to managers and coordinators across the organisation. All staff across the organisation will undertake Disability Awareness training through their teams in 2019-20.
- Council has worked in partnership with Disability Employment Agency, Nova Employment, as well as a local high school support unit to offer work experience placements across the organisation, including the Libraries, Museum and Gallery, Customer Service and Children's Services. This year Council has provided work experience to 21 students.

Improving access to services through better systems and processes

- The Access & Inclusion Reference Group has continued to meet on a bi-monthly basis. The Reference Group was integral in the planning and development of the Missed Business Expo which Council held for the local business community. The Reference Group members presented on their lived experience, and also their professional knowledge on accessibility and inclusiveness of accessing local businesses.
- Departments within Council such as Events, Community Development, and the Museum & Gallery teams have been undertaking accessibility assessments for events they have been hosting through the year, in line with Event Strategy commitments to increasing event accessibility for performers and audiences.
- Work is currently underway to meet the Web Content Accessibility Guidelines WCAG2.0 for Council's website. As of 31 June 2019, the website has achieved 92.91% accessibility compliance, an increase of 12.5% on the original audited benchmark.
- Four key Council documents as identified by the Customer Experience team as the most frequently used by

the community have been translated into Easy English and have been uploaded to the Council's website.

Determining how to meet the needs of people with disability

- Council has set up a Have Your say feedback page at the end of each financial year using the same questions that were used for the original consultation of the DIAP. The response has been poor. This was only promoted through disability networks and a few social media posts at the time.
- There has been lots of feedback from the Access & Inclusion Reference Group that goals are being met and achieved. Approximately half of the reference group members are local residents with disability.
- Feedback is rolled out the same way each financial year, however there could be room for improvement on the way it is completed. Some questions areas were incorporated as the initial consultations to ensure consistent feedback but by using Have Your Say limits part of the community. Possibly best to look at other ways in future to gather feedback.

Challenges and successes in delivering on the DIAP

- Challenges: Working with other departments in a timely manner, time constraints as the role of the Disability Services Officer is part time, to follow up and keep on top of their deliverable requirements.
- Successes: Working across departments on the disability portfolio and raising awareness within the whole organisation about the target group so Council is contributing through DIAP to build a capable organisation.

Planning greater outcomes for the future

- Continue with raising awareness about the contribution people with disability make to the community through planned events and programs, organise more autism workshops in the community, and continue to upgrade

Council assets to meet the requirements of the Disability Discrimination Act.

Gilgandra Shire Council

Council has implemented the following actions:

Building positive attitudes and behaviours

- Liaison with local businesses has resulted in work experience for Orana Living clients at 2WAR FM Community Radio; Australia Post, Rohr's Timber & Hardware.
- Orana Living clients undertook, with support, Meals on Wheels deliveries, operation of Swimming Pool turnstiles and delivery of Council's internal mail.
- Needs of people with a disability considered in all planning projects and developments undertaken by Council.
- Orana Living celebrated International Day of People with Disabilities with another organisation.

Creating liveable communities

- Consideration given to accessibility when planning activities and events run by Council
- Creation of additional footpaths to link key facilities
- Council promotes the availability of community transport options
- Commenced planning for new specialist disability accommodation for up to 13 people

Improving access to services through better systems and processes

- Communications policy developed to complement Council's Communication Engagement Strategy

Glenn Innes Severn Shire Council

Council continues to progress the actions in the Disability Inclusion Action Plan 2017-21 and much has been achieved during the 2018-19 financial year. The achievements are listed below under the four key focus areas:

Building positive attitudes and behaviours

- Funding was approved by Council to assist in producing a film featuring locals with a focus on inclusion and ability, which was an inspirational experience for all involved. A public screening was held on 3 December 2018. The guide to speaking about disability in a more inclusive and respectful manner was also released at this event.
- Council staff continue to provide administrative support to the Community Access Committee which is regularly attended by people with a disability to have valuable input.
- People with a disability featured prominently among the models in the fashion parade to celebrate International Women's Day on 8 March 2019 and were the most popular.
- Liaison with the Police and monitoring by Community Access Committee members continues to achieve compliance with only eligible people parking in accessible parking zones.

Creating liveable communities

- Construction on a new ablution facility has commenced at Melling Park and will be fully accessible with left and right-handed toilets.
- The Mobility Brochure (including the document link) is promoted on Council's website and positive feedback has been received from locals and visitors. A guide to accessible places to visit has been developed and is available on Council's website for the benefit of local residents and tourists to Glen Innes.
- Stickers remain in use in businesses to welcome people of all abilities,

and display the business phone number to call if barriers to access are encountered.

Supporting access to meaningful employment

- An employment skills and tips session was conducted in November 2018 and Aimbig (a Disability Employment Services provider) took part in this initiative. Aimbig also spoke to our MyTime group on employment initiatives and assistance for school leavers.

Improving access to services through better systems and processes

- Feedback from the community residents that are blind continues to be positive in relation to accessing Council's information.
- Positive feedback on the progress of Council's initiatives has been gained through individual feedback, both to Council staff and through the Community Access Committee members.

Goulburn Mulwaree Council

Development and implementation of Disability Inclusion Action Plan - Plan Developed.

Status: Ongoing. No other information provided.

Greater Hume Shire Council

Building positive attitudes and behaviours

- Update and inclusion of DIAP in Greater Hume Health and Wellbeing Alliance meetings across service providers with ongoing inclusion on DIAP at all meetings.
- Partnership with Intereach's Access @A Glance program with successful audits of Culcairn, Holbrook and Henty Council offices and promotion of program through community newsletters.

Supporting access to meaningful employment

- Update customer service training to meet needs of people with vision impairment.
- Greater awareness across all departments of access requirements, e.g. parking, new childcare centre construction, footpaths.
- Council hosted two work experience students with disability.
- Functional assessments of new employees identify additional supports needed to assist new employees.

Creating liveable communities

- Celebration of International Day of People with Disability with local presentation and morning tea at Culcairn.
- Youth Sportsability Day in Henty in partnership with Intereach.

Improving access to services through better systems and processes

- Events planning process implemented.
- Planning and Engineering Departments continue to embed accessibility guidelines into projects.
- New and compliant website meeting accessibility guidelines.

Griffith City Council

Griffith City Council's Disability Inclusion Action Plan outlines Council's commitment to improving accessibility and inclusion opportunities for people of all ages who live with a disability. This ensures access to the full range of services and activities available in the community.

The Plan was developed by listening to people with disabilities, their families, carers and local organisations who work with people with disability.

Council's Disability Inclusion & Access Committee includes individuals with a range of abilities and first-hand experiences that provide Council with valuable advice on a broad range of access and inclusion issues. Council implemented a number of new actions that directly support the needs of people with a disability during 2018/19.

Some notable improvements include:

- Memorial Park Griffith upgrade to include disabled toilet facility and change rooms, accessible community event stage and drinking fountain
- Skate Park redevelopment to be disabled-friendly
- Increased the number of disabled parking spaces in the CBD
- Additional footpath and shared pathways across the community and villages
- Enticknap Park is inclusive including accessible playground equipment, BBQs, seating, ramps and access
- Inaugural Wide Angle Film Festival
- Streaming of Council meetings with audio available on Council's website

Gunnedah Shire Council

Building positive attitudes and behaviours

- Establishment of the Access Working Group, an advisory group of Council comprised of a range of internal and external stakeholders. The group meets quarterly to discuss ideas, projects and initiatives of Council relevant to enhancing access and cultivating inclusion including those focused on parking, transport, infrastructure, events etc. The group is solution focused and seeks to be a change agent while broadening the mindset of internal stakeholders around inclusive design.
- Commenced the development of a shared library of appropriate and positive images featuring people with disability for use in publications.

Creating liveable communities

- Incorporated principles of inclusive design in the development of Council's new branding strategy.
- Maintaining the currency of the Shire's access information in the National Public Toilets Accessibility Map.
- Council subscribed to Grant Guru and has made available on its website the Gunnedah Shire Funding Finder which has enhanced the community's capacity to access funding that supports access initiatives and infrastructure projects.
- Council has implemented the Access at a Glance Initiative in the Gunnedah CBD and surrounds.
- Six staff across the organisation completed Dementia Friendly Communities Training and Council is investigating the progression of the Shire towards Dementia Friendly status.
- Access Working Group delivered the 'From their Perspective' initiative where staff and elected representatives utilised a variety of mobility and vision aids to navigate their way throughout the CBD. The initiative was aimed at raising awareness at the challenges that people with disability and mobility challenges have when navigating their

way in and around local infrastructure and encourage a focus on exceeding best practice.

- Access Working Group delivered the 'Laziness is not a Disability' initiative which saw six wheelchairs placed in parking bays in the main street on a weekend with signs highlighting the excuses that people use to park in access bays without a permit ("I'll only be five minutes", "I am just popping to the post office", etc.) and the challenges that using those bays without a permit presents to legitimate users.
- The Missed Business Guide has been disseminated to businesses within the CBD and electronically to the Gunnedah District Chamber of Commerce and Industry and delivered a myriad presentations to clubs and organisations on the benefits of enhancing access to increase economy.
- Access and inclusion has been incorporated as a category in Council's annual Section 356 Community and Sports Small Grants round.
- A number of disability organisations including Riding for the Disabled were successful in obtaining grants under the program to enhance access and safety and to increase participation and membership.
- Additional equipment and infrastructure projects were funded to support volunteers with mobility challenges and to enable them to remain as active volunteers.
- Access Working Group has reviewed the location and number of designated access parking bays throughout the Shire and is currently developing an access parking map for community use.
- Implementation of an online booking and ticketing system for events within Council's Cultural Precinct and cinema.
- Council continues to maintain the currency of National Public Accessibility Toilet Map in relation to Gunnedah Shire.
- The Working Group applied for a grant of \$5,000 for implementation of Master Locksmith Access Key system to all

accessible public toilets throughout the Shire in 2020/2021 under the Drought Resilience Funding. Outcome is pending.

- Council applied for the inaugural Everyone Can Play in NSW Grant for the upgrade of an existing playspace to enhance inclusion, however was unsuccessful. Future grant opportunities will be taken.
- Council's Open Spaces Strategy Brief includes a requirement for the successful contractor to undertake Everyone Can Play in NSW Access Audits of existing playspaces within the Shire.

Supporting access to meaningful employment

- Employment is an identified action in Council's Disability Inclusion Action Plan 2017-2023 (DIAP) which is a living document.
- Council fully supports and implements its Equal Employment Opportunity (EEO) Plan and reports on progress as part of the Integrated Planning and Review process.
- Recruitment policies, procedures and practices are reviewed on an ongoing basis to ensure a best practice and integrated approach to workforce and diversity planning.
- Induction and onboarding programs are also under review to strengthen references to access and inclusion obligations and responsibilities and to foster a supportive, diverse and welcoming workforce.
- Principles are reinforced in:
 - Staff position descriptions and employment contracts
 - Council Employee Handbook
 - Council Code of Conduct
 - Council Customer Service Standards Management Directive
 - Council's Complaints and Grievance policy
 - Council's Induction and On Boarding Program

- Annual Performance Review process
- Toolbox/safety talks program (e.g. Bullying, Harassment)
- Strategies to attract and retain employees from diversity groups are referenced in our Workforce Plan (under review).
- People and Culture team maintains a diversity register to identify Indigenous staff and staff with disability. The potential to grow that register to include staff from a culturally and linguistically diverse background, staff with Auslan skills and multi-lingual staff has been identified for progression in 2020/2021.
- Staff exit interviews (cessations, resignations and terminations) capture emergency patterns and issues.
- Council investigated a number of options for traineeships for people with disability and, through consultations with potential placement departments, have identified inclusion-focused awareness and sensitivity training priorities. Developing partnerships and collaborations with schools and employment focused community organisations has also been flagged as an opportunity to grow a diverse workforce and discussions with those potential partners has commenced.

Improving access to services through better systems and processes

- Council's website is compliant with the Web Content Accessibility Guidelines (WCAG) 2.0A
- Council is committed to making its website as accessible as possible to all visitors, including those using its site with:
 - Mobile devices
 - Assistive technologies such as screen readers
 - Various browsers
 - Slower internet connections.
- Council's website features Access and Inclusion portal to direct customers to key information which includes DIAP, Access Working Group, National Relay

Service, Companion Card, National Public Toilet Map, Spinal Cord Injuries Australia and Tips for Accessible Complaint Handling.

- Education around accessibility principles and formatting for marketing and promotions collateral has been steady and is ongoing.
- Council's new brand guide incorporates access principles and features references to the (WCAG) 2.0 Level A guidelines.

Determining how to meet the needs of people with disability

- No specific DIAP-focused engagement activity has been delivered within the report period however engagement efforts are incorporated in the delivery of strategic planning processes designed to capture the views and aspirations of our community over a broad range of topic areas i.e. Community Participation Plan, Local Strategic Planning Statement, Community Strategic Plan, upgrades to open space infrastructure, urban design processes, etc.
- Council routinely seeks the views of the community in its planning processes and does so using a range of engagement methods, i.e. surveys, social pinpoint mapping, social media, forums, and the public exhibition of plans and strategies.
- Access Working Group is comprised of key stakeholders and parents of children with disability. This group advises Council on matters around access and inclusion enhancement, and provides feedback on infrastructure design where appropriate. In 2019, the concept design of Livvi's Place Inclusive Playground was submitted to Kidsafe for an independent assessment to ensure it met access and inclusion principles, to identify safety issues and to seek any recommendations for improvement. The findings were both positive and encouraging. Recommendations made by Kidsafe were considered and incorporated into the Concept Plan prior to the release of the Construct Brief.

- Council has a robust complaints policy and feedback on access issues is encouraged. Information on how to make complaints or provide feedback is provided in the access and inclusion portal of Council's website.
- Council has adopted the Everyone Can Play (ECP) in NSW Planning Guidelines for its playspaces and has featured ECP Access Audits in the Open Spaces strategic planning process. Moving forward, this will enable Council to determine if existing playspaces meet the needs of people with disability.

Challenges and successes in delivering on the DIAP

- Attitudinal changes around the training commitment needed for employing people with disability is a barrier that has been identified. This has been identified both internally and externally in discussions with local businesses already struggling economically in ongoing drought conditions. These challenges are not insurmountable and the delivery of the Access at a Glance initiative has created a higher level of awareness and conversation around engaging with customers and employees with disability.
- Despite this, and since the DIAP was introduced, conversations around access enhancements are becoming more common in the workplace. The DIAP has been used as leverage for office space redesign and on several occasions been championed by staff as an opportunity to lead by example.

Gwydir Shire Council

Building positive attitudes and behaviours

- Audit website to ensure that images include people with disabilities and that language is appropriate (complete).
- Utilise International Day of People with Disabilities to promote inclusion to the general community (ongoing).
- Develop and facilitate Disability Awareness Training for staff (other than induction training) (ongoing).

Creating liveable communities

- Develop shared pathways education campaign to reduce conflict between pedestrians and mobility aid users (ongoing).
- Provide opportunities for community connection by facilitating and promoting International Day of People with Disabilities event (in development).
- Audit activities and events run by Council for accessibility (ongoing).
- Review seating provision in main streets of Bingara and Warialda (complete).
- Source funding for all abilities play equipment to improve playgrounds in the Shire (ongoing).
- Audit Council buildings and facilities to ensure accessibility compliance (complete).
- Audit Council libraries equipment and resources in terms of height and reach accessibility (complete).

Supporting access to meaningful employment

- Develop Council's Workforce Plan to include best practice guidelines for inclusion (ongoing)
- Review recruitment processes, forms and language (complete).
- Provide information and training for Council supervisors/managers to increase their knowledge and skill (complete).

- Continue to work with disability employment organisations and schools to identify opportunities for employment and work experience (ongoing).
- Continue to conduct and respond to staff disability inclusion survey (ongoing).
- Develop a guide to assist Gwydir Shire Council staff respond to queries regarding services for people with disabilities (in development).
- Review current communication mechanisms to ensure compliance with accessibility standards (complete).
- Develop plan for website content compliance with disability standards (in development).
- Include the National Relay Service contact details in all generic Council publicity and advertising materials and information provided to the public (complete).

Improving access to services through better systems and processes

- Investigate, develop and implement options to consider adopting better layouts, plain English and alternative accessible formats for Council documents including rates notices, dog registrations, planning documents and applications, Council agendas and minutes (ongoing).
- Review the current community engagement strategy to include a checklist on inclusive consultation (in development).

Determining how to meet the needs of people with disability

- Engagement and inclusion is embedded in the practice of all Gwydir Shire Council services. The Council is committed to providing the appropriate level of service to all staff and residents.
- The Council consults on a regular basis with community groups regarding access and inclusion. As the Shire's overall population is quite elderly it is in the best interests of Council to engage the community in best practice at every

opportunity given the additional needs of this group.

- Gwydir Shire Council provides for access and inclusion within the Community Engagement Strategy and ensures that specialised services are available to facilitate consultation.
- The DIAP has enabled Gwydir Shire Council to be aware of the needs of all members of the community. Through this process staff and residents have been able to develop meaningful relationships around access and inclusion. This has made for a much more cohesive approach to planning for the future.

Hawkesbury City Council

The Hawkesbury Disability Inclusion Action Plan was developed following broad consultation with people with disabilities, details of which have been provided to the Disability Council NSW. Actions and strategies within the Hawkesbury Disability Action Plan support the goals of the Disability Inclusion Act 2014. Council's Access and Inclusion Advisory Committee comprises of seven community representatives including people with disabilities and the Committee oversees and monitors implementation of the Plan at bi-monthly meetings.

Of the 30 Year Two actions in the adopted Plan, 28 actions have been achieved.

Activities included:

- Training library staff in use of assistive technology.
- Events to raise profile of access and inclusion.
- Development of play-spaces to meet expressed needs of people with disabilities.
- Delivery of partnership project to increase employment opportunities for people with disabilities.
- Submission of CCTV application for North Richmond shopping precinct.

- Establishment of project to provide outreach access to mental health services.
- Provision of Auslan interpretation and accessible transport options to Council consultations.
- Convened sector-wide interagencies to improve access to services for people with disabilities.

Hay Shire Council

Council regularly meets with health services, schools and Intereach through meetings such as the Local Emergency Management Committee Meeting and the Community Safety Precinct Meeting where information is shared and issues identified. The Hay Multi Service Outlet (formerly HACC) also hold meetings at Council where information is shared and issues identified.

Council promotes available services through its website, Facebook and community newsletter. Any other relevant information is also promoted through these forms of media, such as workshops and information sessions. Examples of these that were held in Hay include mental health workshops, mobility scooter information session and LGBTI Inclusive Practice training.

Working with Transport for NSW on the 'Look Out Before You Step Out' program, and putting stickers on the footpath at each ramp that approaches the road. Our Plan says Council will endeavour to promote the safe use of sidewalks and footpaths by gophers, which this plays a part in (as well as workshop that was held above).

Creating liveable communities

- Council supported the Rainbow on the Plains Festival (Hay Mardi Gras) with in-kind support, road closures, event promotion, and also having a stall at the end of the parade. Council helped promote the LGBTI training that was held in conjunction with the event, with some staff also attending the training.
- Council incorporates inclusiveness in all its projects where it can and

incorporates it into all future planning. Projects either completed or started in this financial year include: a new playground at Hay Park which includes wheelchair accessibility and several inclusive play equipment pieces (grant through Everyone Can Play in NSW Program); The Hay Library Redevelopment incorporated wheelchair access and a reading garden; Hay Showgrounds and Maude received new and/or upgraded amenities including disabled amenities and improved access.

- Cycleway/walkway was extended, also through the Hay Park which was identified in our Plan as needing better wheelchair access in wet weather.
- Two new disabled parks were installed in the town, and two more were upgraded (better access from the footpath etc.)
- Up to 16 bench seats were placed around town that have armrests to assist users in getting up from the seat.

Supporting access to meaningful employment

- Some employees attended the LGBTI training, and all staff attended mental health and wellbeing workshops organised through Council.
- Council had a high school student with a disability undertake work placement over 10 months in 2019, in the Parks and Gardens section. He is now employed as a casual employee.

Improving access to services through better systems and processes

- Council's website, Facebook and community newsletter are regularly updated, with the newsletter often incorporating news and programs from Intereach and local health services.
- Hay's only taxi service finished a couple of years ago. Council lobbied for over 12 months to encourage someone to start up a taxi service, and were finally successful. Council assisted this person in setting up their business, and also promoted the taxi service. During the time Hay did not have a taxi service, Council provided a taxi-type service

free of charge during business hours for those who were disadvantaged.

- Hay Multi Service Outlet (formerly HACC) still provide transport for out-of-town medical appointments for their clients, and also provide taxi vouchers for in town.
- Council ran a Community Satisfaction Survey which was accessible through the Council website, Facebook page and hard copy community newsletter that is delivered to each address in Hay and to ratepayers that live out of Hay. Some of the questions related to whether people had found issues finding employment in Hay, about the health services available, how safe people feel in the community, the level of service at Hay Multi Service Outlet (formerly HACC) and access to information. Council used the responses to improve and incorporate any suggestions into future planning.

Determining how to meet the needs of people with disability

The Hay Park Playground and Hay Library Redevelopment projects had official openings when they were completed, where schools and relevant groups were invited to attend. All verbal feedback was very positive, and continued well after the openings.

The Community Satisfaction Surveys provided some feedback in these areas, as well as the consultation held when developing the Disability Action Plan.

Council incorporated the feedback above into its Operation Plan. For example, the 2019/2020 Delivery & Operation Plan identifies that Council will:

- Provide accessible transport to the community and incorporate inclusion principles in works program.
- Maintain streets and supporting infrastructure, making it safe and accessible.
- Promote local employment and training opportunities.
- Work with local health agencies to address health issues in the community.
- Work with community partners in

providing and promoting programs that contribute to community pride, inclusion and wellbeing.

- Promote and develop an inclusive local community culture.
- Extend the use of community facilities by incorporating strategies from the disability and inclusion plan and support inclusive initiatives and events.
- Expand e-business and internet services to improve accessibility.

Challenges and successes in delivering on the DIAP

Challenges involve funding, resource availability, and time constraints.

There have been many successes from the Disability Inclusion Action Plan since it was developed, from the infrastructure list:

- Council Office/Chambers has been refurbished, the layout of the Chambers improved for wheelchair accessibility, new front counter and entrance established.
- Visitor Information Centre disabled amenities fixed, and plans have been developed for the refurbishment of the entrance, which will incorporate better accessibility (application in process).
- Library access incorporated into Redeployment Project.
- Oval access at Hay Park improved with pathways upgraded.
- Walking tracks continuing to be upgrading as funding becomes available.
- Lachlan Street has seen the installation of two new disabled parks and the refurbishment of two others, as well as the installation of around sixteen bench seats with arm rests. The Lachlan Street Redevelopment project is in its planning stages and will incorporate accessibility changes and improvements to the paving.
- The Hay Park Playground Project involved accessible pathways, toddler play for younger children and also inclusive equipment for people of all abilities

Hilltops Council

Supporting access to meaningful employment

Hilltops Council participates in work experience programs with local high schools. Council hosted work experience students in the areas of:

- Parks and Gardens
- Water and Sewer
- Ranger
- Business Administration
- Engineering
- Public Relations

Our Work Placement program for students with a disability from years 9-12 has been very successful in previous years in helping students to familiarize themselves with opportunities available in the workforce. The program encourages students out of their comfort zone which can be challenging for them but also rewarding.

Throughout this year Hilltops have had three students from Young High School participate within this program, in both indoor and outdoor workplaces across Hilltops branches. These programs have been highly beneficial to the students and their mentors who have enjoyed the time spent and teaching experience with these students.

Students have gained a great insight into the workplace, by working in teams to achieve a common goal and working on projects throughout their ten-week block at Hilltops.

During the reporting period one Charles Sturt Bachelor of Public Relations University student undertook work placement with Council.

Building positive attitudes and behaviours

- A range of community wellbeing and support programs have been promoted, including for suicide prevention, dementia, and disability access. Hilltops Wellbeing Action Group have implemented a youth mentoring program through the Local Health Advisory Committee. A Mental

Health and Wellness Program has been instigated within Hilltops Council to support staff wellbeing.

- Hilltops Wellbeing Action Group and Access Committees meetings are held regularly. A Community Partners Forum was held in February at the Young Services and Citizens Club.
- Accessibility improvements included in all community facilities upgrades including Boorowa Showground, sporting and playground infrastructure improvements across Boorowa, Young and Harden.
- Accessible toilets audit being conducted in conjunction with update of Asset Management Plans. Data provided to Asset Manager.
- A region-wide Community Services list is being considered as part of the Canberra Region Joint Organisation approach to streamline promotion and awareness on available facilities and services for the aged and disabled across the region.

Hornsby Council (The Council of the Shire of Hornsby)

Hornsby Shire Council's Disability Inclusion Action Plan 2017-2020 outlines Council's commitment to improving opportunities for people of all ages who live with disabilities to access the full range of services and activities available in the community. Below is a report on the outcomes achieved during 2018/19:

Building positive attitudes and behaviours

- Council-organised events, programs and events submitted by community groups and organisations have been promoted via our channels (website, monthly eNewsletter, Facebook, What's On publication, print advertisements) where appropriate.
- Council's inclusive approach to all events ensures they are wheelchair accessible, have drop off zones as well

as mobility maps with easy-to-read signage and accessible toilets.

- Planning for accessibility for events such as outdoor movies with providing wheelchair viewing spaces.

Creating liveable communities

- Council maintains dedicated Access and Inclusion and Living with Disability pages on its website. Information includes useful links to information and services, and a list of accessible public toilet locations. Accessible facilities are also included in project and location-specific pages, for example parks and gardens. Council is currently developing new playground website pages that will include information on accessible and inclusive play equipment.

Supporting access to meaningful employment

- In the past, Council has been able to provide work placement opportunities for people with disabilities. Whilst Council has not been in a position to host placements in 2018/19, discussions of their importance both internally and externally are currently on the table and hopes to offer them once again in 2019/20.
- Council has mandatory Equal Employment Opportunity online learning for all staff.

Improving access to services through better systems and processes

- Council uses the Monsido platform to monitor website accessibility compliance to WCAG 2.0 AA (currently 73 percent compliant). Council lists all events run by the Community Services branch of Council on the Council website, and additionally via other channels including monthly eNewsletter, Facebook, What's On publication and print advertisements. Council includes promotion of community-run events where appropriate. The types of events are wide-ranging and include accessible and inclusive topics.
- Council's Community Directory is regularly updated. The community can easily access information on local NDIS providers and services.

Planning greater outcomes for the future

- Commitment to Hornsby Shire becoming a dementia friendly community — there are dementia awareness events being held, as well as skills-based workshops and staff training.
- The refurbishment of Hornsby Library will be accessible for all the community with new accessible toilets and spaces. Council has commenced preparation of Public Domain Guidelines to apply to redevelopment areas in Asquith, Waitara, Thornleigh, West Pennant Hills and Beecroft, with the goal of improving accessibility for active transport including pedestrians, cyclists and persons with disabilities. The brief makes reference to the need to incorporate dementia friendly design. Draft concept designs will be exhibited widely.
- Council sources a range of images as required from stock image websites, including pictures that represent diversity, inclusiveness and disability in the community.

Determining how to meet the needs of people with disability

- Opportunities for people with disabilities to seek information and engage with service providers through Hornsby Library Community Connections desk were provided 18 times throughout the year. Three community information talks were held on the NDIS, Aged Care including Dementia Services, Macular Degeneration, Diabetes, Financial Help and Wesley Mission. BeConnect online courses and other courses were available in partnership with Tech Savvy Seniors in the library. Twice per week one-on-one technical assistance was available to help people with access to information.
- Increased access to library resources to residents with 204 active home library customers being loaned 21,015 items over the 2018/19 period.
- Introduced a new navigator service — E-audio devices are loaded with

E-audio files and loaned to customers with a print disability or vision impairment. Customers are also able to receive assistance with accessing the OPAC or receive 1:1 assistance with E-devices, including computers.

- Providing inclusive and accessible spaces such as Hornsby Aquatic Centre and Galston Aquatic Centre with appropriate signage, adult change table, waterproof wheelchair, disability hoist and/or ramps into pools. Updates to several playgrounds with inclusive play spaces, including Fagan Park, Lessing Park and Waitara Park.

Challenges and successes in delivering on the DIAP

- The opening of Waitara Park in April 2019 was a great success with hundreds of community members attending. It was Council's goal to provide a playground with a diverse range of innovative play equipment suitable for children of all ages and abilities including a play tower, in-ground trampolines, accessible carousels and inclusive swings.
- The play space incorporates universal design principles and includes an extensive range of play equipment, providing a place where “everyone can play”. Jungle-themed structure includes climbing and sliding challenges, sensory and visual elements. The playground also features stunning artwork from the local artists from Studio Artes – an art centre initiative for people with disabilities – alongside new garden beds and trees.
- The installation of pathways and accessible safety surfacing was carefully considered to allow for safe and easy access throughout the play space and to the play equipment. Multiple seating options and plenty of shade ensures a comfortable place for everyone to play and relax together.

Hunters Hill Council (The Council of the Municipality of Hunters Hill)

Building positive attitudes and behaviours

- The new Northern Districts Inclusion Award “Good for my Business, Good for my Community” was established. The winners of the 2019 Northern Districts Local Business Awards were announced during a gala presentation dinner at The Epping Club. The Award’s impact has created an excellent community foundation for future DIAP initiatives, with four businesses from Hunters Hill nominated, amongst the 16 nominated across the region.
- Hunter’s Hill Council hosted the Thank You Morning Tea for volunteers in November. It is an opportunity to thank those selfless people who contribute their time to Council’s community events.
- Council had its first school leavers complete three sessions as a Community Service volunteer in September 2018. There were also 25 enthusiastic volunteers engaged in the annual Moocooboola event.
- Local resident Dean Walk was invited to share his stories in the Council’s Community newsletter in 2018.
- A community education campaign on inclusion of people with disability has been delivered, through engagement of key organisations and business in nominating the new ‘Inclusion’ award.
- The ‘chill-out’ inclusion tent was run successfully at Carols in the Park and Moocooboola events in 2018. There was a variety of free wonderful performances on the day, a visit from Santa and a spectacular fireworks display. Both events were promoted as inclusive events and in collaboration with key disability support organisations: NDIS/Uniting and Ability Links. The latter group promoted the event through links-member and carer networks.
- Hunter’s Hill Council is committed to

providing a mentally healthy workplace for all our employees. The Mental Health Awareness training session has been designed and conducted by Norm Turkington in Council (April 2019). The program helps to equip Council employees to better understand mental health and work and how best to respond when a staff member is experiencing a mental health issue.

- A business-driven campaign commenced with the launch and promotion of the ‘Benefiting the Whole Community Award’, established within the Northern Districts Inclusion Award. Promotion of the award was delivered through a cross-Council collaboration, which engaged a diverse network of disability and community organisations, and with a strategic campaign to every registered business across the three municipalities.

Creating liveable communities

- Bedlam at the Bay is a mental health awareness event in partnership with WayAhead Mental Health NSW. ‘A Festival of Wellbeing’ event was conducted on 21 October 2018 at Bedlam Bay. Council has collaborated with The Happy Hens organisation, Beyond Blue and mental health experts to celebrate wellbeing, building connections and raising awareness for better mental health in our community. Stryder Community Transport offered their wonderful service for event guests through the day.
- Council supported the pilot session of the new government initiative ‘Be Connected’ 2018 program with Sydney Community Services and Homecare Heroes. It aimed to empower seniors to thrive in a digital world. Thank you to trainers, Mat and Joanne, who worked enthusiastically with the Senior Women’s Wellness and English Conversation Groups, along with Clem and Tina from Sydney Community Services.
- Council continued to support Stryder, a community transport group through grants to maximise the services provided for people with limited mobility. Stryder also offered shuttle

bus services throughout Council's mental health awareness event.

- Council has reviewed and updated the accessible parking requirements, the new yellow edge lines to indicate no stopping zones. A resident parking permit entitles residents to unlimited parking in the Clarkes Point Reserve and Buffalo Creek Reserve. The review of parks and playgrounds has been undertaken and Council is revising and updating the Plan of Management for Boronia Park and Riverglade Reserve to improve accessibility.
- As part of this process, access provisions will be considered. Council was also successful in attracting a grant of \$200,000 from the State Government through the 'Everyone Can Play' program to contribute funding towards an all-abilities, all-ages playspace.
- Council also commenced work on a housing strategy; tasks include investigating affordable housing and develop targets for new housing development and investigate ways to support ageing in place, and this is an ongoing process to be completed in 2019-20. This strategy will include options around increasing options for assisted living for people with disability as well as ageing in place.
- The 'Social Diversity and Inclusion Checklist' developed by City of Ryde and Macquarie University has rebranded to share as a resource for Hunter's Hill Council. More simplified, single page 'tipsheets' are currently in development as a further collaboration between both Councils.
- Council has provided regular updates on the inclusive business awards, assisted bin service and disability awareness training.

Supporting access to meaningful employment

- The EEO Policy has been reviewed, the statement of policy was detailed and included as part of the staff induction module and all job advertisements. The EEO protocols were also used to establish and support the interview process. The Disability Awareness

Training has been offered to all staff in July/August 2018. Training module and tools have also been supplied by the trainer for future staff updates. The training aimed to encourage employees' preconception of disability and face their fears when interacting with people with disability.

- Council continues to provide a referral process through its customer service areas to direct people who are seeking assistance to relevant local community service organisations.
- Staff recruitment and advertising approach is advancing to reflect the principles of the updated EEO plan.
- Council promotes and offers flexible working arrangements for all staff and this policy will continue to evolve according to employee needs.

Improving access to services through better systems and processes

- A portal and direct links of people with disability has been established on Council's website to identify available services for people with disability. A style guide with a protocol for the use of plain, simple language for staff reference has also been developed.
- Council has commenced the online broadcasting of Council meetings at the end of 2018, providing access to meetings to a diverse audience.
- Hunter's Hill Council has established and participated in regional disability forums to encourage and support joint strategic planning collaboration between agencies and service providers. The network is working well.
- The Home Library Service provided via the joint use agreement with City of Ryde provides a free delivery service of library material to people with disabilities the household and frail aged persons.
- Council has also established a portal of available services for people with a disability and provided direct links of Aged Care and NDIS on Council's website.
- Council has built a Tripadvisor-style one-stop shop website, Wheelseasy,

to assist in creating a community for people with disability to share the same access needs: www.wheeleasey.org.

Inner West Council

In 2017 Council developed the Inclusion Action Plan 2017-2021 (IAP) for people with a disability. This integrated whole-Council strategy outlines the steps Council will take over four years to support and improve the inclusion of people with a disability as part of its core business and to remove barriers to access and participation, including any discrimination based on disability.

The Plan also gives expression to Council's commitment to uphold and promote the United Nations Convention on the Rights of Persons with Disabilities. The IAP is aligned to Council's Community Strategic Plan as a means of building the strategies into the everyday activities of Council.

The IAP is divided into six outcome areas with strategies, actions and measures to chart our achievements and progress. Further information and progress on Council's IAP can be found on the Inner West Council website. Extract is hereunder:

"In 2017 Council developed the Inclusion Action Plan 2017-2021 (IAP) for people with a disability. This integrated, whole of Council, strategy outlines the steps Council will take over 4 years to support and improve the inclusion of people with a disability as part of its core business, and to remove barriers to access and participation, including any discrimination based on disability.

The Plan also gives expression to Council's commitment to uphold and promote the United Nation's Convention on the Rights of Persons with Disabilities. The IAP is aligned to Council's Community Strategic Plan as a means of building the strategies into the everyday activities of Council.

The IAP is divided into 6 outcome areas with strategies, actions and measures to chart our achievements and progress. (do we want to add this para as repetitive)

Highlights during the second year" include:

Educational, Recreational and Social Inclusion

- An Office of Sport coordinator is building new inclusion pathways across sporting codes.
- New inclusion measures have been identified for the built environment and housing in Council's Local Strategic Planning Statement.
- Seniors programs feature accessible marketing, and are held in accessible venues.
- Program evaluation includes accessibility questions, and the seniors Active and Connected directory was amended to enhance information and accessibility.
- Council is collaborating with local organisations to deliver Dementia Awareness forums using bi-lingual interpreters to the Greek, Chinese, Italian and Korean communities.
- Council has established a toolkit of accessible support equipment for use at events, projects and activities including outdoor matting.
- A film festival screening a selection of international films by and about people with a disability established as part of annual International Day of People with Disability activities.

Cultural Inclusion

- Council libraries offered multiple events led by people with disability on inclusive design and the lived experience of disability including a disability writer's speaker series.
- An accessible technology roadmap for Council's libraries has delivered new hearing loops and improved user interface for the library Management System.
- Council library story times were led by people with various disabilities and featured Auslan interpretation.
- Inclusion features such as audio descriptions of Newtown ArtSeat artworks were introduced.

Economic Inclusion

- The IWC Community Access Award was renamed and refocused in 2019 as the Excellence in Access Award and presented as part of the Inner West Local Business Awards.

Creating liveable communities

- Improved access to 2-8 Weston Street including a new lift to Illoura Reserve and accessibility improvements to Yurulbin Park Reserve with Transport for NSW upon future wharf upgrade.
- A major redevelopment of Ashfield Aquatic Centre and the redevelopment of Dawn Fraser Baths has been approved and will commence shortly enhancing access to these facilities.
- Accessibility has been maintained to a platform at Tempe Station as a result of Council advocacy.
- An audit of public toilets has been undertaken to inform the Public Toilet Strategy which is under development and will provide strategic direction on accessibility.
- An audit of all Council properties has been completed including condition, compliance, accessibility and functionality. This information has been utilised to develop the Asset Management Plan, featuring a ten-year program and the scoping of future projects.
- The program to improve accessibility at bus stops continues to be implemented with programmed works along Grove Street and Rowntree Street bus route completed during year.
- A Transport Strategy has been published which identifies improvements in access and inclusion for transport of the next ten years.
- A new Parking Policy has been adopted, which brings all accessible parking policy together in one place.
- Continued safety compliance inspections at boarding house.
- A Recreation Strategy is being developed in 2019 from the 2018 Recreation Needs Study, and accessibility issues are being promoted in that process.

- Two Lift and Change facilities with ceiling hoists and change tables have been purchased for installation in the Leichhardt Park and Annette Kellerman Aquatic Centres.
- An inclusion business plan was developed for Leichhardt Park Aquatic Centre.
- The analysis of the former Council's Pedestrian and Access Mobility Plans (PAMPs) has been completed, audit/inspection processes undertaken and outstanding actions still to be completed from these plans have been prioritised. The construction of planned works for 2018/19 have been completed.

Civic Inclusion, Engagement and Information

- A new system for people with hearing impairment has been installed in the Council Chambers using the latest infrared technology.
- Council's Business Paper Website provides information for adjustments that can be made during Meetings for people with disability.
- Delivered creating accessible documents training to staff. The Style Guide was updated to improve accessibility. Procurement of consultants developing documents on Council's behalf now includes requirements for accessible versions.
- An accessibility audit of Council's Your Say Inner West website was undertaken and a plan for progressive improvements established with the content writers and software developers.
- The Access Local Democracy Group was reconstituted and is meeting four times per year.
- Service counters across each of Council's three administrative locations provide access to a lowered desk and Council's customer service ticket machines are also accessible to those customers who use a wheelchair.

Improving access to services through

better systems and processes

- The Australian Human Rights Commission training package: Upholding the rights of people with disability was delivered to forty people in February including senior staff.
- A staff diversity survey has been delivered and employment targets for people with disability have been included in the CEO performance agreement.
- Disability Inclusion Employment Practice course available to all staff as e-learning.

Planning greater outcomes for the future

Several important initiatives over the next year will enhance the plan's implementation and foster increased community participation. Programming to build community capacity, increased promotion and profiling of disability related issues, increased accessibility support at events and activities to celebrate disability pride and diversity will feature in the year ahead:

- An expanded International Day of People with Disability Film Festival program over two nights incorporating a comedy debate, feature film, a series of short films and panel discussion on film representation. The program will be curated and created by and with people living with disability, it will model inclusive practice and provide a platform for the voices and stories of those with disability.
- Establishing an access equipment library to enable greater inclusion at festivals, events and involving public art. This will be complemented by training purposefully developed for Council by Accessible Arts with the content focused on improving access and inclusion for the whole community experiencing art that is produced, sponsored, auspiced and created in partnership with Council.
- Hosting an Activate Inclusion Day run by SportsNSW at PCYC Marrickville. It will involve around 300 kids aged 5-18 with a diverse range of abilities. Over ten Sporting Codes will be present providing modified indoor and outdoor sports.

Inverell Shire Council

Building positive attitudes and behaviours

- Council has supported annual events such as UnstopAbility to celebrate ability and inclusion in our community.
- Council maintains a strong partnership with Inverell Chamber of Commerce to identify opportunities for training, awareness raising and promotion as well as secure grant funding to assist with these programs. In 2018, Council hosted a week-long consultant's visit to improve in-store flow and merchandising to accommodate all abilities.

Creating liveable communities

- Inverell CBD is comprised of Otho Street and Byron Street. Early 2018 saw the renewal of Otho Street to increase accessibility to people of all abilities. Within this renewal, the raised pedestrian crossing with a steep incline from the footpath to the road was levelled out and is no longer raised. A flat median was also included in the renewal, providing a wide area for refuge when crossing the road at any point along the main section of Otho Street. As of January 2020, parts of Byron Street are undergoing the same refurbishment to increase accessibility.
- Footpaths have also been refurbished or constructed to link major services and facilities such as schools, hospital, TAFE, stores, etc.
- Public halls throughout the shire have been recently refurbished to improve access for people of all abilities. All public buildings are as accessible as possible with ramps, wide walkways and tactile surfaces. Inverell Town Hall has had a lift as well as permanent and portable ramps installed to ensure access throughout all areas of the hall.
- Walking tracks, cycle ways and community facilities have been/are being designed to exceed building standards for disability access and provide equitable access for all community members.

- Service providers such as Brighter Access, McLean Care and IDFS have been consulted in project designs for Lake Inverell, Copeton Northern Foreshores and the Off Road Recreation Circuit to ensure the projects accommodate all abilities.
- Walking tracks, cycle ways and community facilities have been/are being designed to exceed building standards for disability access and provide equitable access for all community members.
- Major tourist attractions such as Pioneer Village, Lake Inverell, Transport Museum, and Art Gallery are accessible for all abilities.
- Play areas in major parks are accessible for a range of abilities, namely Victoria Park with designated play equipment for wheelchair-bound people. Pathways are prevalent throughout major parks, linking together throughout to ensure the features of the parks are experienced by people of all abilities.
- Lake Inverell is currently undergoing a renewal (November 2019 to June 2020) which will increase accessibility. Main features of the renewal project include:
 - Boardwalk over the lake – accessible to people of all abilities
 - Refurbished walkways throughout reserve
 - Kayak launch – increased accessibility for less mobile people. This will feature hand railing on a pontoon for people to hold while lowering themselves into the water/floatation devices
 - Access road for the kayak launch facility – provides a drop-off point for people with limited mobility.
- Throughout 2019, Council constructed cycle ways throughout Inverell, linking major recreational facilities, as well as an off-road recreation circuit. These facilities were designed and constructed with the width of 2.4m for two wheelchairs to travel side by side.
- Council is in the process of acquiring a community bus for the Yetman region of the shire through grant funding. The acquisition of this community bus

will greatly improve the availability of services to residents of all abilities who live in isolated areas between Yetman and Inverell.

- Accessibility ramps, lifts and TGSi (tactile ground surface indicators) have been installed on all major infrastructure where it is relevant. Service providers such as Brighter Access, McLean Care and IDFS have been consulted in project designs for public infrastructure. New bus shelters are being installed that are all-abilities accessible, with manoeuvrable space for a wheelchair and include TGSi.

Supporting access to meaningful employment

- Council works in conjunction with Best Employment as well as Northaven to secure employment for people of all abilities where possible within Council.
- Northaven hold a contract with Council to operate Council's Material Recovery Facility. Northaven are a leading employer for people with disabilities throughout the shire.
- Council holds free youth opportunity programs that focus on up-skilling youth of all abilities. Programs include a rotation of White Card, Radio Presenter, Computer Aided Design and First Aid courses.
- Council accommodates all abilities where possible when recruiting for positions.
- Inverell Shire Council has a strong focus on return to work for any physical or mental health-related grievances.

Improving access to services through better systems and processes

- Council provides information to the community in a number of formats. Simple posts on social media are used with a relevant image for quick deciphering of the subject of the post.
- All notices and information on Council's website is imbedded with an audio option for users with vision impairment and English as a second language. Text is also able to be enlarged.
- Any information from the website

is available from the Council Administration Centre – community members who are unable to decipher information provided can contact Council by phone, email, social media messaging or in person for assistance.

- Library services and programs are accessible to community members of all abilities.
- Movies are shown with subtitles, craft activity sessions for adults with a disability are held regularly, free home library services deliver library resources to housebound community members every three weeks or when required by the temporarily housebound community members. “Clearview Spectrum” machine is utilised by community members with visual impairment for magnifying printed material. Library conduct a regular ‘Tech Savvy Seniors’ program and also offer assistance to anyone who is learning to use their phone/tablet.
- The Inverell Library is also in the process of installing new self-service terminals which will be height adjustable, have touch screen LED panels and can provide audio function for individuals requiring audio. Library staff will also still be on hand for those who prefer face-to-face interaction. The Library also stocks specialised collections for the needs of community members:
 - Autism Spectrum Disorder support collection – equipment & resources for persons with ASD, their families and carers.
 - Mental health and wellness collection.
 - Large print collection.
 - Audio-book collection.
 - E-book collection.
 - Literacy collection – to support persons to improve literacy & numeracy.

Determining how to meet the needs of people with disability

- Council consults a number of service providers (McLean Care, Brighter Access, IDFS) in the planning of

infrastructure to ensure the designs of projects accommodate all abilities.

- Community consultation sessions – positive feedback from residents has been received, stating that Inverell Shire as a rural area is very accessible and promotes the use of tactile surfaces throughout public areas.

Challenges and successes in delivering on the DIAP

Challenges include:

- Promoting awareness of what inclusion means and practical ways to adapt businesses to be more inclusive at a low cost
- Allowing additional time in grant writing deadlines to allow for submissions from service providers
- Council internal staff changes

Planning greater outcomes for the future

- Planned renewal of sections of CBD – Byron Street planned to commence January 2020. This renewal program will increase accessibility with a wide, flat median section for safe road crossing throughout the renewed section, removing the raised marked crossing with a flat crossing with a lesser incline towards the road.
- Planned renewal of the Lake Inverell Reserve – November 2019 to June 2020. This renewal has been planned in consultation with service providers to ensure requirements of community members of all abilities are met. This renewal includes:
 - Boardwalk over the lake accessible to people of all abilities
 - Renewed walking tracks with improved accessibility
 - Kayak launch – offers railings for lowering into kayaks or other floatation devices for ease of use for people with mobility challenges
 - Drop off area near kayak launch
- Planned renewal of Copeton Northern Foreshores reserve – planned in

consultation with service providers to ensure the reserve will be accessible and enjoyed by people of all abilities.

- Council's biennial Careers Expo will be taking place through 2020. This showcases a range of local employment opportunities for people of all abilities.

Junee Shire Council

Building positive attitudes and behaviours

- Access Advisory Committee meetings.
- Participation in Interagency meetings.
- Community centre collaboration.
- Event planning considered accessibility.
- Youth Council membership includes one member with disability (possibly a second in the 2019-20 year).

Creating liveable communities

- Two accessibility audits conducted in conjunction with Junee High School and Access Advisory Committee.
- Dedicated disability parking created at Athenium Theatre and Council offices.
- Traffic islands installed at high traffic intersection of Crawley and Broadway near Medical Centre.
- Pathway maps published online.
- Road safety workshops and information sessions held.
- Planning completed for all-accessible playground.
- Library auto-door scoped and funded for 2019-20.
- Bathroom modifications completed in Willow Cottage.
- RehabCo and Leisure Centre use Recreation Centre ex.

Supporting access to meaningful employment

- Council employed one school based trainee with disability.
- Community Transport drivers received training concerning wheelchair handling.
- Met with Business Enterprise Centre and facilitated their further conversation with the Junee Community Centre.
- Family Day Care staff received training in Sensory Processing Disorder (linked with autism).

Improving access to services through better systems and processes

- Hearing loop installed at Athenium Theatre.
- Accessibility audits conducted in conjunction with Junee High School.
- Access Advisory Committee meetings.
- Investigating "Talking Community Newsletter."

Kempsey Shire Council

Adopted in June 2017, the Kempsey Shire Council Disability Inclusion Action Plan (DIAP) aims to provide better access to Council information, services and facilities. It seeks to ensure people with disabilities can fully participate in the community.

The DIAP follows the four key focus areas established by the NSW Government Disability Inclusion Plan and was developed through a community engagement and research process. In the first year of implementation Council has worked towards addressing attitudes and behaviours through development of networks and use of relevant imagery on collateral and planning.

Key initiatives include:

Building positive attitudes and behaviours

- Promotion of local events, International Day of Disabilities events, information flyers, inclusion and diversity in Council publications (press releases, social

media) and working with community partnerships such as Community Disability Group.

Creating liveable communities

- Providing safe and accessible new assets and improvements when upgrades are occurring; construction and development of buildings, Pedestrian Access plans, toilets and new facilities, footpath improvements, including auditing, and working with neighbouring Councils; improved employment opportunities through specialist agencies.

Improving access to services through better systems and processes

- Progressive improvements to Council's website, library and customer services and signage.

Kiama Council (The Council of the Municipality of Kiama)

Kiama's Disability Inclusion Action Plan (DIAP) is now in its 2nd year of implementation. The plan was developed over an 18-month period, based on a combination of consultations and surveys with people with disability to inform the plan, including consulting with Council's Access Committee and utilising the results from previous consultations for the 2014 Age-friendly survey and the 2013 Community Strategic Plan.

Based on these consultations, draft strategies were developed that were allocated to various responsible officers across Council to implement, with each responsible officer consulted to ensure they agreed with the actions they were to implement to ensure 'buy-in'. The plan was finalised and endorsed by Council in June 2017.

Since the development of the plan, a great deal has been done to improve disability access across the full range of services and facilities Council provides, and to encourage disability awareness, access and support across the whole community,

including in local businesses and community organisations.

Actions and outcomes include:

- Council's Access Committee meeting bi-monthly to address identified issues with over 25 issues addressed.
- Disability Awareness training delivered to over 100 staff (indoor & outdoor) and Councillors which was very positively received by all who attended.
- Substantial improvements in the provision of information in an accessible format on Council communication platforms, included user group testing.
- Community education around raising awareness for the inclusion of people with disability in all aspects of community life including employment and tourism.
- Ensuring the national public toilet register is up to date in regards to all of our accessible facilities.
- Promoting the benefits of disability inclusion by regularly sharing articles on the topic across Council communication platforms including business and tourism networks.
- Having a guest speaker promoting the benefits of inclusive tourism at a Tourism After Hours event and at an internal Council event.
- Work is currently being undertaken to convert key Council information into Easy Read formats.
- The Dementia-friendly Kiama Project continues to expand in its impact in making Kiama LGA a very dementia-friendly community. The most regular activity of the project is community education that is now delivered exclusively by people living with dementia using content created by people living with dementia. This education is now starting to be delivered outside the LGA on a fee-for-service basis. One of the highlights for the year was the project being invited as the keynote speakers at a global conference on dementia held in Singapore last September.
- Our library continues to investigate

options to ensure equitable access to facilities and resources for all of our community.

- The Leisure Centre has improved its brochures by increasing the font size and looking at including a virtual tour to include accessibility.
- A substantial amount of work has been carried out on our playgrounds to include accessible features including refurbishments at Croft Place, James Muir Miller Reserve and Reid Park which have incorporated accessible components in the design. The new playground at Hillview Circuit, Kiama is fully accessible.
- The completed replacement of the North Street Minnamurra amenities and refurbishment of the Jones Beach Kiama Downs amenities have provided fully accessible facilities. Replacement of the Cooke Park, Gerringong amenities is partially completed, but will also result in fully accessible facilities.
- Ambulant toilet facilities have been provided in recently replaced amenities building at North St, Minnamurra and Jones Beach Kiama Downs. Further quotations are being sought for the Kevin Walsh Oval amenities building extension at Jamberoo which incorporates an adult change facility.
- New accessible cabin designed and tender awarded for the supply and installation at Surf Beach Holiday Park.
- Council's website has been revised including user testing to ensure it meets accessibility standards.
- The bi-monthly convening of a Disability Consultative Group that brings people with disability together with local service providers.
- The provision of an accessible viewing area at the New Year's Eve Sky Show.

Some actions within the DIAP have not progressed as planned, but work is being undertaken to progress these actions too. Overall, the plan has been very successful in driving improvements within Council's provision of services, facilities and information. Council is aware there are many more improvements to make and is committed to progressively

making improvements across all of these areas. While outcomes are not always achievable in a short time frame, over time the improvements will cumulatively have a substantial impact on making the Kiama LGA a very accessible community.

Kur-ring-gai Council

Building positive attitudes and behaviours

- **Exploration Art Exhibition:** In conjunction with Settlement Services Australia and TAFE, Kur-ring-gai Council put on Exploration Art Exhibition at the Kur-ring-gai Art Centre. The exhibition was made up of artists from the local community who all had a disability. There were 67 artists who entered the exhibition. Many pieces of art were sold, there was a People's Choice award and the Mayor opened the exhibition.
- **Carer's Day:** To celebrate Carer's Week and to recognise the contribution carers make to our community, Kur-ring-gai Council and Ability Links put on a Carer's Pamper Day. The day included free massages, manicures, facials and lunch. This included a crèche to look after dependants so that carers could relax and enjoy their day.
- **Dementia Café:** Kur-ring-gai local government area has a higher than average percentage of people living with dementia. People living with dementia and their carers often experience social isolation and do not reach out and get the support they need. To help prevent people living with dementia from experiencing social isolation, a Dementia Café was started with Kur-ring-gai Council, Rotary and Kur-ring-gai Neighbour Aid. The Dementia Café is run from the Kur-ring-gai Fitness and Aquatic Centre. The café includes coffee, socialising, a functional exercise class and a presentation each week.
- **Sensory Tent:** A sensory tent was provided at all major Council-run events. The tent aims to reduce sensory

input, remove distractions and provide a safe and non-stimulating space for people to calm down. The tent also provides equipment for people to use at the event such as a wheelchair and noise cancelling headphones. The tent was hired throughout the year by other community organisations including Hornsby Council.

- **Shoreshocked:** Each year Ku-ring-gai Council with surrounding Councils puts on an all-ages youth rock concert. This year, Ku-ring-gai Council provided a sign language interpreter to sign the music to the party goers. It was hoped that the interpreter would interpret the music to people who have a hearing impairment and also provide inclusion awareness to every participant. In addition, the sensory tent was provided at the event
- **Discobility:** Each year a disco is held for young people who have a disability. This year the disco had a Hawaiian theme. The disco was held at the St Ives youth hall and was well attended.

Creating liveable communities

- **Access and Inclusion Training:** A trainer from Access Institute provided training to Council staff on access in the built environment and access in parks and outdoor spaces. The training was provided to staff members who were required to provide advice to others regarding designing new buildings, upgrading existing buildings and redesigning or upgrading outdoor spaces. The training reviewed current legislation, standards and building codes.
- **Inclusion Training for Vacation Care:** The National Disability Insurance Scheme has been referring people who have disabilities to use local mainstream services such as Vacation Care. As a result there has been an increased number of people who have a disability using Ku-ring-gai Council's vacation care. As a result inclusion training was provided to all vacation care staff to ensure the service is accessible and inclusive.
- **Access Audit of St John's Street:** St John's Street is being upgraded and an access audit was completed by an

access auditor on the concept plans. Inclusion of handrails, more frequent seating and the installation of tactile ground indicators were included/changed as a result of the access audit.

- **Morona Avenue Park Upgrade:** Morona Avenue was upgraded and now has improved access which includes accessible paths to and around the play equipment, inclusive play equipment and accessible parking.
- **St Ives regional playground:** The upgrade of St Ives regional inclusive playground is underway. The play space design's main objective is inclusion. The playground will feature a changing places bathroom that will have a hoist-and-height-adjustable change table to allow people who have significant physical disabilities to go to the toilet whilst in the community.

Improving access to services through better systems and processes

- **Web Accessibility Training:** Web accessibility training was held for people who write content or upload information to the Ku-ring-gai Council website. The training educated staff on how to make the information they are putting on the website accessible for people who have a disability. Training included how to write in plain English, how to use readers, colour contrast and formatting.

Review of the Disability Inclusion and Action Plan

The Disability Inclusion and Action plan was reviewed by taking the following steps:

- Relevant departments reviewed their actions in the DIAP and new actions were agreed upon.
- Local services reviewed the DIAP and provided feedback.
- Local residents reviewed the DIAP and provided feedback.
- Reviewed DIAP presented to relevant departments.
- Awaiting adoption from Council.

Kyogle Council

Building positive attitudes and behaviours

- Utilising the 'Inclusiveness Module' for Induction Training of Council staff.
- Ensured all disability inclusion actions have an awareness and account for Aboriginal cultural sensitivities that may affect opportunity for interaction or participation.
- Delivered Inclusiveness Training during all Council Inductions for new employees.
- Included representative imagery of people with disability in Council's publications.
- Recognised and incorporated disability inclusion requirements as part of Council's contractor procurement processes through distribution of "The tradies guide to good access".
- Developed public messages and campaigns highlighting disability inclusion requirements and benefits to the community through the outdoor gym project.
- Actively involved people living with disability in Council's communication campaigns around specific projects.
- Consistent with social equity principles, planned for the inclusion of people with disability service needs in guiding community development.

Creating liveable communities

- Identified indicative housing options that may be suited to people living with a disability or for older people by reviewing LEP provisions, developer contributions and working with the Village communities through the Visions of the Villages Master Planning process.
- Market-tested housing options best suited to the needs of people living with disability in conjunction with service providers and the development industry.
- Investigated options for short and long term incentives to accelerate housing

accommodation development for older people and people with disability through Developer Contributions discounts.

- Commissioned a report looking at aged and disability housing options for Woodenbong as a case study by working in partnership with the Woodenbong Progress Association and broader community.
- Developed social inclusion programs in partnership with third parties (such as Abilitylinks) to ensure older people and people with disability needs continue to participate as valued community members.
- Continued to support the local Transport Working Group for local community transport planning purposes.
- In partnership with the Transport Working Group developed and promoted a transport information resource kit for community distribution within Kyogle Council area via links to the "Going Places" website.
- In partnership with the Transport Working Group identified options and implemented strategies to improve bus transport services within Kyogle Council area such as putting in new bus shelters in locations identified by the local community.
- Advocated improved access to key buildings and businesses within the LGA through partnership with local businesses and Abilitylinks.
- Planning for the review of the Council's Pedestrian Access and Mobility Plan (PAMP) with an extended focus on disability inclusion and mobility issues as identified through the Visions of the Village planning process in 2019-2020.
- Ensured disability inclusion remained a key part of Council's village planning and projects.

Supporting access to meaningful employment

- Promoted the benefits of a diverse workforce, including people living with a disability, to Council's organisation as a whole.

- Reduced procedural barriers to recruiting people from diverse backgrounds, including those living with a disability, without compromising any existing qualification, professional registration or Australian Standards requirements.
- Facilitated succession planning, where practicable, for older employees or those that may develop a disability during their work life with Council by implementing phased retirement plans. Employees looking to retire take on trainees and apprentices to ensure the transfer of skills and corporate knowledge whilst enabling the employee to reduce hours of work over time.
- Encouraging people with a disability to apply for Council positions through statement on job advertisements .
- Providing an explicit diversity commitment, including people with a disability, in job advertisements by including the words “Council is an equal opportunity employer and encourages applications from people with diverse backgrounds, people living with disabilities and indigenous Australians”.
- Pro-actively sought a diverse range of applicants, including appropriately qualified/experienced people with disability, for employment shortlists by encouraging people with a disability to apply for Council positions through statement on job advertisements.

Improving access to services through better systems and processes

- Council news and information is provided in a variety of accessible formats, including distribution of free hard copies throughout the local government area and electronic forms available on Council’s website.
- Hearing Loop facilities are provided during formal Council Meetings.
- Provision of information through accessible platforms such as the web, Facebook, Twitter and Council’s newsletter.
- Continuing to implement e-Business initiatives to enable electronic access to development application and other

Council processes such as payments.

- Providing accessibility options information for builders and developers interested in developing within the LGA by distributing “The tradies guide to good access”.

Determining how to meet the needs of people with disability

- Continued participation and engagement with third parties including Ability Links, Hammond Group and Transport Working Group members (HART services, Social Futures, Ability Links, bus companies, taxi services) ensures that Kyogle Council is able to develop and enhance partnership opportunities – including placement of bus shelters and pick-up points for the weekly shopping bus.
- The de-funding of state government support services to the disability sector has resulted in a limited ability to service outlying communities.
- Council has prepared and adopted a DIAP as a standalone plan as it had already finalised and adopted its Community Strategic Plan (CSP) in late 2016 and it was not practicable to include the DIAP within the CSP.
- The DIAP is consistent with and complements the Council’s CSP. It is expected that the DIAP may be fully integrated into the CSP subject to the review and monitoring of its performance and any subsequent Council resolutions to review its CSP as required under the Local Government Act 1993.
- Council is progressively actioning the Disability Inclusion Action Plan.

Lachlan Shire Council

- Advocate for visiting specialist health services to the shire: Preliminary research completed on the need for a dialysis service. Some contact established and issues discussed.
- Improved mental health services: Council has supported the implementation of a suicide prevention officer funded by Western Primary Health Network.
- Recreational and learning facilities for people with disabilities: Sensory Playground installed in Condobolin
- Implementing the DIAP: Installation of disabled parking and pedestrian ramps in Lachlan Street Condobolin. Additional footpaths and laybacks completed through Lachlan Shire. Develop disabled parking zones in all main towns: Completed at Condobolin library, Condobolin Memorial Park. Disabled parking included in design for Foster Street, pending funding.

Lake Macquarie City Council

Building positive attitudes and behaviours

To build positive attitudes about disability, Council:

- Conducted disability awareness training for Council's Holiday Park managers.
- Continued to provide the Including YOU tent at Council's major events, with five events attended.
- Conducted an induction on the Including YOU tent to the sponsors of the project, Alpha Care.
- Provided training to Red Cross Emergency Services volunteers.
- Partnered with Ability Links to introduce a sensory pack for Red Cross Emergency Services volunteers. The pack will be used at evacuation centres.

- After consultation with participants, the Me2 program will change from a one-month program to a ten-month program to run between February to June. This program continues to build networks and skills of participants. During the reporting period, 13 sessions were organised, covering a range of activities including cooking demonstrations, art, sports, theatre and dance classes. In total, 198 participants attended, with support from 68 care workers.
- Presented a 'breakdown the barriers' exercise to Councillors and staff in Council's compliance and asset management departments to raise awareness of the issues faced by people with disability.
- Developed a procedure for the supply of one free master locksmiths access key to eligible residents.
- Followed up on nine access complaints from the community and liaised with appropriate Council departments to resolve identified issues.
- Attended relevant networks and forums, including an annual school leavers' expo for children transitioning to disability programs and employment.
- Facilitated five meetings of Council's Ageing and Disability Advisory Panel.

Creating liveable communities

To create more liveable communities, Council:

- Commenced works on the changing place at Toronto Swim Centre.
- Completed works on the changing place and accessible family room at Caves Beach as part of construction of new toilet amenities.
- Upgraded the pathways, BBQ and picnic facilities at Caves Beach.
- Completed works on a ramp at Redhead Beach to allow non-discriminatory access from the carpark to the sand.
- Purchased an aquatic floating wheelchair to be stored onsite at Belmont Baths. Developed a condition of use checklist for users and carers, as

the chair will be used independently by carers.

- Investigated matting options to improve beach access over soft sand and met with organisation Total Beach Access.
- Completed a design for walkways and viewing platform to improve access at Blacksmiths Beach.
- Conducted 17 audits for recreation facilities within the City, and developed a list of works required.
- Completed ten non-discriminatory referrals for master plans and development applications for recreation facilities.
- Monitored the forward capital works program, resulting in improvements in non-discriminatory access to existing facilities including public toilet facilities and community halls.

Lane Cove Municipal Council

- Lane Cove's Different Degrees Theatre Ensemble were out and about in the community trying new things such as a theatre workshop with Theatre Brama from Poland, performing in the Library and the Lane Cove Plaza and attending an evening performance in the city by Milk Crate Theatre. They are planning a performance for the 2020 Sydney Fringe Festival.
- An Activate Inclusion Sports Day was held on 3 December in the Ku-Ring-Gai Council area in conjunction with North Sydney and Hornsby Councils. Students from Lane Cove West Public attended from the Lane Cove area. Information on disability services and organisations was displayed in the Library during December and similar information was included in the Lane Cove Connection, a senior's newsletter distributed to 1,400 people as well as copies taken to doctors' surgeries, retirement homes and aged care facilities.
- The basketball court at Kingsford Smith Oval has been upgraded to be more accessible, and the playground has

been upgraded with some inclusive play equipment. The raised logs at the small Kimberly Avenue park were removed to allow access to a bird's nest swing which is surrounded by rubber rather than wood chips. It is not possible to make the park fully accessible due to the steep terrain.

- A new toilet facility in Helen Street Reserve has been completed and it is fully DDA compliant.
- A new path has been built at Hughes Park to allow residents from the adjacent residential units access to the park without steps. Due to the terrain it is not fully DDA compliant but is suitable for people using walkers, frames and prams.
- A new 'Everyone Can Play' playground was launched in February at Mindarie Park. The playground, access paths, BBQ, picnic area and toilets are fully DDA compliant.
- Plans have been amended to ensure there is an accessible community path of travel from the street to the bushland track below at the proposed new aged care development at 266 Longueville Road. The new Blackman Park Dog Park, opened in May 2019, is accessible.
- The plans for rebuilding the outdoor pool, grandstand and Youth Centre are DDA compliant and includes a Changing Places facility.
- Council's Pedestrian Access and Mobility Plan (PAMP) was updated on 1 August 2018. The PAMP is a comprehensive strategic action plan which allows Council to prioritise its improvements to the pedestrian network - it caters for the needs of all pedestrian groups including older people and people with disability.
- Council runs a Safety Audit in the village centre twice each year, in winter and summer. A range of disciplines are involved with these audits, including the Crime Prevention Officer from NSW Police, the Development Assessment Manager, Traffic Manager, Civic Services Coordinator, Youth Development Officer and the Seniors and Disability Community Development Officer. The Safety Audit identifies potential safety

issues to help keep the high pedestrian area safe for all.

- A footbridge has been provided from the Little Street Car Park to the Aquatic Centre to increase accessibility and pedestrian safety.
- A new east/west pedestrian corridor has been built to connect The Canopy Development (currently under construction) with people living on the western side of Rosenthal Avenue. As part of The Canopy a footbridge and lift will be built to enhance inclusion and pedestrian safety.
- Council has implemented a new Customer Experience Program that looks at the various ways our customers want to communicate with Council. This feedback is being used to guide how our customer service is provided. Included in this program is the promotion of the systems customers can use to raise awareness and safety concerns.
- Staff have been working on the finalised design of a new adult change room facility in The Canopy.
- AUSLAN interpreters were present at the Shoreshocked Youth Festival, to interpret the announcements and the words of the songs, and they were also at the opening of Mindarie Park.

Leeton Shire Council

Building positive attitudes and behaviours

- Consultations regarding accessibility were undertaken with representatives from service providers and community members for major development projects: Roxy Theatre Renovation, swimming pool, and Wade Avenue redevelopment.
- The Library hosted a Storytime with guest reader, morning tea and poetry reading by a poet with cerebral palsy in Council's first celebration of International Day for People with a Disability.

Creating liveable communities

- All new footpaths include compliant kerb ramps – a total of eight new ramps.
- PAMP adopted June 2019 to provide a framework for existing pedestrian needs, future management, use and enhancement for pedestrians of all ages and mobility.
- Roxy Theatre renovation design provides for full accessibility, including the entrance to the Heritage building.
- Wade Avenue redevelopment design includes more accessible car parking spaces.
- Swimming pool upgrade design includes an access ramp for both 50m pool and new program pool.
- Waipukurau Park renovated playground opened June 2019 – as a minimum accessibility improvement, softfall play areas have a perimeter path instead of a barrier.

Supporting access to meaningful employment

- Statements regarding the principles of Access and Equity have been integrated into Council policies, strategy plans and position descriptions.
- Council has long-term employees with a disability and is welcoming and supportive of new employees and volunteers.

Determining how to meet the needs of people with disability

- As above, consultations have been conducted, and are ongoing, with people with disability and disability service providers regarding major infrastructure projects.

Challenges and successes in delivering on the DIAP

- There was not a driver of the DIAP for the first 15 months of implementation, and it was not embedded across the organisation.
- Council conducted an event to celebrate International Day for People with a Disability for the first time in 2018.

Lismore City Council

Council's Disability Inclusion Action Plan (DIAP) promotes equal rights for all in the community. It also recognises Council's responsibility to support people with disabilities to access the same human rights as everyone else in the community.

Key achievements in 2018-19 in implementing the DIAP include:

- Bimonthly meetings of the Disability Access and Inclusion Advisory Committee held to provide advice to Council on disability access and inclusion.
- Continued provision of a hearing loop in Council Chambers and live streaming of Council's ordinary meetings and events.
- Provision of funding for AUSLAN interpreters for meetings.
- Release of an updated Missed Business Guide in July 2018, which helps businesses with hints, tips and simple ways to improve accessibility.
- Installation of Read Speaker technology on Council's website, which provides text to speech services enabling people who are vision impaired to have website content read aloud at the click of a button.
- Release of an updated Tradies Guide to Good Access in May 2019, which provides builders with a quick reference guide to Australian standards for accessibility.
- AUSLAN-led tours of the Archibald Prize at Lismore Regional Gallery in May and June 2019 (thanks to support from local Quota Clubs) to allow members of the deaf community to form a deeper understanding and connection with the artworks.

Lithgow City Council

Creating liveable communities

- Council commenced upgrade of the Union Theatre which includes installation of a lift and accessible toilet.

- A hoist was installed next to the 50m outdoor pool to enable patrons in wheelchairs to be lifted safely into the pool.
- The National Public Toilet Map was updated.
- A total of 15 infringements were issued for non-compliant use of disability parking spaces.
- Footpath was constructed along Wolgan Road Lidsale from Skelly Road to Maddox Lane.
- Footpath and pedestrian refuge were constructed in Wallerawang in the vicinity of Barton Avenue and the rail overbridge.
- One new accessible bus shelter was installed at the intersection of Willis Street and Sutcliff Street. Existing shelters were improved to meet the needs of the community.
- An adventure program was completed, including a number of universal access features and equipment.
- Council attended the Community Interagency on a quarterly basis to maintain partnerships with key providers in town, including disability providers.
- A total of 5,513 large print books and 2,990 audio books were loaned out from the inclusive collection. A large amount of these loans are distributed via the Home Library Service to residents of local nursing homes and private homes for people with mobility issues. Furthermore a total of 1,580 eResources were loaned including eBooks, eAudio, eMagazines & eFilms.
- Maker Space was made available during library operating hours. During the year, pilot programs were run to meet the needs of children with special needs including Sensory Storytime and Maths is Fun.
- Salvaged Sounds used storytelling and musical instruments to explore ideas around waste and reusing materials in creative ways. With funding from Country Arts Support Program, Lithgow City Council partnered with Mitchell Conservatorium to deliver workshops

with local disability service providers. The participants worked with Mitchell Conservatorium facilitators over a ten-week period to make their own instruments, write a narrative piece and devise a performance. The performance, "Rainy Night" was presented to friends, family, carers and the community at Eskbank House Museum.

Supporting access to meaningful employment

- An investigation was undertaken of the Hartley Building and based on the age of the building it was determined that accessible upgrades were not feasible.
- Accessible tourism workshop and audits were conducted by Melissa James – Access consultant – and offered free of charge to Lithgow businesses.

Building positive attitudes and behaviours

- Images of people with disability were included in publications and promotional material for events.
- Council hosted the second Lithgow Ability Awards. The event highlighted and recognised the contributions made to our community by people with disability and other groups that work to improve the lives of people with disability.
- The Mayors Mental Health Taskforce worked with a number of community organisations to improve the mental health and wellbeing of the community.

Improving access to services through better systems and processes

- Council continues to improve how it communicates with the community.

Liverpool City Council

Liverpool City Council adopted the Disability Inclusion Action Plan in June 2017 as a whole Council response to access and inclusion provision across the city. This incorporates

diverse and broad actions that Council has committed to deliver. Highlights from the implementation of the plan are summarised below.

Building positive attitudes and behaviours

- Support and promotion was provided for the South West Disability Expo held on 3 April 2019 at Whitlam Leisure Centre. On 10 April 2019, the Mayor's Message, featured in the Liverpool Leader, focused on the South West Disability Expo.
- Council's website has a page dedicated to people with disability.
- An internal event was held to acknowledge International Day of People with Disability in December 2018. This event included guest speakers who spoke of their lived experience of disability, access and inclusion.
- Recruitment was undertaken for the Liverpool Access Committee members. This process included people with disability, their families and carers, and organisations who work with people with disability to ensure this group has a voice in the Liverpool community. This group discusses issues of access, inclusion and disability support in Liverpool. A number of Council departments have participated in Access Committee meetings.
- An Auslan interpreter is available on request for Council meetings.
- The Missed Business Guide was developed for local business owners to support increased access and inclusion in shops and businesses for people with disability. The guide was developed and distributed to local business owners and made available in Council's Customer Service Centre.

Creating liveable communities

- Council offers a range of visual arts, drama, music and dance workshops to people with disability through regular weekly arts and health programming. Weekly programming includes Art

Adventures, Can Do Clay, Magic Mondays, Showtime Tuesdays and Creative Connections. Group workshop bookings include dedicated ceramics and art workshops. Annual events include International Day of People with Disability festival at Casula Powerhouse Arts Centre.

- Informal audits of the CBD were conducted following reports from the Liverpool Access Committee regarding issues such as cracked footpaths, lack of accessible toilets and wheelchair access to Council facilities.
- All of Council's community facilities currently meet legislative accessibility requirements, except Chipping Norton Lakes Boatshed. A review is underway to assess all sites and identify opportunities to improve community outcomes and address community needs.
- Accessible amenities in Council's Voyager Point Community Facility were completed.
- Accessibility and inclusion is considered as part of any functional brief for new Council facilities, and upgrades to existing facilities.
- Inclusive play equipment has been installed at Carnes Hill Community and Recreation Precinct and Casula Parklands.

Supporting access to meaningful employment

- Council's internet Careers page outlines Council's commitment to encouraging diversity in the workplace and developing a workplace culture that is inclusive, respectful and promotes diversity.
- Investigation is underway on ways of creating employment opportunities for people with disability in the workforce.
- Council is working on a whole-of-Council talent engagement framework that integrates traineeships, graduates, work experience, diversity and labour hire through different talent pathways. As part of this engagement process, there will be targeted advertising of vacant positions to encourage and promote career opportunities within

Council.

- Discussions were held with stakeholders regarding convening an employment forum for not-for-profit organisations and local employers to support people with disability to transition to the workforce.
- Council held discussions with Civic, a support agency for people with disability, regarding Civic Crew, a labour hire program which links people with disability looking for work with local employers.

Improving access to services through better systems and processes

- The Infirm Service provides a wheel-in-wheel-out service for residents who are unable to bring their bins to the kerb for collection. There are currently 23 households in Liverpool that use this service, three of which began in the 2018-19 financial year. The Infirm Service is documented in the Domestic Waste Management Policy, which is available on Council's website.
- Council continues to patrol and enforce illegal parking of vehicles impeding access or illegally occupying accessible parking spaces.
- A flyer promoting Council's outdoor fitness equipment was developed in consultation with Disability South West and distributed to disability services across the Liverpool local government area.
- Seven keys were distributed to community members, providing access to accessible bathrooms throughout the Liverpool local government area.
- South West Sydney Ageing and Disability Forum co-convened in partnership with Fairfield City Council and the City of Canterbury-Bankstown.
- An external provider conducted an accessibility audit of Council's website and findings were shared internally to ensure compliance with access standards.
- An Assistive Technology Space was established at Liverpool Library, which includes large screens and keyboards, and voice-activated computers to

ensure library facilities are accessible for people with disability.

Liverpool Plains Shire Council

Building positive attitudes and behaviours

- Community awareness-raising of the importance of inclusion by disabled persons via media releases and associated campaigns.
- Showcasing community facility upgrades.

Creating liveable communities

- In November 2018 a new disability toilet and access ramp was installed at Werris Creek pool.
- In October 2018 a wheelchair access ramp was installed at the Railway Institute in Werris Creek.
- June 2019 saw disability toilets installed at the George Street, Quirindi toilets with new disability access ramps directly from the street.
- King George V Park in Will Tree has a new toilet constructed with disabled access.
- In July 2019, Premier public amenities were completely upgraded.
- In August 2019 the Currabubula Hall had a new disabled access ramp installed.
- In October 2019 at the Quirindi showgrounds, there was a new toilet block built in the centre of the arena with disabled access.
- Re-marked existing disabled parking patches and updated parking associated signage throughout the Quirindi CBD.
- Constructed 300m of paved 2m wide footpath in Werris Creek – with ramps, linking shopping precinct to sports oval/facilities, thus completing Council's aim of a paved footway from CBD to major sporting facilities area.

Supporting access to meaningful employment

- Space has been provided, free of charge, to employment agencies to help and educate the local community how to apply for positions, looking for positions available and assisting in the employment process.

Improving access to services through better systems and processes

- Both libraries located at Werris Creek and Quirindi have access to free internet and WIFI where there is assistance to all community members at any time for the use of these computers.
- Target initiatives are also pursued via Council's involvement in the Central Northern Regional Libraries (CNRL) group as opportunities arise.

Determining how to meet the needs of people with disability

Engagement is routinely undertaken via Council's community networks. These include Council's Community Advisory Group and Local Advisory Groups (precinct committees). Community input is actively sought in decision-making processes in respect to disability inclusion matters and associated priorities. Local priorities (particularly in relation to the upgrade of community facilities such as halls) are actively established in consultation with the local Advisory Groups and incorporated into Council's forward budget and strategic planning processes.

Challenges and successes in delivering on the DIAP?

The primary challenge for a small, rural-based Council like Liverpool Plains Shire Council is achieving adequate funding for the upgrades of community facilities. However, Council has been actively pursuing and applying for any applicable grants that help to deliver the outcomes the community requires and as detailed in the DIAP.

Additional challenges include internal staff resourcing limitations, particularly during the current protracted drought conditions and associated bushfire events, to deliver

plan priorities. Access to specialist technical assistance in rural areas is also somewhat limited.

Lockhart Shire Council

Building positive attitudes and behaviours

- Financial support was provided to community/volunteer-based committees including section 355 management committees, Men's Shed organisation, etc. to support access to programs and events.
- Incorporated access and inclusion principles in event management plans approved by Council.
- Incorporated access and inclusion principles in Council's development application assessment process.

Creating liveable communities

- All abilities access has been incorporated in all new community infrastructure projects including:
 - Lockhart swimming pool refurbishment
 - The Rock swimming pool refurbishment
 - Lockhart recreation ground amenities building upgrade
 - The Rock recreation ground amenities building upgrade
- Council parks are maintained and improved to allow access to all.
- Include all abilities access to local businesses in the Consultant's Brief for the preparation of concept plans for the Lockhart main street upgrade which formed the basis of consultation with local businesses and the broader community. Council liaised with shop owners on the benefits of investing in all abilities access to their premises.
- Following extensive consultation over a six month period a masterplan for the

main street upgrade was adopted by Council.

- Council is working with a service provider to convert a Council-owned building into housing for the physically and intellectually disabled.

Improving access to services through better systems and processes

- Upgrade Council's website to ensure compliance with relevant standards (ongoing)
- Incorporate access and inclusion principles in event management plans approved by Councils (ongoing)
- Provide disability awareness training to staff (ongoing)
- Council continues to advocate for improved internet access across the Shire.

Maitland City Council

Building positive attitudes and behaviours

Council has worked in partnership with various service providers to encourage and support initiatives that promote inclusion awareness in the LGA. There were 14 initiatives encouraged or delivered, including:

- Continued offering of the Including You Event Tent at Maitland's many flagship events to ensure all community members feel included by offering a range of aids for use at the events such as noise-cancelling headphones, small tepees with sensory tools and wheelchairs.
- Providing administrative support and guidance on local area priorities to applicants of Community Grants, ClubGRANTS, and Youth Week grants. Each year, Council advocates for projects to be funded that meet local area priorities including initiatives that support social participation for people with disability.

- Coordination and review of the Aged Persons, Younger Persons with a Disability and Carers forum, a regular forum for service providers, stakeholders, and citizens.

Creating liveable communities

Public facilities

- Works have now been completed to update accessible facilities and amenities at Maitland Aquatics Centre including the provision of a mobile sling hoist, mobile shower trolley/change table, and an upgrade of the indoor pool sling hoist to support patrons with complex disabilities access the indoor pool. The existing Unisex Accessible amenities have also been updated to meet current Australian Standards. These resources will be available at all times for pool patrons.
- New accessible amenities are now also available at the Lawes Street Shopping Precinct in East Maitland.
- Council has now provided accessible slab boarding points to 82% of eligible bus stops, and Tactical Ground Surface Indicators (TGSIs) to 61% of eligible bus stops. Works are on track to achieve 100% standardisation by the end of 2022.

Maitland Regional Art Gallery

- Maitland Regional Art Gallery (MRAG) has continued to support access and inclusion initiatives by encouraging inclusive exhibition openings and events through provision of Auslan interpretation at four MRAG Openings and on request at one MRAG workshop, accessible seating and quiet space. The Art Gallery stocks a range of artful sensory products, proving invaluable for teachers and parents to support learning and anxiety both in the classroom and in the home. MRAG also provides sensory processing assistance bags to visitors located at two locations in the art gallery to pick up if needed, as well as a wheelchair for gallery patrons.

Maitland Regional Art Gallery also:

- Provides ongoing support of INSIDE OUT - an inclusive group of artists who

live or work in and around the Maitland region. The group was born out of Octapod's professional development program supported by Accessible Arts and Ability Links NSW.

- Developed Sensational Sensory Art Trail as part of Hunter Red exhibitions across the art gallery to provide a sensory interpretation of selected artworks especially for people who benefit from diverse types of engagement. This program continued until August 2018.
- Reported a 70% increase in participation in Journeys: Creative Connections monthly workshops for adults with a lived mental health experience. Workshops are delivered in partnership with Flourish Australia and Aftercare, both NDIS agencies, and are facilitated by health workers and professional artists to extend professional skills and build resilience and confidence in a public art gallery environment.
- Continued very successful Conversations: Art & Dementia with up to 60 separate free sessions presented across 2018/19. The program intention is to improve well-being and quality of life for people living with memory loss and their carers through engagement with the visual arts and sensory experiences.
- Continued discussions with Ability Links and Accessible Arts on other initiatives to increase inclusion for all gallery events and programs. Throughout 2018/19, Council and Accessible Arts further improved accessibility and opportunities for artists with a disability. A key outcome from this collaboration has been the planning of a behind-the-scenes tour for a member of the public of the Art Gallery collection, with MRAG paying for an Auslan interpreter.

Library

- Maitland City Library has continued to support access and inclusion initiatives by offering sensory packs at all library branches, hosting a monthly book club for teenagers with complex communication needs at East Maitland Library (AGOSCI), expanding their digital audio collection available to people who have low vision or who are blind and offering a Home Library

service. Staff have been working on expanding the accessibility of Maitland Library's collection, and have started building a collection of books printed in open dyslexic font. The collection of these books, as well as several Braille books, will be built on over time. Adult Literacy tutoring is also offered as a service to the community via staff members who have undertaken volunteer level tutoring training.

Walka Water Works

- A social story template has been developed to help parents and carers plan and prepare for a visit to Walka Water Works. The template is modifiable and includes descriptions of the popular activities that many children and young adults enjoy when they visit as well as photos to ensure a visit to the site is not required in advance.

Maitland Gaol

- A self-guided tour is now available for the deaf and hearing impaired in either Auslan / Captions or Audio / Captions at Maitland Gaol. This tour is available using a smartphone app called OpenAccess Tours that can be downloaded in advance or alternatively is available on site through the use of the gaol's iPods.

Open Space

- Council was successful in receiving \$65,000 for a new playground through the Everyone Can Play Grant Program in Willow Drive, Metford. The playground design integrates the new Everyone Can Play Guidelines and increases accessibility features of the playground such as the installation of accessible picnic tables, seating to encourage and enable children and families to stay for longer, improved pathways, removal of barriers to access, and integration of technology to assist play-based learning and development of motor skills. The guidelines have also been applied to other areas such as Norm Chapman Oval, with the planned works to include accessible pathways to the playground and accessible picnic tables with shade.

Improving access to services through better systems and processes

Access and Inclusion Reference Group

A particular highlight for the 2018/19 financial year was the establishment of the Access and Inclusion Reference Group (AIRG), comprising a Councillor, 14 community representatives and two Council Officers. The AIRG will provide advice to Council on access and inclusion matters and act as an information resource to:

- Provide input into the development and implementation of Council policies, strategies and action plans relating to access and inclusion (particularly the Disability Inclusion Action Plan) and deliver actions as appropriate.
- Assist Council to identify and make recommendations on issues of access and inclusion affecting residents of the Maitland Local Government Area.
- Provide advice to Council on inclusive and accessible community engagement methods.
- Provide advice and recommendations on major projects being undertaken by Council that impact on access and inclusion matters.
- Support Council in providing leadership for the broader community to achieve the social inclusion of people with disability.

Events

- Council continues to provide accessibility information for each flagship event on relevant webpages, in addition to integrating inclusion into the event planning process. This enables people with disability, their families and carers to plan their day in advance and know they will be included in the celebrations.
- Council now accepts the Companion Card for our ticketed flagship event Bitter & Twisted Boutique Beer Festival and are currently working on formalising this with the NSW Government Companion Card Program. The NSW Companion Card program

is for people with significant and permanent disability who have a lifelong need for a high level of care to participate in community events and activities. The Companion Card allows a person's carer free entry into participating venues and events.

Employment

- The corporate training plan has been completed for the 2019/20 financial year. Further research will be completed throughout this year to finalise an induction module to be used across Council departments.
- There has been increased presence of Maitland City Council at disability employment services meetings, such as Community Disability Alliance Hunter forums and the Hunter Disability Employment Advisory Group.

Meeting the needs of people with disability

- Understanding the needs of people with a disability is vital for Council to contribute to meeting these needs. Council facilitates engagement through its Maitland Your Say website, which is WCAG 2.0 compliant. The Maitland Your Say Tent also appears at Council's flagship events, enabling the community to have face-to-face conversations with Council on issues that are important to them.
- Council's networks relating to people with disability are also frequently used to distribute information on how people can have their say. Through these avenues Council has actively engaged people with a disability to share their thoughts on services and projects of Council and engagements external to Council including the Maitland Draft Operational Plan 2019/20 and Customer Service Review.
- As a key action from the DIAP, the Access and Inclusion Reference Group provides direct feedback to Council on projects and initiatives and how they are meeting the needs of people with disability. In the 2018/19 year, the Access and Inclusion Reference Group were consulted on Council's current Master Locksmith's Access Key

(MLAK) procedure to ensure fair and equitable access to toilets in Maitland, the Walka Water Works Interpretation Plan project, the Maitland Destination Management Plan, and the Accessible Equipment at Maitland Pool.

Challenges and successes in delivering the DIAP

A key success of the DIAP was the establishment of the Access and Inclusion Reference Group (AIRG) providing a positive outlook for ongoing engagement with people with disability and further collaboration opportunities between Council and group members.

The ongoing ability to collaborate across Council departments at a greater level has also been a positive outcome of the DIAP. A particular example of this would be the successful grant application of the Everyone Can Play grant for a new playground with greater focus on access and inclusion at Willow Drive, Metford.

Future activities

Future activities to further progress the DIAP will include:

- Finalisation of the Access and Inclusion Reference Group (AIRG) Action Plan incorporating collaborative opportunities with Council, community organisations and residents to encourage people with disability to not only be more engaged with Council, but actively play a part in delivering on Council's commitment to people with disability.
- Construction of the playground at Willow Drive, Metford designed using the Everyone Can Play Guidelines.
- Exploration of options for developing a continuous path of travel between the car parking area and the accessible Skate Park at Lawes Street, East Maitland.
- Further investigation of access paths from the car parking to the Walka Miniature Railway for the accessible carriage currently under development.
- A review of the Pedestrian Access and Mobility Plan (PAMP) will incorporate

an access audit of current pedestrian access, including prioritisation of particular areas where there is increased or growing demand for pedestrian access. The PAMP provides a framework for developing pedestrian routes and infrastructure to cater for the needs of all pedestrians, including people with mobility or visual impairments. The review of the PAMP will also provide some scope for pursuing initiatives to maintain obstruction-free pathways and kerb ramps.

- Commence implementation of the recommendations from the Walka Water Works Access Report which identifies twelve accessible destinations within the site and recommends further initiatives to cater for people with ambulant, non-ambulant, vision, hearing and intellectual disability within the destinations.

Mid Coast Council

In 2017 Community Services prepared an internal education program for rollout to staff in 2018 and 19 to raise awareness of the needs of people with disabilities. The program follows on from the successful 'What is MidCoast?' campaign which was rolled out in the year after the merger. 'Who is MidCoast?' is a 3- phase project:

- **Phase 1:** raising general awareness of the demographics of the LGA;
- **Phase 2:** providing more detail of the people with disability demographic and prevalence of different disabilities; and
- **Phase 3:** raising awareness of the particular needs of people with disabilities. Partnerships with agencies like Vision Australia and Alzheimer's Australia will enhance staff awareness of particular disabilities.

During the period under review, Phase 2 was implemented, with Council staff attending an information session to launch the program, and receiving a 'goodie bag' containing useful information and statistics about various disabilities and, in partnership with Vision Australia, a pair of glasses simulating

one of five vision impairment effects. Each pair of glasses was branded with the phrase "let's look at what we do through a disability lens" as a constant reminder to employees.

In December 2018 Council celebrated International Day of People with Disability with a community event outside the Council offices in Forster. A free sausage sizzle enticed community members to participate. Entertainment was provided by MidCoast Assist participants, who sang Christmas Carols. The Mayor and GM joined the choir in singing for the community.

Investigations into the most effective option for a Community Directory progressed during the year, with a decision made on the most appropriate option. The Community Directory will detail service providers in the LGA for people looking for support and assistance and will be rolled out in the 2019/20 financial year, enabling community members and visitors to find out where they can access support. Council staff hosted the first of a series of "Scoot Aware" information sessions for the Forster Community. The workshops provided information on using a mobility scooter, including:

- Choosing a scooter that's right for you.
- Scooter users' rights and responsibilities.
- Road rules.
- Staying safe.

The workshop was well attended and plans are now in place to rollout similar information sessions in other areas of the LGA.

The following missing footpath links were completed:

- Along Blackhead Road – linking Diamond Beach Road to the shopping village.
- Along Old Bar Road – connecting Old Bar Public School to the Surf Club/ recreation area.
- Along Manning River Drive to Taree.

Consultants were engaged to develop a Pedestrian Access and Mobility Plan, including a Bike Plan. The Plan will provide a prioritised work plan, which will be used to source funding.

A new car parking area was constructed around the Manning Art Gallery, improving access for visitors to the Gallery.

Plans were completed for a footpath wide enough for mobility scooter use, in Tea Gardens, opposite the shopping area.

Strategic Planning has been developing a Housing Strategy, with a raft expected to be available on public exhibition early 2020. The draft strategy has been informed by consultation with housing service providers in order to ensure opportunities for the provision of different types of housing to suit the community's needs. The draft will also incorporate the need for accessible design principles to be included in medium-density developments.

Work to upgrade the Manning Aquatic & Leisure Centre amenities will commence in 2019-20.

Funding was secured for works to the Forster Community Centre (the headquarters of MidCoast Assist). The upgrade will include improved access.

The Gloucester Library has been fully refurbished. Key features of the enhanced facility are:

- Electronic doors;
- Lower shelving;
- Wider access pathways;
- Diversity of seating and relaxation furniture options;
- Relocatable shelving to enhance access pathways as required and enhanced access for all-purpose events;
- Accessible door handles;
- A meeting room/quiet space; and
- Lower returns slot and bag counter.

Works are in progress to upgrade the Nabiac Library and will include:

- More accessible shelving;
- Additional seating options; and
- Repair of floor and replacement of carpet to enhance mobility.

Construction commenced for Council areas within the civic precinct, including a new

library for Forster, and will be compliant with the requirements of the Building Code of Australia and relevant parts of accessibility requirements of AS 1428.1 Design for access and mobility - Part 1 General requirements, including:

- Open, inclusive spaces from street, continuing throughout all public and staff areas;
- All floor and pavement grades, thresholds, doorways, stairs, etc;
- Circulation space to all doorways;
- Lift access to library and carpark. All access stairs include contrasting nosings, tactile indicators and compliant hand rails;
- All public and staff areas accessible including public interface counters;
- Public accessible facilities on ground floor including unisex accessible toilet and both male and female ambulant toilets; and
- Accessible facilities for staff on both levels.

Planning commenced for the installation of an elevator at the Wingham library.

Council worked with community groups to secure funding and implement improvements at the following premises which are not owned or managed by Council:

- Upper Lansdowne Hall: toilet upgrade to improve access.
- Coopernook Hall: toilet upgrade to improve access.
- Cundletown Hall: improved access.
- Dundaloo Services: accessible recreation facilities for people with disabilities and their families.
- Valley Industries: amenities upgrade funding applications submitted for an upgrade to the Senior Citizens hall in Gloucester including upgrade flooring and a hearing loop integration. Senior Citizens, Gloucester Arts and Cultural Council Inc (GACCI) and U3A are all major users of the facility. Council moved forward with plans to move to

a centralised office location, at Biripi Way in Taree. Attention is being paid to ensure the design is practical and accessible for employees and visitors.

- Planning on the MC1 Project (Council software upgrades) progressed. The project will include a building inspection results section which will allow for needs-based priority list to be created.
- The use of beach matting was investigated during the year. Plans to implement the use of beach matting were unable to be implemented at some beaches due to the steep gradient of those beaches. Investigations continue for other beaches.
- Two pontoons at Tea Gardens have been upgraded to provide easier access from boat to jetty at Ogden Street and the Ferry wharf.
- Fish-cleaning tables were upgraded at Forster Breakwater, Manning Point, Endeavour Place and Crowdy Head. Works include the provision of accessible tables.
- Works commenced in 2018/19 to upgrade Billabong Park in Gloucester to improve access, were completed.
- NABIAC parks were upgraded with improved shared access.
- Works commenced and are almost complete to upgrade the children's playground including an accessible toddler area, and accessible pathways all round, at Providence Bay Park in Hawks Nest.
- Additional funding was sourced for Variety Livvi's Place - an inclusive play space in Fotheringham Park in Taree, and construction commenced at the end of June 2019. This project involves partnerships with the Touched by Olivia Foundation, NSW Department of Premier and Cabinet, NSW Department of Planning and Environment, Foundation for Rural and Regional Renewal, Dundaloo Services and a number of Council departments (Community Services, Property and Commercial Services and Community Spaces Recreation and Trades) in order to provide a play space to suit people of all abilities. The project includes accessible parking and a new,

accessible amenities block with lift and change facilities, funded by Department of Family & Community Services (administered by LGNSW).

- Works are under way for the accessible play space in Fotheringham Park, Taree.

Accessible toilets were installed at

- Allen Park (Stroud).
- Stroud Showground.
- Little Street River Baths.
- Croki Reserve (works also included retaining walls with improved access).
- Coopernook toilet block near the river Allen Park.

An upgrade to Tea Gardens Hawks Nest Surf Life Saving Club is about to commence to provide five cubicles, one of which is accessible.

The following plans were progressed:

- Planning for upgrades to amenities at Pebbly Beach (Forster) and Forster Ocean Baths was completed with work to commence shortly.
- Planning for the demolition and rebuilding of amenities in Little Street (Forster) was completed, and construction to commence early in the 2019/20 financial year.
- Funding was secured for upgrades to Gloucester Recreation Ground.
- Funding was received and design work commenced for upgrades to facilities at Boronia Park (Forster), Aub Ferris Oval Clubhouse in NABIAC (canteen and amenities) and Harrington Dog Park and Foreshore (replace the BBQ shelter and seating).
- Planning for the upgrade of pathways at Blackhead was completed. The works will connect existing pathways and will also include some outdoor exercise equipment
- Funding was secured for concrete pathways at Second Head. Reserve (Forster), to improve access for all users.

Implementation of Council's Equal

Employment Opportunity Management Plan commenced. Planning for a staff census commenced – in order to better understand the composition of our workforce and how the organisation can assist those who need it.

Readspeaker is fully functional on Council's website, enabling customers to listen to a page in audio, or highlight any section of text on any page to listen to the selected text.

Council's website continues to be improved in terms of quality and streamlining of forms on our website. Information on road projects has been greatly improved.

A wheel in/out service is offered for a fee, for customers who don't have ability to wheel their bins out for weekly collection.

Residents can report illegal dumping online, eliminating the need to visit a Council office, or make a phone call.

The mobile Community Recycling Centre continued to visit remote communities to assist them with disposal of problematic waste such as paint, gas bottles, oil and batteries. Library Services continues to invest in and enhance its other services, including:

- A significant collection of large-print and audio books;
- Home library lending service, delivering books to people who have difficulty leaving their homes;
- Substantial dyslexic and literacy collections;
- A significantly expanding collection of eBooks and eAudio;
- A wide variety of online databases and other resources; and
- Availability of 24/7 online services, including access to the catalogue and membership details.

Mid-Western Regional Council

- Volunteer opportunities exist within Council's Meals on Wheels and Community Transport services. In the past, people with disability have opted to volunteer with the Meals on Wheels service and continue to be welcome to do so.
- The Recruitment and Selection Procedure is due for review this calendar year. The Procedure is designed to ensure that recruitment standards are consistent, appropriate, inclusive and free from discrimination or bias.
- Council teams work with local disability service providers in terms of negotiating supported employment opportunities and access to Council auspiced Community Services.
- Council's Anti-Discrimination and Equal Employment Opportunity Policy was reviewed and adopted by Council at its May 2019 meeting. Staff receive regular training on anti-discrimination. Specific training is also provided to staff involved in recruitment on Council's Recruitment and Selection Procedure with a focus on merit based recruitment.
- The Access Committee Terms of Reference were updated and endorsed by Council at its September 2018 meeting.
- Council now has a single Access Committee that meets monthly to discuss and provide advice to Council on operational and strategic issues affecting physical access and inclusion for all residents and visitors to the region. The Committee has ongoing interactions with Council staff across various fields of responsibility.
- Events and facilities facilitated by Council's Community Development and Youth Service Officers welcome participation by a broad range of community members and does not discriminate against people with disability. Council's libraries work with local disability services and provide regular study support for people with disability. Council has also provided workshops to people with disability

for annual community art competition and exhibitions. Regular interagency meetings and communications also promote disability awareness and opportunities (such as grant funding and access to the NDIS) for people with disability.

- Internal staff training includes topics such as anti-discrimination and disability inclusion.
- Council delivered an integrated advertising campaign promoting supported and disability workers in the region. This included television advertising, PR activities, web content and social media.
- Frontline Community Services and Customer Service staff are provided with training about accessibility awareness and have developed a good understanding of ways to increase participation and inclusion for people with disability.
- Council proudly supports initiatives such as annual Disability Inclusion Sports Awards, which includes the category 'Junior Athlete with a Disability Sportsmanship Award'.
- Increased options of Council communications, such as Facebook videos with spoken narrative to increase accessibility.
- Council is a proud supporter of local business 'Clock Awards', which includes awards for excellence in community services and disability access.
- Council also proudly supports initiatives such as annual Disability Inclusion Sports Awards, which includes the categories 'Disability Inclusive Sports Club Award' and 'Disability Inclusive Sports Volunteer Award'.
- Council has a broad range of accessible facilities and services, including local swimming pools with accessibility ramps and accessible change facilities, and accessible parks and playgrounds.
- Accessible services for which Council is responsible are listed on Council's website, including Meals on Wheels and Community Transport Services, and accessible playground and bathroom facilities. Council also regularly

updates its listings on the National Public Toilet register, which notes accessible facilities. Accessibility is always considered when updating or constructing new Council facilities.

Four Pedestrian Access and Mobility Plan (PAMP) projects were completed:

- Footpath (Jaques Street, western side).
- Kandos/Rylstone bike path reseal.
- Holyoake Pedestrian Bridge.
- Angus Avenue footpath replacement (sections between Jaques Street and Dbee Road).

Council's building network comprises over 200 buildings and its Assets Management Plan establishes condition inspection program.

Council's Asset Management Plan acknowledges greater demand for accessibility and services for an ageing cohort. It also notes that renewal plans are to include increased access at facilities.

Council's Community Grants Program closely aligns with its Towards 2030 Community Plan, including strategies on providing equitable access to a range of places and spaces for all in the community, providing infrastructure and services to cater for the current and future needs of the community and maintaining the provision of high quality, accessible community services that meet the needs of the community.

Moree Plains Shire Council

Creating livable communities

All Council projects take into consideration, as a matter of course, the special needs of people with disabilities. Since the adoption of the Disability Inclusion Action Plan ("DIAP") in 2017, Council has been actively working through the DIAP to achieve the desired outcomes to enhance inclusive activities and accessibility. Infrastructure works, such as mobility-friendly roundabouts, have been installed and the formation of the Disability Network Group continues to make improvements to the shire. These accomplishments display

Council's commitment to the DIAP and its goal to provide an inclusive environment for community members of all abilities

Council recognises and celebrates the achievements made by people with a disability through the provision of financial support to a local disability group to co-host the International Day of People with Disability.

The Disability Action Plan was completed in 2017 and a committee has been formed from services and consumers for the purpose of providing ongoing information around needs to Council.

Mosman Municipal Council

- Disability Awareness Training provided in May 2018. 52% of Council staff. Content covered in staff induction. 28 new staff trained.
- International Day of People with Disability was held on 22 November 2018 with 137 students from five local schools participating in Wheelchair Basketball, Mouth Painting, Deaf Soccer, Music Therapy, Blind Cricket and Disability Drama Workshop. All surveyed participants reported improved knowledge.
- AbilityLinks participated in two community forums held in March and May 2019.
- Positive stories for International Day of People with Disability and image included in Council's Volunteer's handbook and other positive stories being developed for 2019/20.
- Chamber of Commerce participated in a community forum in May 2019 which included disability providers.
- All sporting clubs advised on how they can increase access and inclusion through biannual user group meetings.
- On-ground improvements made at Balmoral Baths.
- Advice provided to the Chamber of Commerce on local disability

employment services.

- Interactive map of accessible parks established on MyMosman app.
- A local disability service, Fighting Chance, are regular market stallholders and are supported by Council in their participation.
- A hot-desk was trialled February to June 2018 to give service providers the opportunity to discuss their services with residents. NDIS LAC discontinued after trial.
- Complaints policy and systems substantially reviewed to ensure accessibility.

Murray River Council

Provide direct support for the "One & All Inclusion Project" projects through:

- An annual financial contribution to the projects carried out by One & All Inclusion Project.
- Participation in and promotion of One & All Inclusion Project activities including wearing orange on Inclusion Day.

Council has:

- Budgeted for a financial contribution to the One & All Inclusion Project
- Made resources available to participate and promote this event

Review approval process and criteria for Council Community Grants.

Applicants to identify how their project will enhance inclusion and contribute to participation in everyday life.

Action: Complete

Council Community Grants process has been reviewed and the following actions taken:

- Implemented Smarty Grants system to support the application process.
- Incorporated a mandatory field in the application process on the consideration given to equality and

social inclusion for people with disability.

- Incorporated and rated “HIGH” equality and social inclusion into the assessment criteria. The same approach applies to the development of events run by Council and other organisers applying to hold an event in the local government area.

Facilitate the creation of a S355 Access and Inclusion Committee with membership including:

- Councillor representative.
- Representative from Engineering Department.
- Community representatives including people with disability.

Note: Terms of reference for Access & Inclusion Committee will include but are not limited to:

- Providing information and advice to Council on access and inclusion issues as needed.
- Developing short (annual) and long term (four years) goals to address inclusion priorities.
- Promote inclusion within the broader community through support for relevant inclusion activities and events.
- Encourage inclusion with the development of an ‘inclusion audit’ tool to help organisations, businesses or other groups measure their progress.

Action: Started

Council has:

- Commenced a review of S355 Committees and recommend this action be included.

Undertake to provide Council-wide education in relation to the Disability Inclusion Action Plan and its goals and outcomes

Action: Started

In partnership with Intereach Council has:

- Agreed to participate in the “Access at Glance initiative” to review access to Council buildings.

Ensure customer service staff receive training to communication with people with disability, including the use of communication aids/boards.

Action: Started

Council has:

- Commenced a review of Customer Service and included this action.

Appoint a staff member as an Inclusion Officer who can undertake training and provide information throughout Council on improving inclusion

- Funding the preparation and distribution of information packs to businesses regarding inclusion.
- Providing venues for business meetings.
- Support activities that provide education about inclusion to businesses.

Action: Started

Council has:

- Re-submitted to fund the Community Inclusion Officer position in the 2020/21 budget process.

Creating liveable communities

Facilitate an annual transport forum to identify and respond to transport issues which limit opportunities for people with disability or who are transport-disadvantaged to participate in everyday activities, employment or social events, which will include representatives from:

- Local transport operators.
- Adjacent Councils (Campaspe and Edward River).
- Community transport services.
- Transport for NSW.
- Victorian Public Transport.
- Users of public transport.

Action: Started

Council has:

- Attended quarterly regional transport forums at Wagga Wagga.

- Hosted two regional sub-forums at Moulamein, with attendees from surrounding LGAs.
- Conducted quarterly “Meet the Council” sessions where community can raise transport matters for people with various access needs.

Review the use of Community Transport funding to ensure maximum outputs for social connection and participation for transport disadvantaged, including people with disability and frail older people.

Action: Started

Council has:

- Signed a memorandum of understanding with Campaspe Shire Council to identify areas for improvement including transport.
- Fitted wheel chair hoists to three people-mover vehicles.
- Purchased fit for purpose vehicles based on Community Services specification.
- Fully inducted and trained community transport drivers to meet the needs of people with various access needs.

Train customer service staff and volunteers including those who work in the Visitor Centre, in the availability of disability access to local tourist spots, accommodation and other local venues or special events, so that accurate information can be provided.

Action: Started

Echuca Moama Tourism, funded jointly by Council, has:

- Commenced a campaign to promote accessible accommodation, hospitality businesses and attraction to our region.
- Undertaken to improve understanding and implementation of accessibility and inclusion best practice.

Review and identify priorities recommended in the Welcoming Business Audit 2016 of the Moama Council Office, Mathoura Visitor and Business Centre (MVBC) and Council Offices in Mathoura.

Action: Started

Council has:

- Commenced implementation of the recommendations contained in the Welcoming Business Audit. 2016 at the Moama and Mathoura Council Offices and MVBC.

Council to seek feedback from Access and Inclusion Committee when planning infrastructure, or prioritising maintenance particularly in the areas of:

- Kerb ramps, crossings, footpaths.
- Access to recreational and public spaces such as parks and river walks.
- Playgrounds and sporting fields.

Action: Started

Council has:

- An Asset Revaluation Program schedule that will assist in identifying assets requiring disability inclusion access as a priority.
- Reviewed its major projects protocols to include the requirement for disability inclusion in the design scope and specifications, tender evaluation and grant funding applications.
- Captured community feedback during the major projects consultation phase.
- Developed playgrounds and sporting fields aligned with relevant Australian Standards, NSW Department of Planning, Industry and Environment -”Everyone Can Play” guideline.

Review recruitment processes, HR policies and job design to facilitate employment of people with disability, whether through employment agencies, or external advertising of positions.

Action: Started

Council has:

- A robust recruitment and selection policy based on merit and equal opportunity
- Undertaken a business process mapping and organisational review program, which will include this action

Liaise with employment agencies, particularly those who support open employment of people with disability to identify work opportunities with Council.

Action: Started

Council has:

- Developed strong connections with local employment and rehabilitation agencies who specialise in the placement of special needs applicants.
- Attended an annual forum for discussion on employment growth and improvement opportunities in the area.

Improving access to services through better systems and processes

Work with Campaspe Library Services and CLRS to ensure that the information they provide within the MRC area is in accordance with MRC service provision.

Action: Started

Council has:

- Signed a memorandum of understanding with Campaspe Shire Council to improve collaboration on shared services including library.
- Relevant Council staff attend Network of Disability Services (NoDS) meetings to maintain an awareness of service provision in the area.

Action: Started

Council has:

- Joined the Network of Disability Services (NoDS) and made provision to attend in 2020.
- Ensure Council website is compliant with Web Content Accessibility Guidelines 2.0 (WCAG2.0).

Action: Complete

Council has:

- Ensured that the live website design, meets WCAG2.0 AA standards in accordance with Australian Government accessibility policy. Non-compliance to the AA standards is reported by the web service provider for corrective action by MRC <https://www.murrayriver.nsw.gov.au/accessibility>.

Next steps to seek additional funds to implement items listed on the AA guideline checklist.

- Ensure Council website has links to

appropriately maintained information sites such as Intereach Service Directory and CLRS to ensure information is provided in a variety of formats to meet the needs of people with disability.

Action: Complete

Council has:

- Embedded links on the MRC web pages to Intereach, CLRS and other relevant sites to ensure currency of information.

<https://www.murrayriver.nsw.gov.au/community/support/people-with-disability>

Determining how to meet the needs of people with disability

Community Services engage with customers and receive feedback on disability inclusion requirements when developing their individual care plans. The individual care plans are reviewed periodically or as required depending on individual needs.

In delivering the Stronger Community Funds – major infrastructure program, Council engaged a consultant to conduct community consultation on the proposed program of works for the respective local areas. The consultant's report informed the allocation of funds and design inclusions based on community feedback. An example of this is the Tooleybuc Mensforth Park Upgrade that included an accessible toilet block based on community feedback captured in the report.

The information from the report has supported additional grant applications to expand on this program of work and the staged delivery of existing Master Plans in place for locations across the LGA. The community representatives as key stakeholders are involved in each stage of the project delivery where further feedback is gathered, inclusions considered and scope refined.

Challenges and successes in delivering on the DIAP

As a newly amalgamated Council our key challenges were:

- Competing priorities within LGA area.
- Competing priorities to action DIAP while performing BAU.
- Resource availability.
- Budget.

Planning greater outcomes for the future

- Offering meeting room space.
- Encouraging and enabling networking and information sharing opportunities.
- Sharing general demographic information to assist employment agencies to develop their services.
- Offering supported employment work experience and employment opportunities to persons with a disability.
- Seek funding to implement remaining items listed on the WCAG2.0 AA guideline checklist to upgrade the web
- Incorporate DIAP into future Community Strategic Plan, Delivery Program and associated operational plans and reference actions to CSP objectives.

Murray River Council is not an NDIS Service Provider, and does not have direct contact with NDIS clients, however continues to survey the whole community to become aware and plan to advocate for disability services, social support and other community goals, interests or needs.

Murrumbidgee Council

- Additional footpaths and shared pathways.
- PAMP crossings.
- Update of toilet facilities to include disabled access.

Muswellbrook Shire Council

In May 2017 Muswellbrook Shire Council adopted a Disability and Social Inclusion Strategy. This strategy requires a continued focus on policies and actions that promote social inclusion and participation in Muswellbrook Shire. This includes the

delivery of existing employment, community events and activities that provide improved liveability services and facilities that support people of all abilities, families and older residents as they move towards retirement.

Most residents in our Shire are engaged, feel a sense of pride in their communities and feel safe and secure in their homes.

However, there are still a number of people who have indicated that they are seeking more Youth services facilities and services for older people along with a desire for support for local communities are areas of priority.

Residents from across the Shire and our visitors already have access to a wide range of community, government agency and Council services appropriate to their age and needs.

Council also works with health, welfare and educational organisation from the government and non-government sector to improve outcomes for individuals and our community. This occurs through liaison, advisory support, assistance with the use of Council premises and provision for opportunities for networking.

The Disability Inclusion strategies, plans and actions in Muswellbrook Shire are monitored by an internal access audit committee, which meets as required. This committee focuses on ensuring that all community service requests that involve issues of physical and digital access for people with disabilities are prioritised. The committee's terms of reference focus on;

- Adapting existing services to ensure that they meet the needs of people with disabilities
- Ensuring that physical access to public buildings and facilities is improved
- Providing information to our community that is in formats which meet the communication requirements of people with disabilities
- Delivering training to staff as required to ensure that advice and services that relevant to the needs of people with disabilities
- Partnering with other service providers to support the participation of people with disabilities in civic activities and public spaces that are appropriate.

Nambucca Shire Council

Support the Access Committee to continue its advisory and promotional work on inclusion and access (monthly meetings).

2018-2019 Result

Meetings have been held monthly except for December and January due to holidays. All meetings have attracted a quorum and over the period membership has remained strong and has grown to 15 members. Monthly minutes are presented to Council for its information or endorsement of formal recommendations for action.

The Committee has provided planning input into projects such as Highlighting Our Heritage (Macksville Bridge) and the Adult Lift and Change Facility as well as provide advocacy for improvements to public spaces e.g. Nambucca Plaza near Cinema complex.

Conduct meetings of Council within the community at accessible venues with accessible facilities (ongoing practice).

2018-2019 Result

Achieved. A portable PA is available for on-site or outdoor meetings.

Increase visibility of people with disability in publications and online.

2018-2019 Result

Some improvement with a small increase in images being used. A photoshoot during early 2019 undertaken for Council's tourism functions has resulted in professional images of local people in local environments including older people, people using mobility scooters and wheelchairs. These will be used across Council documents.

Promote accessible business and tourism (via Tourism Strategy).

2018-2019 Result

The Access Committee completed an online training course on inclusive tourism, Everyone's Business, as an advocacy and education project to encourage the business community to identify missed business opportunities due to poor access for people with disability. During the reporting period, the Committee also commenced a project

promoting accessible businesses firstly with an assessment of an operator's response to providing for people with disability then with a view to providing recognition.

The Nambucca History Walk along the river foreshore (ANZAC Park to V-Wall) was developed early 2019 utilising accessible pathways and will incorporate the new jetty walkway which is being widened for improved access. History Walk brochures contain access information so that people with disability are better informed about what to expect and where to find accessible amenities.

Implement a program to improve accessible public toilets (annual).

2018-2019 Result

No new toilet facilities were completed during the reporting period, however a review of amenities has commenced so that a more comprehensive plan can be developed.

Construct new accessible toilet facilities in Gordon Park and CBD Nambucca Heads. (2019)

2018-2019 Result

Toilets at Gordon Park were completed in 2017-2018, with some additional pathways installed over the past year. Further work is planned in the Park including development of an inclusive playground.

Toilets in Ridge Street Nambucca Heads remain in need of upgrading. A proposed redevelopment of the Library and Community Arts precinct is likely to include new compliant public toilets. Estimated timing 2021-2022.

Maintain information on the National Public Toilet Map (annual).

2018-2019 Result

Achieved. The map has the following: Valla Beach (3), Nambucca Heads (15), Macksville (5), Bowraville (3), Taylors Arm (1), Scotts Head (2). All Council owned public toilets are listed. Listings for new amenities include photographs.

Review/implement the Pedestrian Access Management Plan (2019).

2018-2019 Result

A footpath link between Hennessy-Tape Oval and the shopping centre through to schools was completed in Bowraville.

“Pram” ramps were installed in Nambucca Heads at Liston and Hallidise Streets, at Liston and Bellinger Streets (2), at Back and Nelson Street at the supermarket turn, and in Nelson Street near the Bowling Club (4). There was one new ramp in River Street Macksville.

A rearrangement of the carpark in Winifred Street together with a relocation of the accessible car parking space in River Street (west) in Macksville, have improved accessible parking options.

Planning for improved access between foreshore levels – at Macksville Bridge has been completed.

Installation of LED street lighting across the Shire and at the V-Wall Nambucca Heads has improved night-time pedestrian access – now more user friendly.

Completion of a link between Scotts Head Primary School and the local oval.

Install accessible play elements in at least 1 children’s playground (2020).

2018-2019 Result

Design work has commenced or been completed for 2 projects under the Everyone Can Play guidelines. Playgrounds at Gordon Park Nambucca Heads and Coronation Street Bowraville have been identified with a construction tender being let in mid-2019 for the latter.

Implement the Workplace Equity and Diversity Strategy (annual).

2018-2019 Result

Whilst the Strategy has not recently been reviewed it is being implemented. One example is the following objective:

Create a harmonious and supportive work environment and an organisational culture that values and promotes equity, fairness and diversity.

The response to this has been a range of activities such as the following:

- Special events – BBQ, morning teas, theme days to promote causes such as

RUOK and encourage inclusion.

- Code of Conduct training.
- Core corporate values of ethical conduct and teamwork are included in every Position Description.

Recruitment website meets access standards (annual).

2018-2019 Result

Achieved. Applicants for vacant positions are given the option of requesting special assistance via a standard question which prompts the need for consideration by Human Resources.

Work spaces meet the access needs of employees (as needed).

2018-2019 Result

A number of items of equipment were purchased and changes to the workplace were made during the past year e.g. prescription safety glasses, specialised ear protection, reading lamp, stand-up desks in response to employees specific disability needs.

An Employee Assistance Program is in place to assist people with health and well-being and an Employee Engagement Day was conducted on 27 March 2019 which showcased a range of services available to support staff and their families eg Black Dog Institute, Attune Hearing, NSW Health.

The Nambucca Shire Council has work practices which provide for carer’s leave and flexible leave for people requiring long-term recovery or rehabilitation. There is also a Return to Work program and Ergonomic Assessments to assist people with special needs, to re-engage in the work place.

Resilience Training was conducted during the reporting period.

Location of accessible facilities, parking and toilets will be available online (2018).

2018-2019 Result

Completed. Location of public toilets is available on the National Public Toilet website.

A print brochure and its online equivalent “Access for Visitors with Disability” were produced and are being distributed.

This contains lists of accessible parking

spaces and toilet facilities, together with contact points for people with disability regarding transport, health care, recreation, equipment hire and scooter recharge.

Local images were used in the brochure.

Council's website will meet WCAG (Web Content Accessibility Guidelines). (Annual)

2018-2019 Result

Achieved.

Develop a new Tourism website which will meet WCAG (2017).

2018-2019 Result

Website complies with WCAG.

Improved access to Library Services.

Whilst not listed in the key actions, two initiatives during 2018-2019 have improved access to services at Nambucca Shire Libraries: installation of RFID and use of QR codes to connect to Wi-Fi. The Radio Frequency Identification System or RFID has numerous benefits key library operations, however within the context of this report a notable difference for people with communication or anxiety issues, as they now have the opportunity to self-check items for loan and return. This allows them independent access to resources at Libraries without the need for staff assistance unless they require it. The use of a QR code to access Library Wi-Fi allows people to scan and connect – convenient for people who have difficulty negotiating conventional computer hardware.

Narrabri Shire Council

Implementation of the Disability Inclusion Action Plan under section 13(1) of the Disability Inclusion Act 2014:

- In 2017/18 Council adopted its first Disability Inclusion Action Plan (DIAP) 2017-2021.
- One of the highest priority actions identified within the DIAP was 1.1 - Facilitate the creation of an Access and Inclusion Committee, incorporating Councillor and

community representation. After calling for Expressions of Interest, Council appointed the Community representatives for the committee in November 2018. In March 2019, Council held its first Access and Inclusion Advisory Committee meeting. Once established, the Committee, in conjunction with Council's Community Development Officer, drafted an 'Easy Read / Plain English' version of the Disability Inclusion and Access Plan 2017-2021 to be launched in 2019/20. The Advisory Committee meetings occur quarterly and momentum and interest is growing.

- A Council representative attends and participates in the Narrabri Interagency monthly meeting. As there is a variety of service provider participation this enables Council to maintain working relationships and networks with important community groups and government organisations. Together they participate and assist with local events as well as identifying gaps for services in the area.
- Council's Community Development Officer attends the monthly Narrabri Dementia Friendly Community Steering Committee meetings. The committee is working to establish Dementia Friendly towns across the Shire. Council is committed to having all front-line staff complete online Dementia Awareness training to assist when dealing with customers who may be affected. Council in conjunction with the committee is working to establish a 'Dementia Friendly Café' at one of Council's facilities.
- The Access and Inclusion Advisory committee has identified a collaborative project called 'Access at a Glance' that undertakes individual assessments of businesses to determine accessibility for all members of the community. It is Council's intention, with agreement from businesses, to carry out the assessments in 2019/2020.

Narrandera Shire Council

Building positive attitudes and behaviours

- Elevate the profile and importance of people with a disability in our community – Council has placed items in the media highlighting funding opportunities, local businesses increasing access for people with a disability and therefore potentially increasing customer opportunities for sales as part of the NSW business chamber initiative.
- Promote disability awareness across the community – staff regularly participate and contribute to meetings that share disability resource information to Council. Relevant information for people with a disability and their carers is disseminated where possible either through social media or traditional print. Where possible Council staff participate in appropriate forums. The Road Safety Officer presented the community safety section of the Stepping On program to two groups. The presentation focused on pedestrian safety for people with reduced mobility and included information for mobility scooter users.

Creating liveable communities

- Ensure safety of pedestrians within the CBD. Install tactile indicators at laneway entrances and around posts and poles to assist vision impaired. As footpath projects are undertaken and/or Pedestrian Access & Mobility Plan projects are constructed, they will be assessed for tactile indicators against current standards.
- Ensure safety of pedestrians within the CBD. Undertake regular safety audits to identify uneven paths and other hazards and assistive measures to be actioned. Council annually undertakes repair works to the footpath network to reduce risk and hazards.
- Provide businesses with an information package on the advantages and importance of enabling access to people of all abilities. The Economic Development Manager facilitates business survey for new websites to enable Narrandera businesses to register their disabled persons' access arrangements.

Supporting access to Meaningful Employment

- Investigate student placements, work experience and volunteering roles for people with a disability. Special needs students are welcomed and have undertaken work placements at the Narrandera Shire Library. Council currently provides volunteer work opportunities for disabled persons through the Home and Community Care office and the Narrandera Shire Library. A section of Council's Administration Centre was recently remodeled to provide disabled access for a current and potentially future members of staff to access an office space and amenities.
- Council has a program of implementing adaptive office furnishings to provide a better working environment for disabled persons.
- Improving access to services through provision of better systems and processes.
- Council is nearing the completion of a new website project. The new layout is engaging, easy to use and the technical requirements will be WCAG2.0AA compliant.
- Ensure that Council events comply with best practice – The Economic Development Manager assisted CVGT Australia to negotiate a new lease with Council that included the installation of a disability access ramp at the front of the premises and an automated opening door.

Narrandera Shire Council

Building positive attitudes and behaviours

- Strategic actions implemented as per Disability Inclusion Action Plan.
- Ongoing inspections held and improvements done as funds became available.
- Consultation with residents, disability

service providers, disability access home solutions providers to gain a greater understanding of how the shire can increase access for our residents and visitors to facilities or use of pathways and parking areas.

Creating liveable communities

- Narromine Shire has committed to a focused approach in identifying facilities in the Shire that require upgrade, improvement and/or provision of additional facilities to meet the needs of our community and visitors to the Shire.
- DIAP works have been finalised in the Narromine Library and Administration building toilets commenced.

Supporting access to meaningful employment

- Disability Inclusion Action Plan is considered in all workforce activity. All Council recruitment encourages people with a disability to apply. Council has also teamed up with BreakThru to assist community members with a disability to gain valuable work experience.

Improving access to services through better systems and processes

- Access to community transport locally and to Dubbo has been maintained, with advocacy continuing for this service.
- Accessibility Audit conducted in both Narromine and Trangie CBDs to identify buildings that are not mobility friendly.

Newcastle City Council

- Progress on Nobby's Project - The new accessible amenities at Nobbys Beach are completed. The new amenities include an assisted change room with toilet, basin, shower and bench, and a separate dual-purpose room for parents with baby change bench, accessible

toilet and children's toilet.

- Other improvements include new access ramps, seating and landscaping around the lifeguard tower.

Library and lifelong learning programming

- Our Newcastle Libraries curated 2,292 learning and cultural experiences which engaged with 77,169 participants in total.
- In total the Libraries delivered 2,285 library and lifelong learning programs which had 53,909 participants. The programs included:
 - 1,342 targeted children's and youth programs, which attracted 35,695 participants, a 31% increase in community uptake;
 - 427 targeted small group and individual digital inclusion programs which attracted 534 participants, 408 of which were individual tech help sessions;
 - 80 targeted local history programs, which attracted 766 participants, many of which were individual sessions;
 - 18 targeted local Aboriginal communities, which attracted 145 participants; and
 - 11 targeted culturally and linguistically diverse (CALD) communities, which attracted 367 participants.
- Libraries developed 35 active partnerships, collaborating to create new learning and cultural experiences across our ten service points. These partnerships enable the Libraries to grow the service offering within the existing resourcing.

Providing for inclusive communities

CN's Disability Inclusion Action Plan is Council's way of defining how the organisation will make targeted and continual effort to reduce the barriers that people face when living, working and visiting the Newcastle LGA. It documents the steps CN will take in working towards (with regard to access and inclusion) the Newcastle 2030 Community Strategic Vision.

Some achievements are listed below:

- Delivering building and infrastructure upgrades to improve accessibility is a key priority especially in relation to street crossings and street accessibility. We delivered 38 kerb ramps and in our pedestrian access and mobility (PAMP) and local area traffic management (LATM) we delivered 240m footpath, 33 kerb ramps (new and reconstructed), four kerb extensions, three raised crossings and one additional pedestrian leg at traffic lights.
- Established a memorandum of understanding (MOU) with Write Up! to meet once a month in our Library community meeting spaces in exchange for activation activities and advice regarding provision of suitable services and activities for people living with a disability (Write Up! is a non-incorporated group of people with disabilities which meets in the Lower Hunter region in a variety of venues to enhance the literacy, creativity and social agency of people with a disability and their careers).
- Developed the Home Dignity Justice - An Australian Human Rights Commission Photographic Retrospective exhibition in collaboration with the Australian Human Rights Commission in the Newcastle Library Lovett Gallery from 1 December 2018 - 16 February 2019. The exhibition contained works and stories of people living with a disability and sought to raise awareness and celebrate human rights. The exhibition was opened by Alastair McEwin, Disability Discrimination Commissioner. Auslan interpretation was provided at the exhibition opening event.
- Collaborated with Community Disability Alliance Hunter (CDAH) to present the Living Books program 'I'm more like you than you think. Hunter storytellers with disability as a component of the Home Dignity Justice - An Australian Human Rights Commission Photographic Retrospective exhibition in the Lovett Gallery on 13 December 2018.
- CN presented two screenings of the Wide Angle Film Festival as a component of the Home Dignity Justice - An Australian Human Rights Commission Photographic Retrospective exhibition in the Lovett Gallery on 13 December 2018.
- Collaborated with Write Up! to present three Word Immersion workshops, an interplay between art and language for people of all abilities, on 10, 17, 24 January as a component of the Home Dignity Justice - An Australian Human Rights Commission Photographic Retrospective exhibition in the Lovett Gallery on 13 December 2018.
- Consulted with St Vincent De Paul (NDIS provider) and Ability Links and various community members living with disabilities to understand contemporary community needs. Currently, in collaboration with the Hunter Community Legal Service to establish a program within the Library branches to provide People Living with Disabilities fortnightly assistance to complete forms (program to commence 2020).
- Waste collection services also provide a service to residents called 'bin assistance' where customers (who meet the necessary medical requirements) have their bins placed out on the kerb and returned after collection.
- Engaged with Accessible Arts to improve services and options for those wishing to access the Theatre.
- Provided access to the Playhouse for arts-activated workshop. This workshop presented knowledge and skills in how to improve access to arts venues and projects.
- Engaged a consultant to assist with AUSLAN accessible season shows for Civic Theatre.
- Four lots of four-week 'BeConnected' workshops held at City and Wallsend Libraries with a total of 87 attendees.
- Booked 'Possum Magic' with AUSLAN interpreter (28 August). Booked 100+ seats for children, young people, teachers and families.
- Purchasing customised ramps to improve wheelchair accessibility. These ramps can be utilised across the theatre and increases the number of wheelchair-accessible spaces.

- Established a web chat initiative to offer a more inclusive access point for those who have a physical and hearing disability as it provides a service very similar to a conversation with a CSO (community services organisations), just over the web, and is fast and effective.
- Individual Tech help drop-in sessions held across multiple locations and digital literacy support provided to around 408 people.
- Seniors Week program held with targeted digital literacy programs - including 3D printing and augmented reality. 118 attended the LYNDIA online learning platform which was introduced in March 2019. 313 learning sessions have now been accessed.
- E-resource learning platforms were accessed over 30,700 sessions across a range of subjects to promote self-directed lifelong learning.
- Inclusion space provided at NYE event.
- Resources and information provided to staff and community on how to deliver inclusive events.
- The delivery of an adult lift and change amenity at Nobbys.

Unity in diversity

The Newcastle Unity in Diversity Festival celebrated the cultural diversity of Newcastle in the spirit of inclusiveness and welcome. The festival coincided with National Refugee Week celebrations. Building upon the capacities of the refugee, multicultural and indigenous community, communities shared their culture through performances, workshops, stalls and food. It was an opportunity for diverse communities to connect with each other. Gregson Park Hamilton was utilised for the festival. The park is a well-known, safe and accessible public space with good public transport links. This accessibility encouraged attendance and provided a safe space to build upon social connections.

North Sydney Council

Over the past twelve months Council has continued to deliver on actions identified in the DIAP. Under the above-mentioned categories some of the key achievements include:

Creating liveable communities

- Upgrade to Miller Street bus stop, one of the principal access links to Council Chambers.
- Upgrade to paths of travel surrounding Council Chambers.
- Upgraded signage in and around Council Chamber.
- Refurbishment of Primrose Park Arts and Craft Centre.

Supporting access to meaningful employment

- Ongoing access to health and wellbeing programs for all staff, including access to EAP Counselling Service.
- Celebration of significant calendar events, such as R U OK? Day and International Day of People with Disability .

Improving access to services through better systems and processes

- Ongoing use of software to identify access barriers on Council's website.
- Training to staff who author web content on creating accessible content, as well as training on producing accessible documents.

Building positive attitudes and behaviours

- Training provided to Senior Leadership Team on Disability Awareness and Confidence.
- Celebration of significant calendar events in the community, including the Lost Bird Found Project and International Day of People with Disability.

Planning greater outcomes for the future

- Commence DA process for upgrade to Stanton Library to include an accessible entrance from James Place.
- Review options for improving input into the development and implementation of the DIAP (in the absence of a formalised groups such as an access committee or reference group).
- Development of a new Disability Inclusion Action Plan.
- Secure ongoing funding for the implementation of the existing DIAP and the new plan that is developed.

Northern Beaches Council

Council is now mid-way through implementing the four-year DIAP, and our website contains a full progress report on the disability information page, as well as in the Annual Report under statutory returns. Some 65 actions in the plan were worked on in 2018/19 and 12 are now completed. Many of the actions have become part of our ongoing efforts across all our services to create more inclusive and liveable communities.

- The establishment of a new Inclusion Award as part of the Northern Beaches Local Business.
- Awards to recognise businesses that accommodate the needs of all community members regardless of ability.
- Improved access to Collaroy rock pool by repairing the ramps and providing accessible toilets.
- The opening of accessible playground at Berry Reserve, Narrabeen, and Tania Park, Balgowlah.
- The Council website achieving AA rating under the Web Content Accessibility Guidelines.
- Online forms are in a range of formats and meet standards for visual content

readability and ease of use.

- Accessibility and inclusion integrated into Council's project management methodology and templates.
- Children's services support 78 children with high needs as well as programs offered by Library services.

Oberon Council

- 2018-19 saw the commencement of a two-year program to upgrade playground equipment and facilities in the Oberon LGA. This program includes access for wheelchairs and prams, new play equipment, toilet facilities and shade.
- A program was commenced late in 2018-19 to upgrade and increase footpaths in and around Oberon LGA. This program will provide wider paths for prams or walking frames.
- Council commenced the development of a master plan for The Common which will include facilities for disabled, such as lower tables and BBQs.
- Council has automatic doors at most facilities. The Community Centre doors will be upgraded as part of the development of the Community Hub.
- Council continues to advocate for a taxi service and improved bus services in and around Oberon. Oberon Community Transport (LiveBetter) continue to provide transport services to elderly and disabled.
- Council installed two new disabled car parking spots in Oberon.

Orange City Council

Orange City Council adopted the Orange, Blayney and Cabonne Disability Inclusion Action Plan 2017-2021. The plan identified

actions to build on work currently undertaken by Council to improve access and inclusion for people with varying levels of ability through:

- An ongoing dialogue with people with disability
- Improved access to public services and facilities
- Increased awareness and understanding of access and inclusion issues across the local government areas

The actions were developed in line with the NSW Disability Inclusion Act 2014 four focus areas and Council is pleased to report the following achievements across the 2018-2019 financial year.

Building positive attitudes and behaviours

- Positive images of people with disability in general promotional material have been included in recent publications, an example being the Community Strategic Plan. This has also been a requirement when engaging external photographers.
- Inclusive language is promoted across all divisions of Council. Managers have inclusive reporting requirements in delegations.
- Upgraded Council website uses inclusive language and includes positive images of people with disability.
- Council has partnered with a number of organisations to provide events and projects that raise awareness of and promote inclusion. These include annual Disability Expo; celebrations for International Day of People with Disability; Community Garden for people with disability; Orange Men's Shed and Women's Shed in partnership with a disability organisation; Employment Expo.

Creating liveable communities

- Opportunities for partnerships with disability organisations were identified for Council-run events, including Christmas Carols, New Resident Welcome Luncheon, Australia Day, Australian Citizenship Ceremonies and

Mayoral Civic Receptions.

- Meetings were held with Orange Business Chamber, Central NSW Business HQ, NSW Business Chamber, Central West RDA to raise awareness of the importance of people with disability.
- Recognition for businesses that are active in supporting people with disability was included as part of the NSW Small Business Week Program of events that is attended by local businesses.
- Orange Council Future City Project covers the redevelopment of the Orange CBD and includes how it will be accessed and utilised in the future by all. Community members, visitors and the local business sector have been included in various public consultation phases and feedback recorded by Council. Access for all is integral to this project. All development involving the issue of a Construction Certificate must provide compliant access to and within buildings. Council ensures all Council-issued Construction Certificates have compliant access provided.
- Orange Aquatic Centre has received funding for a portable pool side hoist and base plates. This hoist will be purchased and installed before end of 2018. This hoist will ensure that all people with a mobility disability are able to access either the 25m or the toddlers pool for recreational or therapy purposes.
- Orange360 tourism organisation now finalised and in place. A Destination Management Plan covering the LGAs of Blayney, Cabonne and Orange Councils to be developed. The DMP will include improvement and assessment of tourism infrastructure. Council facilities now accessible are Orange Visitor Information Centre, Orange Regional Museum, Orange Regional Gallery, Orange Regional Gallery, Orange Theatre, Orange Function Centre and sporting grounds.
- Changing Places amenity at Orange Aquatic Centre.
- Council provides residential care for 11 adults with intellectual disability.
- Council provides after school and

vacation care for young people with disability.

- Council provides community services for people with disability – Meals on Wheels, social activities including transport.

Supporting access to meaningful employment

- Human Resources Induction includes disability inclusion and awareness.
- E-learning module for ongoing training for front line staff in development.
- The Learning and Development policy was reviewed in the period and includes access to training for all staff. Council also has a Learning and Development Officer who can provide career development advice and support where required.
- Council has reviewed the recruitment process and has changed the recruitment application forms to include specific optional questions around identification and whether they require reasonable adjustments to participate in the recruitment process.
- Council provided employment and volunteer opportunities for people with disability throughout the organisation.
- Council provided support for access for people with disability at the Orange Employment Expo.

Improving access to services through better systems and processes

- Conditions of hirer/user agreement of events on Council-owned and/or controlled land/buildings includes controls for improvement to access events. Major events, such as Food and Wine Night Markets - are improving to meet the needs of all participants and implementing change where possible.
- An inclusive approach to engagement has been an increasing focus for Council. An example of this has been the development of the current Community Strategic Plan.
- Council provides an Orange Regional Disability Services Director and Mobility Map.

- An upgraded Orange City Council website meets Web Content Accessibility Guidelines (WCAG) 2.0 of the World Wide Web Consortium (W3C) working toward Level A and AA.
- Council provide a Disability Directory for the region.
- Council provide a Community Development office to support partnerships and community programs for people with disability.

Parkes Shire Council

Building positive attitudes and behaviours

- Parkes Shire Council Access Committee was re-established in 2017/18 and continues to function. Council funds the administration of Interagency and ensures a representative of Council is in attendance at meetings.

Creating liveable communities

- Council strives to make all community events and facilities as inclusive as resources currently permit. It is estimated over 62% of its events provide accessibility options for wheelchair attendees. New wheelchair-accessible amenities have been constructed in Lions Park during the year and tourist maps that Council provide in places such as the Destination Guide and Town Map signs include information on accessible parking and toilet facilities.
- 2018/19 saw the completion of the shared footpath in Hooley Street with new fencing and the planting of mature trees along Keast Park. This project completed the network linkage with Southern Cross Retirement Village and west of the town centre to the CBD. Further shared footpaths were constructed in Bushman, Alexandra and Wentworth Streets in Parkes and Whitton Park Road Peak Hill. All aim to assist mobility for residents.
- The Parkes Little Theatre was refurbished to improve accessibility to the facility.
- Accessibility and inclusion were

supported at the Parkes Elvis Festival with designated accessible “drop off zones” and viewing areas at the Main Stage in Cooke Park to allow for good visibility for disabled festival goers.

Supporting access to meaningful employment

- Council facilitates work experience opportunities for disabled people in areas such as Family Day Care, the library and events. Council recruited a disabled person to a role in 2017 and has continued to actively support this person in the role and progress to a more senior position. Council is currently developing its policies/procedures to be in line with the Australian Network on Disability Guidelines.

Improving access to services through better systems and processes

- Parkes Shire Council Website is WCAG 2.0 Level A compliant. Its use of fonts and colour in documents and publications are considered to be in “easy read” format. A CMS upgrade and redesign of the Visit Parkes Website to these standards was also undertaken in March 2018.

Determining how to meet the needs of people with disability

- Council attends quarterly interagency meetings where people with disabilities and disability advocates have the opportunity to provide Council with both formal and informal feedback, and also have input into Council’s programs, initiatives and events. Six meetings were attended by Council representatives during the reporting period.

Challenges and successes in delivering on the DIAP

- In 2018/2019, Council had the most success in delivering projects in the Liveable Communities Focus Area, providing people with disability and their families and supporters greater access to community places, buildings and events.

Planning greater outcomes for the

future

- The Parkes Library is currently being upgraded. The building will be accessible on completion.
- A new Multipurpose Centre is currently being constructed in Cooke Park. On completion, this building will be accessible for everyone in the community.

Parramatta Council (City of Parramatta)

In keeping with Council’s Disability Inclusion Action Plan (DIAP), the City of Parramatta Council has made significant progress increasing disability access and inclusion within its LGA this financial year. Moving into the second half of the DIAP’s four-year term, Council aims to embed disability access and inclusion as business as usual across our organisation. This means that our services, spaces and information will work for everyone living, working and visiting the LGA – including people with disability. We understand the work in favour of inclusion is vital to the success of Sydney’s Central City.

Here are some highlights of the progress made against the DIAP’s four key focus areas in the 2018-2019 financial year:

Building positive attitudes and behaviours

- Over 180 Council staff, managers and Councillors have attended Disability Awareness Training delivered by people with disability. Since attending the training, staff have been taking steps to increase inclusion and reduce access barriers in their areas of work. For example, staff at the Parramatta Customer Contact Centre organised signage to let people know of the availability of communication aids such as a portable hearing device and the National Relay Service.
- Access Guidelines for Small Business are available on the City of Parramatta’s website and have been distributed to

over 160 small businesses across the LGA. These Guidelines highlight the advantages for businesses that are accessible to people with disability.

Creating liveable communities

Physical spaces

- In February 2019, the Lord Mayor opened Parramatta's first fully inclusive playground at Ollie Webb Reserve. Designed and delivered in consultation with people with disability and a range of local community organisations, the playground features playground equipment that can be used by people of all abilities as well as water play, accessible toilets and adult change facilities. With the addition of extra accessible parking for cars and larger vehicles, the playground provides a truly inclusive space where children and adults of all abilities can be together, play and have fun!

Events

- Major Events held in the City of Parramatta LGA have become increasingly accessible thanks to an Access Audit carried out this year. The audit resulted in a Major Events Checklist, which is now being used to ensure major events like New Year's Eve and Australia Day celebrations can be enjoyed by people of all abilities. Our 2018 New Year's Eve event included accessible viewing platforms, bookable accessible parking and maps of accessible paths of travel for the event space.
- Parramatta's Riverside Theatre continues to deliver a range of responses to increase accessibility including braille signage on the doors, relaxed performances, audio-description, open captioning and Auslan interpreters.

Information

- The Parramatta Pulse Newsletter and the Libraries' Calendar of Events are now being produced as accessible PDFs.

Services

- Activities offered in the City of Parramatta's School Holiday Program are increasingly being delivered by facilitators who are trained to deliver activities that respond to children with a range of needs. As a result, participation by children with disability is rising and children with a range of abilities are sharing experiences and fun.

Supporting access to meaningful employment

- The City Of Parramatta's Disability Employment Strategy is now in place. The Strategy guides actions aimed at increasing the recruitment and retention of employees with disability. As a result of related advocacy, our Church Street office building has been upgraded to provide accessible lifts, more accessible toilets and a new accessible kitchen.

Improving access to services through improved systems and processes

- Council has focused strongly on adjusting its systems to increase accessibility and inclusion of people with disability. For instance, Council meetings are webcast and held in accessible venues with hearing loops available as mandated by internal policies. The City of Parramatta's Intranet site now includes a Disability Inclusion page - making resources that support inclusive communication and recruitment and increase disability awareness available to all staff. Key marketing and communications staff received training in creating accessible documents this year and are now supporting the creation of accessible documents more broadly across the organisation.

Penrith City Council

Access initiatives undertaken this past year have included upgrading the hearing loops at Penrith and St Marys Libraries, increasing accessible seating provision at the Joan and improving access to the Cook Park

playground in St Marys.

Council also continues to support organisations working in the aged and disability sector through the regular Penrith Community Care Forum. This has been particularly important as the sector adapts to changes related to the implementation of National Disability Insurance Scheme (NDIS).

The Nepean Jobs For All project concluded in September 2018 with a small business incubator course, attended by 11 people with disability. Information about this project and resources to support the employment of people with disability are available on Council's website.

The two-day Nepean Disability Expo held in September 2018 provided a fantastic opportunity for local people with disability to find out about the latest products, services, technology, aids and equipment. It also provided an opportunity for product and service providers to connect with each other; and more importantly, to connect with people with disability, their families and carers. International Day of People with Disability, celebrated in December, also provided opportunities for service providers to gather alongside people with disability, their families and carers at the Council-led event in The Mondo civic space.

Additionally, within the Annual Report, a table presents a summary of the focus areas, the priority actions and progress on them in 2018-29, as well as the Delivery Program Strategy and Activities that Council will deliver between 2017 and 2021.

(Note deadlines, progress or current status is not captured in the DIAP)

Building positive attitudes and behaviour

It is a priority to:

- Promote diversity and inclusion through media stories and positive Council imagery.
- Develop and implement creative projects that are inclusive of people with disability.
- Provide training to staff in quality service and responding to individual customer needs.

Creating liveable communities

It is a priority to:

- Facilitate accessible and adaptable housing in future housing and development strategies.
- Review accessibility elements within Council's Development Control Plan.
- Implement the adopted programme for the roll out bus shelters that are compliant with the Disability Discrimination Act.
- Ensure the adopted PATHS strategy is implemented (subject to funding).
- Finalise and implement the Pedestrian Accessibility Mobility Plan (PAMP) (subject to RMS funding).
- Improve accessibility to the river at Tench Reserve.
- Identify opportunities in Council's Sport, Recreation, Open Space and Play strategy for provision of access and participation that is inclusive and accessible.
- Accessible infrastructure improvements are incorporated into asset management plans.

Improving access to services through better systems and processes

It is a priority to:

- Ensure that the community is aware of Council's Access Committee.
- Review the accessibility of Council's front counter.
- Improve the accessibility of Council's website.
- Provide training about accessible documents and access to information across relevant Council services.

Supporting access to meaningful employment

It is a priority to:

- Undertake projects that support local business to increase employment of people with disabilities.
- Council's "Equal Employment Opportunity" (EEO) management plan includes an objective to increase the number of people employed by Council with disability.

Port Macquarie – Hasting Council

A number of actions have been delivered as part of the Disability Inclusion Action Plan, some of which include:

- Hosting two Autism and Emergency Service Workshops.
- Co-ordination of the Access Committee Meetings. The committee undertook a review of the ‘Charlie Uptin Walk’ accessible viewing platform.
- Delivery of a Prevention of Elder Abuse presentation with the NSW Trustee and Guardian, Seniors Rights Services, NSW Fair Trading and Community Legal Centre.
- Providing assistance to the Long Flat Community Centre with a grant application for an accessible (disability) toilet.
- Developing an app for accessible (disabled) car parking spaces.

Port Stephens Council

Creating liveable communities

- During NSW Seniors Week 2018, Council hosted two sessions delivered by Cochlear Implant Australia to provide information and awareness of hearing loss. Council held an Accessible Beach Day at Fingal Beach on 18 November 2018 to launch its new Mobi-Mat.
- Davinci chair and the Mobi-Chair Floating Wheelchair. We partnered with Ability Links, Accessible Beaches Australia and Surf Life Saving NSW to make beaches in the area more accessible.
- Council continued to provide the inclusive event tent throughout 2018 to 2019. Through this, it made Australia Day events, NAIDOC Week Family Fun Day and the Smith Family’s Garden Party more inclusive for the community.

We established an Independent Citizens Car Parking Panel, which considered traffic and parking in the Nelson Bay town centre.

- The Panel report made recommendations on the availability and location of disability parking in Nelson Bay and access to public transport options.

Council successfully applied for grant funding to improve inclusion and accessibility through the following projects:

- Safety fencing and soft-fall rubber at Bernie Thompson playground, Shoal Bay.
- Accessible amenities building at Lionel Morten Oval, Karuah.
- Accessible toilets at Mallabula Tennis Club, Raymond Terrace Tennis Club, Raymond Terrace Athletics Club and Port Stephens Netball Club.
- Shared pathway through Boomerang Park.
- New bus boarding ramps and accessible bus shelters.
- Accessible amenities, all abilities playground, accessible lookout and pathways at Birubi Point Aboriginal Place.

Council has undertaken the following community and recreation projects to improve accessibility and inclusiveness:

- Accessible amenities and all abilities playground at Caswell Reserve.
- Extended accessible parking area at Market Street, Fingal Bay new playground for a range of abilities at Bernie Thompson Reserve, Shoal Bay.
- Accessible amenities at Bob Cairns Reserve, Salamander Bay.
- Accessible picnic facility at Little Beach, Nelson Bay.
- Accessible fishing platform and upgrade of decking at Little Beach wharf (disability access for swimming), Nelson Bay.
- Developing a parks performance matrix to assess accessibility, asset provisions and maintenance and condition.

- Improving access to services through better systems and processes.

Improving access to services through better systems and processes

- Council has have completed the action in the DIAP to review and audit Council managed outdoor spaces and buildings to determine areas where work is required. All works have been scheduled in Council's Strategic Asset Management Plan.
- In March 2019, an accessibility audit was carried out on Council's website to ensure that information is accessible and site provides an inclusive user experience. Council is currently implementing the recommendations of the audit and will continue to make improvements to the accessibility of its website.
- Council continues to provide its Blue Dot wheel-in wheel-out garbage bin service for people with a disability living at home. Council also continued to provide programs for children with additional needs at Outside School Hours Care in Raymond Terrace and Medowie, Family Day Care and the Mobile Preschool.

Supporting access to meaningful employment

- Council continued to provide employment opportunities for people who have a disability, as outlined in its Equal Employment Opportunities activities. It is currently in the process of supporting access to Council volunteering opportunities for people with a disability.

Building positive attitudes and behaviours

- Council supported the International Day of People with a Disability on 3 December 2018 with Sailability at the Grahamstown Aquatic Reserve.

Queanbeyan-Palerang Regional Council

- Council continues to be committed to consulting with people with disability on a variety of issues through its Access Committee and interagency groups.
- An Accessible Event Checklist was created and added to the Event Guide that is provided to event organisers.
- Disability Awareness and Inclusive Practice was added to the compulsory online training for all staff.
- The region's first adult change table was installed at the Queanbeyan Aquatic Centre, enabling people with disability to participate in aquatic activities. The installation of the height-adjustable adult change table will complement the existing pool hoist and amphibious wheelchair in the wet play area.

Randwick City Council

Building positive attitudes and behaviours

Council aims to build community awareness of the rights and abilities of people with disabilities, and to support the development of attitudes and behaviours towards people with disabilities.

Outcomes:

- Partnered with City of Sydney and Waverley Councils to hold a Regional Disability Service Expo.
- Coordinated the Advance Care Planning, Safe Talk Suicide Prevention Training Seminar, and the Lower back pain information sessions.
- Provided two Disability Awareness training sessions for staff.
- Issued 150 infringement notices to persons parking illegally in designated access parking spaces.
- Conducted a photo shoot of people

with disabilities. These photos are now available for use in Council's publications as part of its ongoing goal to create and use images that reflect the diversity of the community, including people with disabilities.

- Promoted extensively the newly installed all-access beach mat at Malabar beach through local media and Council's *Scene Magazine*, resulting in a front page story in the *Southern Courier*.
- Convened six Access Advisory meetings with attendance averaging 18 persons per meeting, including Councillors, staff, and guest speakers.

Creating liveable communities

Council aims to increase participation of people with a disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

Outcomes:

- Provided 15 designated accessible parking spaces for residents with mobility limitations, following an assessment of their needs. Information on applying for a designated accessible parking space is available on Council's website.
- Held two National Disability Insurance Scheme (NDIS) information sessions in partnership with St Paul's Society NDIS Area Coordinators to learn more about their role and how they can help people with disability and their carers, in understanding and accessing the NDIS.
- Held two Safe TALK - Suicide Prevention Awareness Training Seminars in partnership with Lifeline providing suicide prevention training for carers of someone with a mental illness.
- Convened and resourced four Eastern Sydney Aged and Disability Services Interagency meetings involving: Community service providers, State and Federal Government officers, and Local Government officers - where regional issues are raised and opportunities for joint projects are developed.
- Designed and built new and upgraded buildings in accordance with the

relevant Building Code of Australia (BCA) and Australian Standard access.

- Installed an all-access beach mat at Malabar Beach. This 60m long, specially designed mat, is installed over the sand providing easier access for wheelchair users to reach the water's edge.
- Provided accessible community transport to Council events such as White Ribbon Walk and Eco Living Expo. Council also provides at its events accessible entry and exit paths for people using wheelchairs, preferred wheelchair seating allocation and accessible toilets.
- Installed 'No Parking' zones in preference to 'No Stopping' zones to allow for persons to drop off and pickup persons - which can be helpful for persons with limited mobility.
- Constructed 5.81km of new concrete footpaths, renewed 1.9km of footpaths and constructed 36 new kerb ramps, all designed to the relevant BCA and Standards access requirements.
- Provided financial support through Council's grants programs and workshops to assist persons to navigate the NDIS, and a community dance to celebrate International Day of People with a Disability.

Supporting access to meaningful employment

Council aims to support and improve opportunities for people with a disability to gain meaningful employment, which will enable them to exercise choice and control over their own lives as a result of financial security.

Outcomes:

- Reviewed and amended Council's employment policies and practices to minimise barriers and improve opportunities for a diverse workforce, including persons with a disability.
- Advertised all major procurement opportunities in the *Sydney Morning Herald*, the tendering portal, and also on our website to enable opportunities for relevant social enterprises to tender.

- Provided two Disability Awareness Training sessions for staff.
- Held a regional Disability Information Expo (with one of the themes being Employment) in partnership with the City of Sydney and Waverley Council's requirements.
- Rescheduled the promotion of the financial benefit of hiring people with disabilities to the 2019-20 financial year to take advantage of the development of an improved communication strategy with local businesses.

Improving access to services through better systems and processes

Council aims to ensure that people with a disability are able to make informed choices about available services provided by government agencies. Some of the challenges stem from systems and processes that do not support accessibility and inclusion and accessible options for people with a disability to choose when communicating, accessing information or providing input or feedback.

Outcomes:

- Conducted extensive communications with the Light Rail contractor to ensure effective links between the light rail and Council infrastructure (e.g. kerbs and footpaths), using universal design principles.
- Made ongoing improvements to the accessibility of website content by: ensuring the use of plain English; integrating a greater use of online forms; reviewing the visibility of web pages to ensure plain English is used; and making changes to the homepage to make it easier to navigate the website.
- Rescheduled the production of an access map to the 2019-20 financial year. This is to ensure that the newly constructed access facilities are included in the access map, once the extensive roadwork and the light rail project are finalised.
- Promoted local accessible facilities, when opened, for example the installation of the new all-access beach mat at Malabar Beach.

Richmond Valley Council

Council's recruitment processes now include a variety of equal employment opportunity questions in its initial job application form, which include:

- Do you identify as male / female / other?
- Do you identify as an Aboriginal or Torres Strait Islander?
- Are there cultural requirements that Council may need to be aware of? Please provide brief details.
- Are you from a non-English speaking background? If yes, what is the primary language spoken at home?
- Do you have a disability?

Council has applied for five Elsa Dixon student spaces this financial year to further encourage school aged Aboriginal and Torres Strait Islander students to consider gaining work experience at Council. The roles will vary between administrative and field staff.

Council also works with ON-Q which is a not-for-profit organisation, providing Disability Employment Support to enable people to realise their full potential through meaningful employment.

Richmond Valley Council has had a strong year of actions against the Disability Inclusion Action Plan 2017-2021.

Highlights have included:

- Accessible elements included in all playground upgrades, including delivery of significant works such as the Woodburn Riverside and Stan Payne Oval playgrounds.
- Analysis of key events to improve accessibility.
- Continuous accessible paths of travel included in new master planning exercises and continue to increase in regular maintenance of current paths.
- Further improvements to Council's website to standardise access.
- New playground equipment and increased pathway access have proven particularly popular with community

members. Council looks forward to building on these measures across our services, operation and infrastructure in the coming year.

Rous County Council

DIAP in Annual Report is a table that outlines basic plan. No progress update is provided.

Activities include:

- Review staff induction process to include access awareness.
- Staff training in access awareness.
- Promote Council's DIAP in local community.
- Promote Council's services and events that are inclusive/accessible.
- Establish a project team to assess accessibility reports relating to Council sites, determine priorities and resourcing for years two to four.
- Install signs as a result of signage audit.
- Administration Centre - Levels 2 and 4 - foyer upgrade.
- Inclusion of accessibility requirements in Recruitment Procedure and related documents.
- Review Feedback Policy, Procedure and other related documents.
- Review website to ensure WCAG 2.0 AA compliance.

City of Ryde Council

This is the second year of implementing the DIAP with a number of key initiatives helping to support and encourage people with disability in our community.

- In partnership with Meadowbank TAFE, Council held an all-inclusive Youth Skills and Jobs Expo, which saw over 200 people attend and opportunities to apply for real jobs on the day.
- For prospective employers, presenters on the day highlighted the benefits of employing inclusively and the strengths of having a diverse workforce.
- Council continued to support community transport organisations through its community grants and promoted volunteering opportunities through our volunteer referral process.
- Council is continuing to work with inter-agencies and the Ability Links program to find participation pathways for people with disability. Social Inclusion Week showcased a series of events, including the UR Included celebration, Mad Pride event and Social Inclusion Story-time.
- Internally the City of Ryde hosted Disability Confidence Training for Council staff to help them communicate more effectively with customers, community members and colleagues who have a disability.
- The City of Ryde, Hunter's Hill Council and Lane Cove Council united to introduce an Inclusion Award in the Northern Districts Local Business Awards that recognises achievements in embracing inclusion. The Inclusion Award celebrates local businesses that welcome people of all backgrounds and abilities, and can include everything from the attitudes and practices of staff, to how people physically access the business. The 2018 winner was Buffalo Locksmiths & Security.
- Council is currently negotiating with Sport NSW to offer a Disability Sport Day within the City of Ryde, and has updated its Children's Play Implementation Plan to incorporate design principles to identify priority upgrades and make playgrounds more inclusive. Council will also undertake an

audit of all park amenities and facilities in 2019/20 which will include a review of disability access.

Challenges

Home modifications :

- Council Home Modification and Maintenance Service (HMMS) relies on assessments by occupational therapists (OTs) to implement home modifications for eligible residents in the local area.

However, for several years a shortage of OTs in local public health services has resulted in a low referral rate for home modifications for aged and other residents requiring assistance in the community.

To improve support for residents in the community, Council took action to improve the level of service offered by HMMS. During the year, through close liaison with State Government health services and other OT providers in the area and engaging private OTs, Council has increased the number of home modifications completed.

Council has also actively promoted this service in the community and expanded the range of services available to eligible clients, which created a 50 percent increase in referrals to the service and a greater awareness of the range of services Council provides.

The year ahead

City of Ryde is a friendly, supportive community with a rich history and diverse background.

The city has a rich range of social networks, community groups and partnerships that help residents and businesses to participate in creative, diverse, voluntary and philanthropic activities that connect neighbourhoods and improve the quality of life for people of all ages, abilities, health and cultures.

As the city grows, Council will continue leading the events and activities that support people in the community, help bring people together, strengthen people's connections with their community and with each other, and celebrate the city's multicultural diversity.

In 2019/20, the Council will be working in partnership with community service

providers, not-for-profits, businesses and local creatives to address some of the concerns raised during its community consultation process. Council will also be developing a Reconciliation Action Plan for the city, completing its Halls and Facilities Strategy and completing its Social and Cultural Infrastructure Framework.

Planning greater outcomes for the future

Council has planned the following projects planned for 2019/20:

- Centres and Neighbourhood program
- Ryde Heritage Information Centre Community and Cultural program
- Art Project
- Community Ambassador Program
- Community Social Wellbeing Implementation Plan fund
- Cultural Plan implementation fund
- North Ryde School of the Arts - facility upgrade
- Ryde Hunters Hill Symphony Orchestra
- Ryde Youth Theatre Group
- Volunteering webpages
- Youth Entrepreneur program Land use planning program
- Heritage Grants Scheme Library program
- Electronic library books

Shellharbour City Council

Building positive attitudes and behaviours

- One of the key ways Council promotes positive community attitudes and behaviours towards people with disability is through the support of International Day of People with Disability. In support of this event, Council coordinated the production and distribution of the 'Calendar of Events'. The calendar covered the period of 12 November to 7 December 2018 and featured 17 events hosted by nine organisations. Several hundred people attended the range of events on offer.

Creating liveable communities

- Improving access to beaches and waterways is one of the top five ideas in the Plan. This year, Council provided further access improvements at Shellharbour North Beach by providing mobi-matting and an additional, fully immersive, beach wheelchair. These facilities build on the previous pathway improvements and mean wheelchair users can fully access the water and benefit from the full beach experience. This is the first beach in Shellharbour to be fully accessible and has been very well received by all beach users.

Supporting access to meaningful employment

- To ensure community members with disability have access to all of Council's information, including information about job opportunities, Council's website has been upgraded to comply with the Web Content Accessibility Guidelines 2.0.

Improving access to services through better systems and processes

- Council has promoted access to services via the provision of a series of National Disability Insurance Scheme (NDIS) information sessions. These monthly sessions have been held at locations across the City to maximise accessibility and have covered topics such as Navigating NDIS, Implementing

your NDIS Plan, and how the law can help with NDIS.

Shoalhaven City Council

The DIAP was prepared in accordance with the NSW Disability Inclusion Act (2014).

It is a legal requirement for Council, and was prepared in consultation with community members living with disability, their supporters and service providers.

The DIAP demonstrates Council's commitment to building an accessible and inclusive community to ensure that people with disability enjoy the right to live their lives as they choose and enjoy the opportunities and benefits of living and working in the Shoalhaven.

Aligned with the NSW Disability Inclusion Plan, the plan organises actions into the following areas of focus that people with disability said were priority areas.

These focus areas are:

- Developing positive community attitudes towards disability.
- Creating liveable communities.
- Improving access to mainstream services through improved systems and processes.
- Increasing access to meaningful employment.

Out of the 52 actions outlined in the DIAP, SCC currently have 18 completed actions (35%). 20 actions have commenced (38%), however they require further staff resourcing or allocation of funds to be completed. 14 actions (27%) require staff resourcing and/or funds before works can be commenced.

Singleton Council

The priority areas of the Singleton Council Accessibility Audit (2017) and Disability Inclusion Action Plan (2017-2021) continue to be implemented across the organisation.

These plans have been developed in collaboration with the Disability Advisory Committee and the community to ensure greater participation for people with a disability in all aspects of life in Singleton.

Priority areas for accessibility to Council properties were completed in partnership with Ability Links including the Civic Centre to improve the visibility on the entrance doors, improvements to identified surfaces and automatic access doors to the Youth Venue.

A number of priority access issues have been addressed in the Singleton CBD and streetscapes including:

- A new pedestrian refuge on John Street.
- A new footpath link from Wattle Ponds Road to gym equipment on Bridgman Road.
- The renewal of the existing footpath on Allan Bull Reserve.
- Installation of solar lighting at seventeen bus shelters in the Singleton residential area.
- In addition, kerb and footpath works including pram ramps have been installed in various locations to increase accessibility.
- Disability parking has been upgraded at all Council facilities to meet Australian Standards.
- Disability toilets were completed at the Heights Sports Centre.
- The new Rural Fire Service sheds now have designated disabled parking.
- The Riverside Park development has a completed footpath and cycleway connection.
- The completion of the all-abilities playgrounds at Rose Point Park and Riverside Park are significant achievements in providing accessible facilities for the community and have been featured in state awards.

- Council has also supported Singleton Track and Field to address accessibility elements at Alroy Oval.

Council has created a new website which enhances the accessibility of Council information to both staff and residents.

Our website aims to meet the principles and standards outlined in the Web Content Accessibility Guidelines 2.0 and includes content that is readable and understandable

Features include:

- Use of plain English.
- Allowing users to change the text size and navigate pages using their keyboard.
- Photo captions.
- Page design and page structure with assistant technologies in mind, making it easier for users to see and interact with content.

Council has coordinated a range of accessible events for the Singleton community to encourage as many people as possible to participate fully in the life of Singleton.

An accessible events checklist was created for all community events which included making provisions for accessible toilets, signage, seating, public transport, parking and assistance dogs.

Accessible events held during 2018/2019 included Christmas on John Street on 7 December, Twilight on 25 January, Emergency Services Day on 16 March, Singleton Festival and Firelight from 27 April to 11 May.

Singleton Council have partnered with Ability Links to include a number of innovative elements which improve inclusivity at its events and facilities. Elements of Including You Tent including the Teepee with soft toys, weighted pillows and fidgets are a resource available at the library to encourage accessibility.

The noise cancelling headphones and vision kits are available for use at the Library, the Visitor Centre, community events and Council facilities.

Singleton Public Library provides resources to assist people with vision or hearing impairment as well as those residents with

reduced mobility.

In 2018/2019 the library had 1953 large print books and 779 audio books available for loan. Access to 1,392 electronic audio books, and 5,000 electronic magazine titles (and their back issues) was also offered.

Additionally, the Home Library Service provided regular home deliveries to residents with reduced mobility, including 668 individual and 102 institutional visits throughout the year, resulting in a combined total of 10,279 loans delivered.

Snowy Monaro Regional Council

Building positive attitudes and behaviours

- Successful International Day of People with Disability event in Cooma including Celebrate Ability Awards.

Creating liveable communities

- Inclusion of accessible features in SCFMPP projects and asset upgrades.

Supporting access to meaningful employment

- Creation of Inclusive Employment category in 2019 Snowy Monaro Business Awards.

Improving access to services through better systems and processes

- Creation of additional online resources for staff to increase awareness and accessibility.
- Review of web content for WCAG compliance.

Determining how to meet the needs of people with disability

- Continued engagement with community groups and networks which include people with disability and service providers.
- Consultation with service recipients and

their families/carer.

Feedback included in planning and delivery e.g. SCFMPP

Challenges and successes in delivering on the DIAP

Challenges:

- Staff capacity.
- Keeping up with changing community expectations and aspirations.
- Cost of infrastructure maintenance and upgrades.

Successes:

- Acknowledging that many of Council's existing processes have already got accessibility/inclusion outcomes.
- Working with the Communications team.
- Increased capacity of individual staff and teams – seeing new knowledge and skills being put into practice.

Planning greater outcomes for the future

- 2020 financial year actions that were identified for implementation were recommended to Council in September 2019.

Snowy Valleys Council

- Disability inclusion training modules have been sourced and Human Resources are working to include in induction process.
- Council continues to include people with disability when constructing or developing assets. This includes the shared cycle-ways and building renovations undertaken. This is an ongoing action item.
- Council is taking a leadership role in removing barriers for people with disability and has a relationship with Valmar Support Services and other disability organisations.

- Activities to be held for International Day of People with Disability are currently being planned.
- Council has a functioning Disability Inclusion and Access Reference Group (DIARG).
- Council's website now links with IDEAS which has a national database of disability networks and service providers.
- The event risk management plan questions access for people with disability and there are support resources available to use to identify facilities and access for people with a disability.
- Areas that have been identified as restrictive to movement are improved or targeted for repair and regular inspections undertaken.
- The design and installation of new signage gives consideration to the requirements of AS1428.
- Discussions are currently underway with Intereach, who has funding to provide disability access audits of businesses in the region.
- Community Transport has wheelchair-accessible vehicles. Community Transport bus is available for hire to charitable organisations.
- Council continues to apply for funding to upgrade playgrounds and recreation areas for disability access. Rosewood playground has been refurbished and a ramp is being installed at the Pioneer Women's Hut and the Regional Transaction Centre. A walking track at Adelong has been scoped and surfaced to allow disability access for people with walkers and wheelchairs.

Supporting access to meaningful employment

- SVC EEO policies refer to people with a disability, as well as it being covered in the LG Award.
- Providing accessible and flexible workplaces is being considered in upgrades to Council office buildings.
- Council libraries have work placement participants through Valmar Support

Services. People with disabilities employed in Council offices.

- Council has NDIS approval and provides NDIS services through Community Transport and our Multi Service Outlet.
- Opportunities for people with disabilities to volunteer in Council are being provided through Valmar Support Services Project. Council is working to ensure people with disabilities and carers are included in the volunteer framework documents. To be completed and adopted by June 2020.
- MOU arrangement with Valmar Support Services are underway for recycling.

Improving access to services through better systems and processes

- Website is compliant with WCAG 2.0 guidelines.
- DIARG have been providing feedback on projects they are aware of. Through the Community Welfare Committee, disability issues with access and design of existing structures have been forwarded to the DIARG for action.
- SVC website is adaptive for hearing impaired and some sight impairments and is progressing.
- The NSW Carers Charter is promoted through the Multi Service Outlet programs and will be highlighted during International Day of People with Disability.
- To assist Customer Service staff in responding to queries regarding services for people with disabilities, the Customer Service Coordinator is aware of internal services and aware that IDEAS organisation has links to all services.
- A register of people interested in receiving Council information in alternative formats has been developed and updated.
- Portable counter hearing loop installed in front counter RHB. Tumbarumba office and Libraries are now being considered for portable hearing loops upon availability of funding.
- DIARG is prioritising actions of the DIAP and evaluating progress.

Strathfield Municipal Council

- Inclusion in programs for people with disability and their carers was encouraged through participation in the International Day for People with Disability and Carers Week.
- Council continued implementation of its Community Access Plan, while preparing and consulting in the new Access Plan.
- Mobility Maps were prepared for Strathfield Town Centre and Homebush West Town Centres.
- Ensure that all Councilors and staff are aware of their responsibility as service providers under the NSW Disability Inclusion Act – Council has retained the services of an Access Specialist who will conduct quarterly training sessions as per Council's training plan.
- Ensure Council complies with the timeline set for provision of fully accessible bus stops. Approximately 270 stops have now been audited and compliance status established.
- Audit of all Council's premises and facilities to determine what works are required to bring them into line with Disability Standards (audit completed).
- Provide awareness training for existing and new staff. Council has retained the services of an Access Specialist who will conduct quarterly training sessions as per Council's training plan.
- Council is currently re-designing website to meet WCAG 2.0 guidelines. Project completion expected March 2020.
- Identify MLAK-controlled toilet sites (completed).
- Ensure that information provided to the National Public Toilet Map indicates which of Council's public toilets fully comply with Australian Standards and those for which assistance is required (completed).
- Ensure that people with disabilities are included in any planning consultations regarding proposed community plans (ongoing).
- Develop access plans for all community events to include physical access, parking and toilet arrangements (ongoing).
- Ensure that disability groups are advised of up coming community events and any potential barriers to participation so that alternate arrangements can be made (ongoing).
- Provide activities for people with disability (photographing, cataloguing of planting of seedlings on Plan a Tree day) (ongoing).
- Update Council's Mobility Maps to reflect current standards (ongoing).
- Regularly trim trees to maintain a vertical clearance of at least 2000mm above the footway for the benefit of people who are deaf or blind.
- Ensure that all services and facilities provided for visitors to the libraries are made equally available to everyone.
- Provide up-to-date assistive technology for physical use of computers and for online searches.
- Manage the Disability Parking Permit Scheme in liaison with RMS.
- Ensure outdoor dining policy enables the safe passage past the leased area for people with disability.
- Ensure that issues which could give rise to an Unjustifiable Hardship claim, resulting from the need to provide accessible facilities, are resolved at the pre-DA stage.
- Provide a continuous accessible path of travel to and within all of Council's premises (ongoing).
- Ensure that advisory and directional signage is displayed in accessible locations with unambiguous messages.
- Wherever possible, provide two adjacent unisex accessible toilets with one the mirror reverse of the other. Erect signage to indicate which cubicle provides for right hand transfer and which provides for left hand transfer.
- Ensure that facilities within parks and gardens do not discriminate against visitors with a disability as far as possible.

- Ensure that all existing and new sporting facilities provide equivalent and dignified participation for people with disability.

Sutherland Shire Council

Community Strategic Plan Strategy – 2018/19 update

Improve the design and accessibility of spaces and places

- Council's libraries and community services are providing Auslan interpreter services at their key events.
- Hearing loops are available at Sutherland Entertainment Centre.
- Accessible beaches program including a Mobi mat and wheelchair providing access to Cronulla beach for people with a disability.
- A 'planning accessible events' checklist is included in Council's events tool kit, available on Council's website to assist event planners. The event application also includes reference to recognition of the Companion Card.
- Considerations have been made for the design of Fauna Place Playground by Children's Services, to ensure accessibility for all children regardless of ability.
- Sport Services have updated the website to prove an All Abilities page highlighting inclusive opportunities to play sport.
- Home library services deliver to any community member with disabilities who requests the service. Format and content is tailored to customer preferences and assistance is provided to use technology to access content.
- Library purchases dyslexic-friendly formats and readers/audiobooks, hold regular sessions for school groups with disabilities and children's programmes include content that portrays children of all abilities e.g. books, song sheets.

Supporting access to meaningful employment

- A varied range of employment types and employees add diversity to Council's makeup. Meaningful employment opportunity is provided, giving a sense of purpose, belonging and value.
- Children's Services have continued to provide employment and volunteer work to support people with a disability.
- Through Council's annual Community and Inclusion Award, run prior to International Day of Disability, Shire businesses are motivated to consider access and inclusion and a diverse workforce as good for business. The number of nominations is increasing annually.
- Support for a Sutherland Shire Disability Transition Expo which provides a directory of local services and an employment expo for people with a disability.

Support and enable all in the community

- Customers can communicate with Council via the National Relay Service.
- Economic and Community Development staff give advice and guidance regarding issues related to access and inclusion. Role of Community workers specialising in Access and Inclusion is well informed to all staff.
- Community service staff have been trained to provide support around accessibility to new and upgrades to infrastructure.
- An inclusion guideline has been developed within our Children's Services to inform daily practices. Many children enrolled have diagnosed disabilities and Council works collaboratively with families to support their needs. This link shares information about inclusion: <https://www.sutherlandshire.nsw.gov.au/Community/Childcare/Early-Education-Centres#parentCommunication>
- Libraries staff undertook a two-hour

Deaf Awareness training; the course covered the differences and diversity of Deaf/Hard of Hearing people and how to improve interactions with them. A number of staff have also completed training in autism awareness, in order to be able to support participants in children's programs with special needs.

Opportunities will be fostered that help build a sense of community

- Action items from the Access Committee are investigated and outcomes reported back to the Committee in a timely manner. The Committee is resourced and its recommendations are valued and actioned as required.
- Access committee collaborating with disability providers and the community to deliver International Day of People with a Disability events to acknowledge and celebrate people with a disability.
- Council's Children's Services staff continue to provide quality inclusive practices so that children's needs are being met and responded to appropriately. Council works collaboratively with the Inclusion Support program agency to embed inclusion strategies and practices, increase knowledge, skills and confidence of educators, all centres have developed a Service Support Plan.
- Council facilitated Disability Awareness Training for staff to explore the concept of disability, its definitions and the myths and facts surrounding it, as well as respectful language and communication.
- Funding is available through the NDIS for specialised support for our Children's Services. Council continues to strengthen its connection with disability services in the local area and investigate ways it can respond proactively to the NDIS via the Disability Interagency.

Sydney Council (Council of the City of Sydney)

A City for All: Inclusion (Disability) Action Plan 2017-2021

The A City for All: Disability (Inclusion) Action Plan 2017-2021 enables the City to meet its obligations to provide accessible facilities and services under the Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014. The plan includes actions to address barriers faced by people with disability and builds on the success of previous plans.

In line with the NSW Disability Inclusion Act 2014, a report detailing progress of the actions for 2018/19 has been prepared. This report is at www.cityofsydney.nsw.gov.au

A copy will also be provided to the NSW Minister of Family and Community Services and the Disability Council of NSW. The progress report is overseen by the City's Inclusion (Disability) Advisory Panel, which play a vital role in monitoring the implementation of the plan.

Key achievements for the 2018/19 year:

The City's draft policy and guidelines for inclusive and accessible public spaces and events were placed on public exhibition. The policy and guidelines provide a framework to apply relevant Australian access standards and best practice approaches consistently in the design, maintenance and management of public domain spaces such as streets, footpaths, parks and open spaces, and infrastructure including street furniture. The event guidelines outline how to ensure events are inclusive and accessible.

City staff continued to undertake specialist disability training to build their awareness and confidence. Topics included mental health awareness and mental health first aid, deaf awareness and dementia awareness.

A range of inclusive programming was delivered to foster positive community attitudes toward people with disability. This included Auslan and English storytime at City libraries, and the Take Charge! mental health swimming program and Swim Champs program for children with disability at City aquatic and fitness centres.

- In line with the City's support of the 2018 Invictus Games a series of articles were published to encourage local businesses to be more inclusive of people with disability.
- Information about the accessibility of the City's community centres and venues for hire is now available online.
- The City delivered its first Changing Places toilet facility at the Abraham Mott Community Hall.
- The City trialled beacon technology for the first time at a public event to assist people who are blind or have low vision to better navigate event features and facilities.
- All grant applications are now required to outline how their program/project will be disability inclusive.

Tamworth Regional Council

- The Disability Action Working Group (DAWG) Terms of Reference were revised in 2018-2019 and the revision was adopted by Council. Regular reports were presented to Council about DAWG Meetings.
- A Disability Expo was held on 20 September 2018 at the Tamworth Regional Sports Dome. There were over 50 exhibitors and positive feedback from the public.
- Regular 'Disability Action Working Group' meetings were held.
- A transport provider is a permanent member of the Disability Action Working Group
- Council approved the development of a Disability Transport Hub to provide the high needs community with access to state of the art facilities otherwise unavailable in the CBD. A funding application was submitted for the construction of a Regional Disability Transport Hub in the Tamworth CBD. Council is awaiting the outcome of the application.

- Finalisation of the Tamworth CBD High Pedestrian Activity Zone, reducing the speed limit to 40 km/hr and the construction/installation of various pedestrian improvements such as kerb blisters, concrete medians, line marking, lighting and signage.
- Tactile markers were installed at the pedestrian crossing outside the City Library.
- Construction of six new disabled car parking spaces (on-street), with four of these in the Tamworth CBD and two in Kootingal.

Temora Shire Council

Building positive attitudes and behaviours

- Deliver access and inclusion training to Council staff and community leaders (ongoing).
- Include access and inclusion criteria in Event Application Form and approval process (ongoing).
- Review access to public buildings and business (ongoing).
- Review current provision of accessible toilets and change facilities across public facilities and town centre areas (complete).

Creating liveable communities

- Instigate accommodation options for disability and independent living in Temora Shire (ongoing).
- Plan, develop and maintain facilities, parks and gardens that respond to the needs of the community (ongoing).
- Review existing accessible car space provision (completed).
- Provide mobility car park spaces that meet the needs of the community.
- Ensure level of service for footpath provision is based on community service expectations (ongoing).

Support access to meaningful employment

- Establish flexible work practices to encourage an inclusive working environment (completed).
- Provide disability awareness training to new and current staff as well as Councilors (ongoing).

Improve access to services through systems and processes

- Include images of people with disability in Council publications (ongoing).
- Regularly promote health services (ongoing).
- Extend the hours of operation for community transport to include weekends and public holidays (completed).
- Continue to maintain health and community service levels to meet the needs of clients (ongoing).
- Participate in advancing the agenda of the Interagency Network (ongoing).
- Host an annual carers afternoon tea (ongoing).
- Regularly promote volunteering opportunities (ongoing).

Tenterfield Shire Council

Building positive attitudes and behaviours

Council undertook the following actions:

- Regular meetings with the Disability Inclusion Access Advisory Committee.
- Access consultations and discussions.
- Distribution of publications and resources and any funding opportunities.
- Raising public awareness by doing annual accessibility walk with the committee in local central business district.

Progress that has been made:

- The library promotes the services available for people living with

disabilities on Council's website, in Council's newsletter and the online Tenterfield in Touch newsletter when and where appropriate.

- Annual walk occurred to small businesses within Tenterfield to build positive attitudes and include service to people with disabilities even if they cannot negotiate sometimes deep steps into shops.
- Parking plans are in place for within the central business district to enhance accessible parking.

Creating liveable communities

Council undertook the following actions:

- Inclusive events: this is considered for all events within the community.
- Infrastructure projects: planning occurs to cater for people that may have disabilities to ensure that the community is more liveable.
- Facilities management: funding proposals and grant applications capture considerations for how to best create a liveable community for the Shire.
- Sport and recreation access – planning occurs in regard to access to sport and recreation opportunities and any ways that Council could do better or have better approaches. This is then reflected in access planning. Council is currently seeking a contractor to upgrade all toilets in our local Shirley Park in Tenterfield.
- Council is also planning to build a new toilet block at the Memorial Hall which will encompass all accessibility requirements in line with Australian standards. This Memorial hall is also used as the evacuation centre therefore these changes are vital for creating an accessible place.

Progress that has been made:

- The local cinema is a great example of inclusive events where people with disabilities are welcomed and also their carers.
- All events at the local library are accessible by people with disabilities. The library also has a public accessible

toilet which is commented positively on numerous times with people with disabilities as to the ease of use.

- Planning for all events and festivals including Seniors Week and Youth Week considers access needs to ensure that the activities are inclusive of all.
- Partnerships with community organisations and services have progressed and enhanced communication and sharing of information and available support.
- With State Government grant funding, Council has constructed an archery shelter area, upgraded the Liston community hall toilets, Shirley Park amenities upgrade and new toilet block enhancements planned for Urbenville, Legume, Liston and Jennings villages to enhance accessibility and create a more liveable community throughout the Shire.
- More disability accessible parking situated near the Shire's medical practitioners with a longer length of parking time is also currently being planned. It is also proposed for these to be covered parking areas.
- Development proposals and planning are in line with Australian standards.
- Both the villages of Drake and Urbenville now have accessible toilets to accommodate people with disabilities. Further accessible toilets are planned for Urbenville also. Jennings, another village in the Shire, has accessible toilet facilities planned and funded.

Supporting access to meaningful employment

Actions we were undertaking:

- Recruitment practices – Tenterfield Shire Council has a meaningful number of staff with identified disabilities on the payroll including audio visual dyslexia, autism and numeracy and literacy issues. These have not prevented these employees from gaining employment and assistance. Several employees are receiving training with a view to ultimately gain employment. All recruitment carried out by Council is completed in accordance with equal

employment opportunity principles and is monitored to avoid discrimination.

- Flexible arrangements – While there are some positions that require sufficient physical ability to work safely and carry out rescue operations involving team members and the public we have very few that limit wheelchair and those with similar physical disabilities applying.

Progress that has been made:

- Building upgrades to the local Council chambers and main administration building are including accessibility requirements. This is also occurring at Council's works depot. This will provide a greater opportunity to employ people with disabilities and will provide easier access for community members and people with disabilities.
- The Tenterfield Visitors Information Centre also requires upgrading and planning proposed will enhance accessibility for visitors, the community and meeting attendees.

Improving access to services through better systems and processes

Council undertook the following actions:

- Website accessibility – consultation and planning has occurred on how to make our website more accessible and information that we produce such as our local Tenterfield in Touch newsletter more accessible such as larger font and colours chosen. Feedback from the community is reviewed continually to ensure our processes are adopting the best approaches possible.
- Community transport – is provided within the Shire and information is shared between the community organisations on events happening and services available.
- The library offers computers and free access to the internet for all community users. The Library also provides a home library service for the town area for those unable to visit the library because of illness or disability, including the Shire's aged care facilities - Millrace, Haddington and the hospital as well as private homes.
- The Tenterfield Shire Council library has

available for borrowing a wide selection of large print books and Talking books for hearing and sight impaired community members.

- Library members are also able to access online databases and the catalogue through the Library pages on Council's website. This includes online access from anywhere to the *Tenterfield Star* newspaper archives 1900-1955.
- Surveys and feedback – feedback is support through Council's Disability Inclusion Access Advisory Committee as to where Council could do better in regard to information and processes. A number of information sharing processes have been actioned such as regular meetings, emailing of information and linking with services.

Progress that has been made:

- My Community Directory – new information system to be easily accessible to all as to what services are in Tenterfield Shire. A new website for Tenterfield Shire Council is in development also which will be more user friendly and easily accessible.
- Drinking bowls for companion animals are always present at our local Tourism Information Centre in Tenterfield.
- Systems, information and processes are constantly reviewed to ensure ease of access. Website planning and information sharing takes into account all members of our community to be most inclusive for ease of access.

Determining how to meet the needs of people with disability

- Council has received varied feedback on whether it is meeting the needs of people with disability. There has been feedback that some people with a disability have found it difficult to access support and consequently are moving from the area. Council has also had some feedback that, without the support provided, the care would fall on the shoulders of elderly family members which would be a heavy burden.
- Feedback from people with a disability: paving in some areas of the town is bumpy and uneven and needs

upgrading to ensure safe and easy access.

- Feedback has been received from the community in regard to uneven footpaths, public toilet access and park access in particular.

Council has incorporated this into current and future planning with the following:

- Service network planning and sharing of information between services as to what support is provided.
- Future planning in regard to any events or festivals in partnership with community organisations and responding to feedback.
- Tenterfield Shire Council has upgraded paving in the central business area to ensure accessibility of people with a disability.
- Feedback and concerns raised by the community in regard to the needs for people living with disability in the Shire has been fed back to numerous Council departments for planning considerations. For example parking planning, toilet upgrades and accessibility enhancement planning.
- This has been incorporated into current and future planning by reporting back to the various departments within Council for action.

Challenges and successes in delivering on the DIAP

Challenges:

In regard to employment opportunities Council has had many community-based assets within the Shire.

Council queries how many people with a disability actually apply for employment and reflects on what could help grow this opportunity for meaningful employment for people with disabilities.

People with disability are provided with equal opportunity to apply for positions however some Council buildings have no provision with people with a disability such as toilet facilities. There is disability access to the library however. Visitors Centre also does not have disability accessible toilets.

Things that need to be done to enhance

accessibility includes the planned upgrade of Council buildings including the chambers and depot to align with requirements and to enhance access and to provide more success in delivering the DIAP.

More broadly, another challenge relates to difficulty with access in regards to hiring people with disabilities within Tenterfield's local businesses.

Some of the town's small businesses have toilet facilities down a number of stairs and a lot of entrances into the shops are a big step up. Heritage considerations also apply to many.

Planning greater outcomes for the future

To contribute to greater outcomes for people with disability in the future:

- Infrastructure remodelling and planning to ensure accessibility is provided so that the necessary facilities are provided.
- Recovery planning for people with disabilities in regard to drought and fire recovery. The Shire has just gone through recent bushfires and ongoing drought. The recovery planning needs to capture any needs so that there are greater outcomes for people with a disability also.

A Youth Advisory Committee is starting in Tenterfield in 2020. This will provide a wonderful opportunity to provide more information and contribution in regard to young people living with a disability and a forum for contribution and action as to greater outcomes for young people with a disability. This will also provide an opportunity for inclusive engagement and championing of their best interests.

Human Resources representatives are now planning to be standing attendees at Council's Disability Inclusion Advisory Committee so as to contribute to greater outcomes for people with a disability in regard to supporting access to meaningful employment.

Further information and comments

Additional information:

- Natural disaster considerations to best

support people with a disability and to provide greater outcomes for recovery support during these tough times.

- The Shire is in a rural regional area and has an ageing population. This at times comes with its own challenges in regard to access to services and transport

The Hills Shire Council

Building positive attitudes and behaviours

- The *Hills Focus* community magazine contains information for people of all abilities and disability specific topics are communicated via Council's print, media and social media outlets (ongoing).
- Community engagement practices ensure opportunities for participation by people with a disability (ongoing).

Creating liveable communities

- Community facilities are inspected annually as part of the asset assessment strategy to determine what works are required over the four-year Capital Works Program to minimise physical barriers re: access to Council locations and facilities by people with a disability (ongoing).
- Disability access provided on an ongoing basis for all new bus stops endorsed by the Local Traffic Committee and approved by Council (ongoing).
- Work continues on an ongoing basis to ensure accessible public transport standards are complied with (ongoing).
- Recreation strategy has been completed and includes recognizing need to ensure that facilities reflect inclusive and accessible practice (ongoing).
- DDA requirements are satisfied in keeping with the National Building Construction Code Standards for

new and modified Council buildings (completed).

- Identify projects that can accommodate access upgrades to amenity buildings (ongoing).
- Dural Library redesigned and refurbished with accessibility in mind. Wide aisles to accommodate wheelchair access and furniture and fittings to accommodate customers with physical disability (ongoing).
- 'Any Ability' activity kits designed for use within the Libraries for adults with learning difficulties (ongoing).
- A Volunteer Develop Officer position has been filled effective 1 July 2019. The officer is working with the Community Services Team to develop an initiative to identify opportunities to link clients to Council events and programs, increase participation and awareness of promotion of participation opportunities for people with a disability (ongoing).
- Initial discussion with community organisations regarding making "The Mayor's Christmas parties" more inclusive (ongoing).
- On 30 April 2019, Council adopted amendments to The Hills Development Control Plan to include new controls relating to access and mobility (completed).
- New controls relating to access and mobility now form part of the assessment process in addition to the relevant provisions of the National Construction Code and the Disability Standards (ongoing).

Supporting access to meaningful employment

- Council's Recruitment Guidelines incorporate the needs of a diverse workforce and these are considered in all processes and programs relating to recruitment and future plans for workforce requirements (ongoing).
- Council's business engagement program offers information and encouragement about ways people with a disability can participate in the workforce, through data sharing,

referrals and consultation (ongoing).

Improving access to services through better systems and processes

- Council's communications and marketing strategies are designed to include promotion of inclusive practices for people with a disability (ongoing).
- Council's plans and strategies include opportunities for people with a disability to contribute, engage and make comment (ongoing).
- Hills disability forum re-established - meeting was held in June 2019 (ongoing).
- Council's State Emergency Management Plan regularly updated to include details of vulnerable communities and facilities (ongoing).

Tweed Shire Council

The following actions are in progress or have been completed for the 2018-2019 year of implementation.

Building positive attitudes and behaviours

- Develop and distribute information on appropriate use of DAPBs to influence driver behaviour and compliance. Develop an information tool kit for businesses to better monitor the appropriate use of DAPBs in their car parks.
- Celebrate International Day of People with Disability through awards or similar.
- Develop and include a module on access for inclusion into corporate orientation. Review training needs of staff and investigate opportunities for key staff and/or work units.
- Continue to strengthen partnership with Dementia Australia on Dementia Friendly Communities.
- Register Tweed Regional Art Gallery,

Tweed Regional Museum and Community Services and Tweed Libraries as Dementia Friendly Communities sites.

- Assist targeted community organisations to develop Disability Inclusion Action Plans.
- Work with Uki village on improving access and inclusion for residents and visitors.
- Develop guidelines to ensure Council events are accessible and inclusive and provide advice to external event organisers.
- Continue hearing augmentation and Auslan tours at the Museum and the Gallery.
- Apply captioning to all newly commissioned video material at Tweed Regional Museum.

Highlights

- A successful sixth year of the Tweed Shire Access and Inclusion Awards held to celebrate International Day of People with Disability.
- Dementia Friendly Communities continues to progress with the Tweed Museum and Libraries successfully registering as Dementia Friendly sites. Council commits to Dementia Friends campaign promoting and encouraging all staff become dementia friends through the Dementia Australia online training program.

Creating liveable communities

- Review the Access and Inclusion Policy to incorporate universal design.
- Upgrade Lions Park, Kingscliff.
- Redevelopment plan for Pottsville Environment Centre.
- Undertake an access audit of all Council owned community halls.
- Review the Pedestrian Access and Mobility Plan.
- Audit DAPBs in Pottsville village and prioritise recommendations.
- Upgrade bus stops under the Country

Passenger Transport Grants Scheme.

- Participate in bimonthly Tweed Public and Active Transport Working Group.

Highlights

- Lions Park, Kingscliff upgrade completed including accessible pathways, viewing areas and picnic furniture.
- Access audit completed on nine Community Halls.
- 20 bus stops upgraded to improve access and eight new bus stops constructed.

Supporting access to meaningful employment

- Develop a social enterprise model for employment and training opportunities.

Highlights

- Social enterprise model developed and new accessible café designed for Tweed Civic and Cultural Centre.

Upper Hunter Shire Council

- 17 staff participated in the Wheelchair Sport NSW Roadshow and played a game of wheelchair basketball on 3 December 2018.
- Council's Sports Participation Officer attended a SportNSW Activate Inclusion Day where disability sport was showcased and a forum held to discuss overcoming barriers to inclusion for people with a disability.
- Community Services Officers participated in the Upper Hunter Community Services Interagency and the Mental Network to enhance knowledge of service availability in the sector.
- Two staff participated in Interagency mental health training Pink Shirt Day run by Youth Services/Youth Council 15th March 2019.

- Council provided funding for the Wheelchair Sport NSW roadshow in Scone to two local high schools. Students from years 11 and 12 were given the opportunity to experience playing basketball in a wheelchair and to discuss the barriers to participating in sport for people with disabilities. The presenter, who is in a wheelchair, also discussed the difficulties that life in a wheelchair presents on a daily basis, such as uneven footpaths, access to toilets, shops, etc.
- Mental Health First Aid and Emergency First Aid held at Murrurundi Library 25 September. 15 in attendance .
- Annual Merriwa Farm Safety Day event for high school students - mental health awareness, identifying anxiety and depression with local GP as part of rotations along with farm safety.
- A Council representative is a member of Transcare Board of Directors to support governance of this local NDIS provider.
- Worked collaboratively with Ability Links to provide resources to the Library and Youth Centres to raise awareness of and support people living with a disability.
- Council has included inclusiveness as a project aim in the Cultural Activity Grants with funding provided to two community groups for special needs resources.
- Community services worked collaboratively with the Scone Neighbourhood Centre to consult with local families about available services and activities.
- Disability services brochure developed for Murrurundi area.
- Council subscribed to SportNSW and is therefore able to access resources from their Disability Sport Inclusion Department.
- Community Services Officers participate in the Upper Hunter Community Services Interagency and the Mental Network to distribute information.
- Regular updates to the Council Community directory.
- Inclusion & Access Committee working party met to determine interest (will be functioning in year three). Community achievements will be a focus of the committee.
- Australia Day nomination and acknowledgement of a local NDIS provider.
- Merriwa Family Fun Day - participants, with one-on-one advice and info available for parents of children with hearing challenges, mental disability, challenging behaviours (autism, ADHD) included a hearing loop available on day and sensory tent.
- Worked collaboratively with Ability Links to provide resources to the Library and Youth Centres to raise awareness of and support people living with a disability.
- Council's Sports Participation Officer supported access for people with disabilities to a range of opportunities.
- Council staff supported the Transition to School Seminar, with Children's Services highlighting local service providers who can assist parents who are concerned about possible developmental delays of their children.
- Council staff supported the Transition to School Seminar, with Children's Services highlighting local service providers who can assist parents who are concerned about possible developmental delays of their children.
- Footpath Audit completed in Murrurundi, Council office to southern town entrance February 2019.
- Participated in the Upper Hunter Transport Workshop facilitated by Dept of Premier & Cabinet to review local transport options.
- Bus requirements reviewed with aim to purchase bus with lift action back. Report provided to Merriwa Aged Care Committee. Funding application submitted to Bengalla Mines, but unsuccessful. Waiting on funding opportunities.
- Town Revitalisation Committee are active in each district. Planning to consult with Committee regarding access issues.

- New accessible toilet at Murrurundi Library completed June 2019.
- Merriwa Library upgraded and relocated to comply with accessibility requirements.
- Major Council infrastructure projects include consideration and provision for accessibility and inclusion issues at: Scone Saleyards, White Park Centre, Scone Airport.
- Disabled access toilets for Old Court Theatre.
- Disabled access toilet for Murrurundi Library.
- Scone Gymnastics Centre – disabled access including toilets.
- Disabled access toilet designed for Murrurundi Gold Club – awaiting funding.
- Disabled access toilet upgrade at Wilson Memorial Oval, Murrurundi – awaiting funding (SCCF).
- Disabled access toilet upgrade to Merriwa Skate Park – awaiting funding (SCCF).
- Disabled access toilet upgrade to Jefferson Park, Aberdeen – awaiting funding (SCCF).

Wagga Wagga City Council

- The Communication and Engagement team have included images that represent the diversity in both publications and online. The team also advocate for the use of inclusive and diverse images in all Council documents and provide photography services to achieve this where possible.
- The Communication and Engagement team have reviewed and amended the communication style guide and signage style guide to meet DIAP requirements.
- The Wagga Access Reference Group is the primary community network that Council seeks input from on a continuous basis regarding all aspects of disability inclusion and participation. This reference group meet bi-monthly and a Council representative is in attendance. This working group is made up of persons with disabilities, family members, carers, local business and agencies that work with people with disabilities.
- Customer services have reviewed frequently used forms and provide these in large print as requested.
- Council signage style guide has been amended to stipulate that all future signage is required to maximise legibility and readability, use of plain English language, to use symbols/ iconography where possible and incorporate braille where possible. Individual business owners are required to adhere to all guidelines.
- A new community directory provider was selected and endorsed by Council during June 2019. This new community directory platform will be rolled out over the first quarter in 2019/20 (in an accessible format).
- Council works in partnership to continue to promote subsidised schemes available along with community transport options in the community.
- All customer service staff are trained and have the skills in the use of technological resources to increase accessibility for people with a disability including hearing loops.

Uralla Shire Council

- Uralla Shire Council undertook internal consultation with staff and external consultation with local people with disability, their carers, and the services that support them. Good practice and priority areas for improvement were identified.
- Council adopted its Disability Inclusion Action Plan (DIAP) in June 2017 in its annual Delivery Program and Operational Plan to improve access and inclusion for people with a disability in the Uralla Shire community.

- Online models of training are inclusive of people with disabilities.
- EEO training is provided to all employees as part of the corporate training package.
- During the financial year, the following courses were made available for Council staff: Building Resilience to Workplace Stress, Managing Team Wellbeing, Accidental Counsellor and Suicide Prevention courses.
- Information from the annual employee opinion survey has been distributed to Council's Social Planning Team and Gender Equity Team to support decision making including the development of Council's Workplace Equity Strategy.
- In partnership with the Wagga Access Reference Group and the Intereach Ability Links program, a number of local service providers and small business owners have been contacted to discuss how they can plan to make their service and businesses more accessible.
- Council supports funding for community groups and services to improve accessibility and apply principles of universal design in buildings and service delivery. 11 applications were received, requesting a total of \$38,441 with \$30,000 available. 9 applications were successful.
- Council continued to deliver a diverse range of inclusive programs across Council's cultural facilities. Council promotes all public programs and events through all digital platforms including website and Facebook and traditional media formats such as *Council News*.
- Program highlights in 2018/2019 that promoted inclusion and participation by people with disabilities included The Art of Healing exhibition - work by local artists living with a disability presented by Museum of the Riverina and delivery of the Home Library Service. The Mardi Gras and Fusion festivals were events that were promoted to services that work with people with a disability. Spring Jam and Lost lanes festivals also included additional provision for mobility parking to ensure inclusion.
- An audit was completed several years ago and is updated as installation occurs. As they arise, requests for accessibility parking are handled through the Traffic Committee, which is then considered by Council for approval. During the year, six car spaces were completed.
- An audit of high-usage Council-owned community centres and halls is ongoing. A scope for improvements will then be costed and presented to Council after the finalisation of the audit.
- A review of the Pedestrian Access and Mobility Plan and engineering guidelines in line with other relevant Council plans to increase connectivity will be undertaken over the next 12 months.
- Council is committed to publicising inclusive events through social media channels and existing databases. Highlights include the promotion of the Disability Dance Party, National Inclusion Day, International Harmony Day and NAIDOC week that celebrate culture and inclusion.
- The Wagga Wagga Local Achievement Awards has developed a new category recognising outstanding community contribution towards "Diversity and Inclusion". These awards are co-presented annually.

Walcha Council

Building positive attitudes and behaviours

- Employing a worker with a disability across multiple teams has helped to build his morale, but also seen other Council employees accept and welcome him into their teams.

Creating liveable communities

- Two additional disabled parking spots have been created in key CBD locations.
- The disabled toilets have been upgraded in one local park.
- The access into shops has been improved by removing steps and replacing of the town footpaths (ongoing project).
- Signage for disabled toilets has been replaced to be more visible, include braille and to indicate the transfer side.

Supporting access to meaningful employment

- Council has employed a person with a disability who was on a temporary placement, in a permanent part-time position. He has changed his work role and is a valuable and reliable employee.

Improving access to services through better systems and processes

- No signification changes have been made to Council website.
- Community Care brochures are available in large print and easy to read formats.
- Audio and large print books are available at the local library.

Determining how to meet the needs of people with disability

- Several items identified in the DIAP have been completed.
- Customer requests regarding access are actioned as soon as is possible.

Challenges and successes in delivering on the DIAP

It is time to reengage and connect with people with disabilities and their carers to update and review the DIAP. In preparing Council's initial DIAP, the response rate was quite disappointing. Council has implemented some of the key items raised in the original DIAP, and need to reach out to the community to seek further input and direction.

Taking DIAP items to Council's Community Care advisory group for their input and suggestions is also challenging as there are no people with disabilities (or their carers) on the committee at this stage.

Planning greater outcomes for the future

The replacement of footpaths and improvement to shop access will continue in the future. The Community Care Advisory Committee membership will be reviewed and an advertisement placed encouraging people with a disability to apply. Funding has been sought to install an auto-opening door into the library to assist people with mobility issues. There are future plans in 2021 to redesign the Council website and to include more accessibility features.

Walgett Shire Council

During 2018/2019 Walgett Shire Council undertook the following actions in accordance with its Disability Inclusion Action Plan.

- Reconstruction of Walgett footpaths in main street (improved access for people with a disability - walking frames and motorised scooters).
- Disability toilets erected and commissioned at Walgett Showground (new toilet block includes disabled toilet).
- Annual allocation for emergency footpath access initiatives (provide access as identified).
- Employment of people with disabilities.
- Meetings with DIAP Committees.
- Library supplies - introduction of large print range, magnifying sheets and audio books.
- Capital Works Program reviewed annually to ensure projects address the needs of people with disabilities.
- Review of recruitment forms for compliance.

Warren Shire Council

Building positive attitudes and behaviours

- Council has reviewed its villages and developed Master Plans that allow for full community inclusion to public areas, footpaths, parks and gardens and recreational facilities.
- Council has adopted these plans and publicly advertised the outcomes.
- Council does not specifically identify user groups or targeted disability users as the outcomes are beneficial to all the community.
- Council along with the community are working actively to improve and increase aged and disability services.
- Council maintains and supports the community-driven interagency committee and provides secretarial services and support.

Creating liveable communities

- Council has developed a Master Plan process for its three villages to develop over a ten-year period, outcomes that support the inclusion of all its residents without targeting any specific group.
- Council has redeveloped parks in this 12 months to replace footpaths, change grades of paths to allow easier access, widened footpaths to allow improved mobility, provided lighting along new footpaths to enhance use, changed seating to allow wheel chair or scooter users access to picnic tables, and installed play equipment that is accessible for all and safety fencing to assist families.

Supporting access to meaningful employment

- Council does not discriminate and applies its EEO Policy to all persons seeking employment.
- Council is redeveloping its administration building to ensure that staff and the public have accessibility to its buildings

- Council's staff turnover is very low and employment availability is minimal.

Improving access to services through better systems and processes

- Council has improved its communications through a new website and uses social media to provide information to the public.
- Council's library maintains a talking book and an eBook service.
- Council's administration building and library are accessible and assistance is available by staff.

Warrumbungle Shire Council

The 2017 to 2020 DIAP Report had been developed in late 2017 and read by Leadership team and Warrumbungle Council. Initiatives include:

- Community Expo in October 2018 with community partnerships with several aged and disability organisations.
- Disability Sports Day in November 2018, a collaborative partnership with Breakthru.
- Art exhibition as a collaborative partnership with SPACE.
- Community Consultations in Coolah, Coonabarabran Baradine, Binnaway, Mendooran, Dunedoo.
- Use of a hydraulic wheelchair lift at the local swimming pool for a student in a wheelchair so he could participate in the AUSWIM lessons facilitated by special needs staff from the local high school.

Waverley Council

Building positive attitudes and behaviours

- Deliver a community awareness program with partner agencies to promote inclusive attitudes and increase understanding of hidden disability.
- Three Youth Mental Health First Aid (YMHFA) sessions were held in partnership with South Eastern Sydney Local Health District, local sporting clubs and Bronte and Bondi Surf Life Saving Clubs. YMHFA is designed to skill people who connect frequently with young people with knowledge and skills to identify mental health problems early, and link young people to appropriate treatment and support.
- Council worked with the Eastern Suburbs Youth Services Network, Eastern Suburbs Homeless Coalition and Inner City and Eastern Suburbs Ageing and Disability Interagency to assist providers help people with mental health and psychosocial disabilities to access National Disability Insurance Scheme (NDIS) services and mainstream organisations.
- Waverley Community Living Program participants are working on a video project to voice their opinions about inclusive practice and develop skills for self-advocacy. The video will capture individual personal stories on topics such as bullying, stigmas, relationships and inclusion and will be used as a promotional tool to educate Council staff and the community on how to be more inclusive for people with disability
- Increase visibility of people with disability in Waverley Council publications, website and promotional materials
- A positive image library was created to assist Council to better reflect the diversity of the community in its publications.
- An easy-to-read version of the Waverley Disability Inclusion Action plan and Regional Framework was produced to assist all members of the community to

understand Council's inclusion priorities.

- Integrate disability awareness training into Council's Learning and Development Framework for induction and ongoing training.
- Council purchased the Australian Network on Disability's e-learning module, Disability Confident Workforces. This will be rolled out in 2019–20 through Council's Learning Hub.
- Provide ongoing opportunities for staff to develop knowledge and skills to apply access and inclusion principles and practices within their key job responsibilities.
- 13 staff participated in training to integrate inclusive practices within their work including playground access audits, NDIS worker orientation, supported decision making and risk enablement and create easy English documents.
- Continue to award good practice in access and inclusion through Council's Local Business Awards.
- Council is currently reviewing the Business Awards to include a stronger focus on awarding businesses for inclusive practices.
- Promote the commercial benefits to local business of inclusive business and employment practices.
- Council adopted the Waverley Sustainable Visitation Strategy 2024. A priority action is the development of an Inclusive Tourism Plan to raise awareness and assist businesses and tourism operators, to take steps to improve their services within the inclusive tourism market.

Creating liveable communities

- Develop business models of excellence for Waverley's services for older people, people with disability and children.
- Waverley Community Living Program (WCLP) increased the number of participants accessing the service. Staff work with participants to deliver support and services to meet participants individual goals and

provided a progress report on their achievements.

- Waverley Community and Seniors Centre developed a Wellness and Reablement Plan to meet the new requirements of the Australian Department of Health. More than 100 centre users were consulted to identify priorities to inform the plan and program. The Centre continues to build wellness and reablement approaches into the operations of the Centre.
- Council's family and children's services continue to support children with additional needs. Families are also assisted to access specialist services as needed.
- Council surveyed residents to identify improvements that could enhance the accessibility of Council Service Centres. Of the total responses received, 87 per cent indicated that Council information and services were accessible, however some respondents were not aware of services such as the Translating and Interpreting Service for non-English speakers, the National Relay Service for people who are deaf, hard of hearing or have speech impairment and the discounted Carers Parking Permit. An action plan was developed to promote Council services that assist people with specific needs.
- Increase the delivery of access and inclusion initiatives in the region by working with partner agencies and promoting Council's small grants program.
- A new Carers Parking Permit provides a discount to support people who rely on a carer for day-to-day support. A review resulted in the expansion of the eligibility criteria and a strategy to target promotions at key Council locations.
- Council's Grant Program provided approximately \$400,000 to community organisations to deliver core community services and innovative projects in the Waverley Local Government Area.
- The small grants supported inclusion of people with disability through programs such as Sculptures by the Sea – Tactile Tours, Soccajoeys Next Step and positive ageing initiatives for older people.

- Promote information to help people better understand consumer directed care and to exercise choice and control in choosing services.
- A regional Disability Expo was held in June 2019 in partnership with Waverley Council, City of Sydney and Randwick City Council. 50 stall holders participated with approximately 700 people attending.
- Stall holders included National Disability Insurance Agency, Local Area Coordinators, Councils, disability providers including employment and mental health providers, sporting organisations and mainstream providers.
- 73 per cent of people said that as a result of the Expo they are more aware of community and specialist disability services available in their area and 93 per cent of people said the information obtained at the Expo was helpful to them.
- A number of outreach information services were held at key locations including Ability Links service desk at the library to inform people about NDIS and other mainstream supports available to Council's Customer Service desk at the Waverley Community and Seniors Centre.
- Develop and publish access maps for major centres, detailing continuous paths of travel, accessible toilets, equipment and mobility parking.
- Online maps were developed to show the location of mobility parking and accessible toilet facilities in the area. An audit was completed on four public toilet sites to inform the National Toilet Map. The audit will continue in 2019.
- Review event management processes and procedures to increase the accessibility and inclusiveness of events held in the region.
- Council is currently undertaking a review of the Event Policy framework. An Event Management Policy and Guidelines form part of the review.
- Creative art classes are offered to people with disability.
- Increase and promote recreational, social and cultural programs that are inclusive-accessible.
- Fitness classes are run for people over 50 years at Margaret Whitlam Recreation Centre and Waverley Community and Seniors Centre. The Senior Centre caters for varying levels of fitness, provides opportunities for lifelong learning and to socialise.
- Waverley Library's Home Library Program services 155 people and 12,086 library items were delivered to these members. 78 sessions including Seniors Week activities were held for seniors.
- An Open Space Recreation Strategy is being prepared to inform the long-term planning and development direction of open space and recreation in the Waverley LGA. Universal design is one of the key principles that underpins the plan.
- An accessible play study is in development to provide strategic direction on how to make play spaces more inclusive when they are upgraded, in accordance with the Play Space Strategy.
- Maintain Waverley's social housing program for older people and people with a mild intellectual disability and continue to advocate to NSW Government for increased diversity of housing stock that is affordable and accessible.
- Council's Housing for Older People Program continues to provide secure affordable rental housing for 55 older Waverley residents on very low incomes, with more than half of the tenants being from a non-English speaking background.
- Council also provides accommodation for nine people with an intellectual disability.
- An independent survey of tenant satisfaction was carried out by NSW Federation of Community Housing Providers and Council's tenants were included for the first time this year. 50 per cent of tenants participated and their overall satisfaction rating for tenants in Council's programs was 92 per cent, with 89 per cent of respondents reporting that their

housing provides security and stability in their lives and supports their health and wellbeing.

- Explore options to mandate universal housing design standards in Councils urban planning policy and work with partner agencies to showcase universal housing design initiatives.
- Council made a submission to the Australian Building Codes Board Accessible Housing Project which is examining options for the inclusion of minimum accessibility standards for housing in the National Construction Code.
- Continue to advocate for and support housing and homelessness partnerships and initiatives to deliver housing outcomes.
- Council convened the Eastern Suburbs Homeless Coalition and supported the Eastern Suburbs Homeless Assertive outreach Collaboration to monitor strategies that address homelessness.
- Two street counts were held. The number of people sleeping rough have been stable for the last few years.
- Council's strong working relationships with the Homeless Outreach Support Team and specialist homelessness services has assisted people to access housing and support services. This approach continues to work well as a coordinated response to a complex social issue.
- Design all new Waverley Council assets, buildings and open spaces to disability access standards and universal design principles
- Universal design that features accessibility were incorporated into the concept design of the South Bronte Amenities and Community Centre.
- Bondi Pavilion Restoration and Conservation Project is in the final stages before construction. An independent access consultant completed an access review of the proposed alterations and conservation works to the Bondi Pavilion. Members of Council's Access Advisory committee had input into the concept design and supports the application of universal

design principles in the design and fit out of the Bondi Pavilion Restoration project.

- The upgrade of Marks Park commenced in June 2019 and includes a step-free universal pathway that connects the amenities block with the playground and the accessible lookout.
- Continue to provide an annual Capital Works Program to upgrade footpaths, pedestrian crossings, kerb ramps and bus shelters to universal design principles.
- More than four million dollars was spent on footpaths, kerb ramps and bus shelter upgrades in accordance with universal design principles. This improves access for the whole community including people with disability.
- Implement strategies to improve beach wheelchair loan systems and access to designated beaches.
- A storage facility to house beach wheelchairs and a shower was installed on the Bondi Beach promenade to provide easy access to these facilities. The construction of a new accessible ramp at the northern end of Bondi Beach has begun. Council worked in partnership with Bondi Surf Life Saving Club to seek funding from the Australian Government and AbilityLinks for additional beach matting, roll out storage equipment, and a beach wheelchair for children. Access Bondi ramp will be completed in late 2019.
- Work with relevant transport agencies to improve the transport network in the region for people with disability.
- The Waverley Traffic Committee met regularly to discuss transport issues in the area. Actions are being progressed to improve pedestrian access as set out in Council's People, Movement and Places strategy.

Supporting access to meaningful employment

- Opportunities for learning and skills development for adults with mild intellectual disability are provided through the Waverley Community Living Program.

- Waverley Community Living Program continues to provide a regular program of support for people with an intellectual disability to develop their skills and confidence, which assists people to access employment.
- Work with stakeholders to develop and publicise essential information on how to access employment support services.
- A Regional Disability Expo was held in June 2019 in partnership with City of Sydney and Randwick City Council, 50 stall holders participated which included employment agencies such as Job support, Breakthru, Disability Services Australia, Konekt Employment and TAFE NSW Evaluate Waverley Council's employment policy and practices to remove barriers and improve opportunities to support a diverse workforce.
- Council's recruitment policy was reviewed and updated in 2018 to ensure all advertised positions encourage applications from people from diverse backgrounds and people with disability. Council is committed to make reasonable modifications to positions and work environments to accommodate staff with disability.

Improving access to services through better systems and processes

- Council publications and documents are available in a diverse range of formats and the website is compliant with WCAG 2.0.
- Council's website is compliant with the Web Content Accessibility Guidelines (WCAB) 2.0.
- Council has included a voice over function on the website so people with vision impairment can access the information.
- Explore digital technology solutions and innovative communication systems such as implementing the Snap, Send, Solve App.
- Explore Waverley digital mapping has been further developed to include wayfinding functions.
- Identify and involve people with relevant expertise and lived experience

of disability during the planning & design stages of major development and upgrades, policy development and purchase of equipment.

- The Waverley Access Advisory Committee provides advice about access and inclusion initiatives. Inputs were provided into key projects such as Access Bondi and Bondi Pavilion Restoration and Conservation Project.
- Co-designed projects such as Pre-Invictus games event at Bondi Beach which highlighted the need for better access to Bondi Beach.
- WCLP participants reviewed and designed an easy English Handbook to improve pedestrian access as set out in Council's People, Movement and Places Strategy.

Weddin Shire Council

The items Council have achieved in the DIAP to date include:

- New public toilets in Taylor Park with accessible toilet (MLAK).
- New sporting amenities at Lawson Oval including accessible access and amenities.
- Footpaths upgraded.
- New main Street upgrade has been put out to tender, which includes accessible parking and accessible pathways.

Wentworth Council

Council's Disability Inclusion Action Plan 2017-2021 was adopted by Council on June 2017. The Plan outlines Council's intended actions to ensure access and participation to all of our public buildings, spaces and events are able to be enjoyed by all residents, regardless of disability.

The Disability Inclusion Action Plan was developed through a community consultation and research process. A review of Council documents and government policy took place together with a staff survey. Community consultation involved talking with people from across the community and from a variety of stakeholder groups and members of the Shire including a pop-up information stand at our Australia Day celebration and the active encouragement of resident input at Community Engagement sessions held across the Shire.

Willoughby City Council

We support older adults and people with a disability by providing information, advocacy and referral services, and community facilities.

Council also provides a home delivery and self-select library service to deliver a range of product from the libraries.

Council also conducts computer assist programs, wellness, education, spiritual and social activities.

Council continued to implement the Disability Inclusion Action Plan 2017-2021. The plan aims to make Willoughby an inclusive and accessible city for everyone.

Key achievements in 2018/19 were:

- Improved access and inclusion to events.
- Partnerships with community organisations to promote access and inclusion events including Dance to the Nines, Seniors Festival, Dementia Cafe and Blend Art Space.

- The LOOP Transport Service upgraded to include accessible access.

Building positive attitudes and behaviours

- The National Relay Service is a standing agenda item on the Customer Service team meetings. This ensures knowledge/training on the use of this service is kept up-to-date and offered by Customer Service Staff when required.
- Information on the National Relay Service is available on the Willoughby City Council Knowledge Base for access by staff. Statistics are collected on the usage of the National Relay Service with a view of implementing or utilising other assistive technologies.
- Training provided in July 2019 to all staff (including casuals) within Children Services by Kindergarten Union on 'Inclusion in Children Services'.
- Children and Youth Services continue to promote resources including:
 - Network of Community Activities.
 - Including Children with a disability in Outside of School Hours Care: A Guide.
 - The Australian Human Rights Commission learning and development resources – Access for all: Improving accessibility for consumers with disability (2016).
 - Disability Inclusion Act 2014.
 - The Department of Education – Inclusion Support Programme Guidelines 2018/19.
- Positive images of people with disabilities are used in general promotion material across the year. Examples include The Street Fair and Vivid. These marketing materials were promoted and available across a number of social media platforms.
- In the planning of Vivid, the Media & Marketing team worked with disability advocates to ensure accessibility and inclusion were at the forefront of this event.
- Council has partnered with a number

of organisations to provide events that raise awareness of and promote access and inclusion. These include:

- Dance to the Nines Disability Dance.
- Seniors Festival.
- Willoughby City Council Men's and Women's Shed.
- Be Connected Tea and Tech Sessions.
- Lower North Shore Disability Interagency Forums.
- Blend Art Space .
- Dementia Café.
- Council provides community services for people with a disability including Meals on Wheels, Linen and Out & About transport and Social Support group services.
- The 'Better Business Partnerships' website includes a number of accessible features such as audio/visual access and checklist of inclusive business practices.
- 'Missed Business' guide is available in multiple formats on the Council website and provides useful information for businesses to improve accessibility and customer experience to enhance inclusive practices for customers across the region.
- The Better Business Partnerships Accessibility Awards took place in November 2018.

Creating liveable communities

- Council Staff member undertook training on Universal Design Concepts with the Access Institute and will be qualified by October 2019 to undertake Building Access Audits.
- Universal Design Concepts training will be provided at Team Leader level and rolled out across the Council by March 2020.
- Events Access checklist has been completed and incorporated into event planning processes. For example, Vivid Sydney at Chatswood festival website and marketing materials included accessibility information on how to get to the event.

- The majority of activities/features such as the light installations were spaced so mobility aids could be used to navigate around and explore the features. A short walking distance between features along flat ground also aided access.
 - In 2019 The LOOP Accessible Transport Service purchased a bus with disability access and is currently in service across the LGA. The LOOP can be accessed at the rider's discretion as an audit of all bus stops is completed. The audit will identify access features and barriers in line with Disability Standards of Accessible Public Transport.
 - A draft Bus Operation Policy is being developed which will focus on safe operation and access by passengers, staff and the community by August 2019. The Policy would be placed on our website and provided on the bus so that passengers are aware of this Council policy.
 - This policy will be based on the current routes and bus stops to ensure the bus can still be utilised at the rider's discretion as the audit process and upgrade of bus stops is completed.
 - LOOP Bus operators have completed training with their staff on accessibility and aiding clients getting on and off the bus.
 - A review of the current timetable will be undertaken to ensure bus reliability as the time required to support mobility impaired passengers on the accessible bus will need to be taken into account.
 - 'Think Before you Park' campaign saw a reduction in the number of offences for: Disabled Bay Offences 17/18 - 1018 offences, 18/19 - 944 offences
Misuse of Mobility Permits 17/18 - 213 offences, 18/19 - 194 offences
- Council is hoping to see a future reduction in these numbers and the campaign continues to be rolled out.
- Access features of parks are available on Willoughby City Council's website.

The NSW Planning and Environment

'Everyone Can Play' guidelines was used in creation and delivery of inclusive playspaces and the development of an accessible features checklist.

As each park in the LGA is updated as part of the Council's Priority Improvement Projects (PIP) new accessible features are updated on the Council website. For example the newly renovated Gore Hill Park looks like this:

<http://www.willoughby.nsw.gov.au/your-neighbourhood/parks-and-playgrounds/gore-hill-park/>

In addition, a new page on the website has been created titled 'Access in Parks and Playgrounds'. Any parks or playgrounds that have accessible features will be included in a list on this page. The title of the park will be hyperlinked and take the individual to that park page where a list of access features can be accessed.

Community members have been included in the various consultation phases of park upgrades with feedback integrated and recorded by Council.

- The WCC Access & Inclusion Committee continues to meet on a monthly basis with the aim of increasing inclusion and access across the Willoughby Local Government Area.

A Council review of committees was undertaken in 2019. The Committee will continue to perform its function while the internal review of committees is completed.

New Terms of Reference are currently being developed in line with the review.

Minutes of the Committee meetings are available on the Council Website.

Supporting access to meaningful employment

- A draft amended 'Recruitment and Selection' policy has been developed and awaiting endorsement. The policy incorporates inclusive employment practices.
- Council's website 'Careers' page includes reference to respecting

diversity and actively encourages people with a disability to apply.

- Selection Criteria for roles within Council have broadened and become less restrictive. For example: reducing the need for holding a current drivers licence.
- Council's 'People with Disability' webpage is currently under review with links to the National Disability Insurance Scheme (how to apply and find services), Disability Employment Australia and Job Access services.
- Council provide employment and volunteer opportunities for people with disability throughout the organisation.

Improving access to services through better systems and processes

- Hearing Loop and National Relay Service retraining has been undertaken with Customer Service staff. Information on both services is available on the Council Website.
- An audit of the Willoughby City Council website was undertaken resulting in an upgrade of the site. The upgrade will meet the Web Content Accessibility Guidelines (WCAG) 2.0 of the World Wide Web Consortium (W3C) working toward a Level A and AA accreditation.
- Council provided a Community Development office to support partnerships and community programs for people with a disability.
- A survey of assistive and accessible service/technology is currently being developed. Survey results will be used to develop guidelines by December 2019.

DIAP progress is embedded in the Integrated Planning and Performance framework and reported bi-annually in Council's progress report. Council is reviewing the delivery of the plan.

Wingecarribee Shire Council

Building positive attitudes and behaviours

Demonstrate and promote disability awareness and understanding across Council, including:

- Trialling of the YouMeUs Online training module for disability awareness for Council Staff.
- The development and ongoing implementation of the DIAP has increased disability awareness within the organisation.

Reduce barriers within Council and the community by advocating for inclusion:

- Council partnered with Disability Services Australia to hold the Ability Walk at Lake Alexandra, Mittagong with 80 people with disability attending.
- A Pop-Up Information Kiosk was held in Bowral for IDWPD supported by local disability service providers.
- 400 Missed Business Guides distributed across Wingecarribee Shire to retail and small businesses.
- Ongoing facilitation of Council's Access Community Reference Group.
- Council's Community Strategic Plan included images of people with disability.
- Council's Annual Report for 2016/17 endorsed the adoption of the DIAP.

Creating liveable communities

Public facilities and spaces are barrier-free and inclusive of people with disability

- Construction of the pedestrian bridge and associated footpaths over the Unanderra railway line at Moss Vale has commenced.
- Preparation for a play spaces strategy has commenced with 382 responses to the playgrounds survey.
- The Public Toilet Strategy has been adopted and implementation has commenced.
- The annual public swimming pool

surveys had an additional question included, 'How satisfied are you with DISABILITY access and inclusion services, facilities, staff, support and information provision?' with 76 people responding.

Public Transport meets Access Standards:

- An application for 2017/2019 CIPTIGS grant funding for upgrades to improve access at bus stops lodged.

Accessible Parking meets access standards :

- An audit of Council's accessible parking both on road and in car parks in key locations undertaken.
- Ongoing monitoring and enforcement of accessible parking spaces with 32 infringement notices issued.

Encourage and promote accessible tourism in the Wingecarribee Shire:

- Participated in the development and review of the LGNSW online Inclusive Tourism training modules.

Progressively increase access and inclusion at Public Libraries.

Wollondilly Shire Council

Disability Inclusion in NSW

In 2014 the NSW Disability Inclusion Act 2014 (the Act) required all NSW government agencies and local Councils to develop Disability Inclusion Action Plans (DIAPs) in consultation with people with disability

These plans were to outline the measures put in place so that people with disability can access general supports and services available in the community and can participate fully in the community.

The NSW Disability Inclusion Plan identified four areas of focus that people with disability said were priority areas. These were:

1. Developing positive community attitudes towards disability.
2. Creating liveable communities.
3. Increasing access to meaningful employment.
4. Improving access to mainstream services through improved systems and processes.

In June 2017, Wollondilly Shire Council adopted the Disability Inclusion Action Plan 2017-21. The NSW Disability Inclusion Act requires all Councils to report on the progress of implementation of their DIAP's in their annual reports to align with their current reporting processes. Council sees this reporting as an opportunity to share its approach to inclusive practices and update its community on the progress made on the implementation of our Disability Inclusion Action Plan.

Challenges and successes in delivering on the DIAP

Key Challenges

- Individual and systemic advocacy addressing gaps in NDIS funding allocation and ongoing community organisation viability.
- Planning and resource allocation for changing demographics and emerging needs of new communities.
- Funding for infrastructure and facility upgrades across the Shire.

Key Opportunities

- Ongoing partnerships with State Government, Federal Government and Community Service providers supporting capacity building and growth.
- Liveability Fund resourcing key infrastructure and recreation projects in Wollondilly.
- Council's commitment to embedding health and wellbeing in Wollondilly's land use planning via employment of a Senior Strategic Health Planner (co-funded by South Western Sydney Local Health District).

Building positive attitudes and behaviours

- 56 staff, including all new starters, participated in Disability Awareness training incorporated into the Customer Service mandatory training for all staff during the 2018/19 period.
- 26 staff attended Deaf Awareness Training, facilitated by The Deaf Society in June 2019. This short course provided information and practical tips to improve communication and interactions with staff and community members who identify as deaf or hard of hearing.
- Council's endorsed Inclusion and Access Advisory committee was established in March 2019, with membership from both community members, service providers and staff. Since inception the committee has met Bimonthly and been actively involved in making comment on engagements relating to the Wollondilly Community, Cultural and Civic Precinct in Picton, Wollondilly Library Strategic Plan and South East Wilton Growth area with a specific focus on access and inclusion.

Creating liveable communities

- New accessible amenities blocks were completed at Emmett Park – Tahmoor, Telopea Park – Buxton and Willis Park – Oakdale.
- Council, in partnership with 'Touched by Olivia' Foundation, commenced works on an Inclusive Play Space in

Warragamba Civic Park in 2018/19, due for completion in 2019/20. The play space will include a Changing Places accessible toilet and change facility that includes an adult size change table, ceiling hoist and tactile braille signage.

- Council, in partnership with local community organisations, in September 2018 supported the 'Connecting Wollondilly Expo' at Bargo Community hall. The expo was an opportunity for 45 local community services including disability, aged care, family support and seniors groups to promote themselves to the residents of Wollondilly.

Supporting access to meaningful employment

- Council reviewed its EEO Management Plan in March 2019 'EEO - The Building Blocks of Equity in our Workplace' with a particular focus on developing and promoting a culture that is supportive of Equal Employment Opportunity (EEO) principles and embraces diversity and inclusion within the workplace.
- Council were successful in securing funding to complement the EEO management plan to allow for resource allocation for staff and community members who may need extra support to participate fully when engaging with Council e.g. Auslan Interpreter.
- Council has continued to work in partnership with Picton High School to provide work experience opportunities for local students exploring opportunities beyond High School.

Improving access to services through better systems and processes

- Council have implemented open captioning on short videos since June 2019 available on social media platforms.
- Council have been working towards implementing closed captioning on internal videos available to staff accessing the online learning system.
- Council were successful in securing funding to resource a web-based platform that monitors website accessibility and quality assurance.

This resource will be rolled out in the 2019/20 financial year with a focus on working towards having a AA standard compliant website.

Wollongong City Council

Creating liveable communities

Council has developed and endorsed strategies which provide a planned approach for improving access, including:

- Public Toilet Strategy 2019-2029, endorsed 6 May 2019. This strategy provides a strategic framework to guide public toilet provision across the city over the next ten years.
- Beach and Foreshore Access Strategy 2019-2028, endorsed 18 February 2019. This strategy provides a planned and considered approach in the way Council will support people with disability to access our beaches and foreshores.

Council has undertaken a range of infrastructure projects to increase access to the built environment for people with disability, including:

- Delivery of eight 'Quick Link' accessible path projects at Holborn Park, Berkeley; Figtree Oval, Figtree; King George V Park, Port Kembla; Port Kembla Pool, Port Kembla; Lang Park, North Wollongong; Lakeside Park, Kanahooka; and Thirroul Beach Reserve, Thirroul. This project has improved access in these locations by providing continuous accessible paths of travel linking car parks, playgrounds, picnic shelters and toilet blocks.
- A unisex accessible change room facility, including an adult lift and change table at Western Suburbs Pool, Unanderra.
- Improved access to several Council buildings including accessible amenities at Illawarra Performing Arts Centre, Coniston Community Centre, Mt Keira Summit Kiosk, Bulli Surf Life Saving Club and Stanwell Park Beach Kiosk, and upgraded kitchen facilities,

including an adjustable bench at Dapto Ribbonwood Centre.

- Improved access at six bus stops by creating paths of travel from the bust stop/shelter to the kerbside. All of these upgrades incorporated seating and one incorporated tactile markers.
- Installation of new kerb ramps in 37 locations and the upgrade/renewal of existing kerb ramps in 28 locations.
- Installation of new cycle ways, shared pathways and pathways in 33 locations and the upgrade/renewal of existing cycle ways, shared pathways and pathways in 28 locations.
- Installation of new accessible parking in three locations and the upgrade/renewal of existing accessible parking in 11 locations.

Improving access to services through better systems and processes

Council has worked to increase access to information by developing:

- Social Stories for our events, including Comic Gong, Australia Day, New Year's Eve, Viva la Gong, Paint the Gong REaD Reading Day and Lord Mayors Transition to School Picnic; and services/ facilities including Wollongong Art Gallery, Wollongong Youth Services and two of our libraries.
- An Easy Read Frequently Asked Questions Guide, which has been made available on Council's website and distributed at Illawarra Disability Options Expo.

Council has demonstrated its commitment to enabling people with disability to be involved in community engagement opportunities by:

- Involving two residents with low vision, who use on-screen readers, in user testing sessions as part of the Wollongong City Council website re-development. Their participation and feedback assisted the project team in ensuring the new website is accessible.
- Establishing a new community engagement platform, Register of Interest. This platform enables people to receive information via email on a

number of interest areas. During 2018-19, 228 people registered to receive information regarding disability access related matters.

- Establishing the Walking, Cycling and Mobility Reference Group. This group provides advice to Council on the preparation and implementation of bicycle, pedestrian and disability access policies and strategic plans.

Building positive attitudes and behaviours

Council has worked towards promoting positive community attitudes and behaviours towards people with disability through the delivery of:

- The Quiet Space at Council's Australia Day and Comic Gong events in 2019.
- The Same, Same But Different project delivered in partnership with The Disability Trust. This project invited people with disability, parents, community service providers, and members of Wollongong's LGBTQI community to share their lived experiences. The panel discussion at this event was recorded and is available in podcast format.
- An accessible viewing area as part of Wollongong's Annual Australia Day celebration. 129 people, including people with disability and their carers, used this area during the day. CRAM Foundation sponsored this space.
- A number of initiatives which resulted in Corrimal Library receiving their Autism Friendly badge on World Autism Day on 2 April 2019.
- AUSLAN Story Time at Wollongong City Library.

Supporting access to meaningful employment

Council has worked to support people with disability seeking employment. Initiatives included:

- A workshop for social enterprises which introduced Council's Social Procurement Policy, provided guidance on how to become a Council supplier and advice on how to align social

enterprise business operations with Council requirements.

- Continuing to provide Diversity Awareness Training to Council officers.
- Developing and delivering Autism Awareness Training, with over 150 Council officers from various teams attending the training.
- Providing support to the Workers of Wollongong program by supporting work experience opportunities for people with disability at Wollongong Botanic Garden.
- Participation in mock interviews with people with disability to assist them with preparing for interviews

Woollahra Municipal Council

Places, spaces and activities that are accessible and inclusive benefit not only those with disability but are more attractive and welcoming to people of all abilities.

Since adopting its Disability Inclusion Action Plan in June 2017, Council has made great progress in breaking down barriers which prevent people with disability from accessing the same opportunities as everyone else.

In 2018/19 Council worked in partnership with the State Government to implement an accessibility upgrade at Edgecliff Station that includes sheltered seating, a fully accessible ramp to replace the old one that didn't meet disability standards and the installation of a second lift to the station platforms.

Council has committed to ensuring its roads, footpaths, cycle-ways and transport systems accommodate, as far as is practicable, people of all ages, life stages and mobility abilities. In 2018/19 Council's Engineering Services team commenced work on the Woollahra Integrated Transport Strategy that gives consideration to access for children and people with disabilities and mobility issues.

The Master Locksmiths Access Key (MLAK) system allows people with disability access

to disabled toilets that are locked. In 2018/19 Council's Property and Projects team commenced a program to modify the MLAK locks on our accessible public toilets so that

they can be left unlocked during the day. Signage with clear instructions and emergency contact details will be installed for when the accessible toilets are locked at night. The accessibility features of toilets throughout the Municipality were updated on the National Public Toilet Map

In 2018/19 Council's Open Space and Recreation team commenced work on a major upgrade to the Parsley Bay Reserve playground. The design of the new playground will result in an all-abilities inclusive play space that will feature wet-pour rubber soft-fall to provide wheelchair and pram access through the playground. Council was a grant recipient from NSW Government and the 'Everyone can play' initiative towards this play space.

The Disability Inclusion Action Plan informs Council's Delivery Program and Operational Plan to create inclusive infrastructure and services to support all members of the community.

Yass Valley Council

Building positive attitudes and behaviours

- Disability Awareness training for Council staff - online training sourced. Community Service and Library staff promoted availability to staff.
- Event accessibility guide - online information available on Council's website as part of event information.
- Support development of a Disability Support Service Interagency in Yass (completed).
- Utilise International Day of People with Disability to promote inclusion to the general community (completed).
- Promote the importance of access to businesses in the main street of Yass - Access must be considered as part

of any approval for publicly accessible buildings and is routinely part of any pre-lodgement discussion.

Safe and accessible community facilities

- Audit Council Buildings and facilities to ensure compliance with related standards - Design completed and approved Administration Office entrance. Currently negotiating with Telstra regarding construction over underground infrastructure. Work programmed for 2018/2019 financial year not completed. Project placed on hold pending outcomes. Accessibility Upgrade Program to be considered as part of Asset Management Plan from the Expression of Interest process for the redevelopment of the Administration Building. Resources for this project not yet allocated.
- Provide disabled toilet facilities in Council's administration office - Disabled toilet facility provided but access to it is not compliant. Investigated as part of new office floor plans. Implementation of plan currently on hold due to lack of funding. Council also currently exploring opinions for new offices through an Expression of Interest process.
- A project brief is being prepared to undertake an audit of designated accessible parking spaces on-street and in car parks in the CBD, town and villages to identify the number of spaces available in close proximity to key services and their compliance with access standards and develop a strategy to address needs.
- Automatic doors installed at Yass Visitor Information Centre.
- DIAP actions are prioritised and integrated with actions that are contained in the Pedestrian and Access Mobility Plan.
- Council developed and implemented a program for installing and upgrading kerb ramps and footpaths to improve continuous accessible paths of travel and deliver access outcomes. Priority locations include Town and Village Centres and Council.

Supporting access to meaningful employment

- Actions to support access to meaningful employment have not yet commenced. The intention is to work with disability service employment organisations to identify opportunities for employment and work experience at Council and within the community. Council's recruitment processes, forms and languages are to be reviewed for accessibility.

Improving access to services through better systems and processes

- Review of current communication methods (print and social media) to comply with level AA in the W2C's Web Content Accessibility Guidelines is complete. Format for printed documents altered so captions included for all illustrations/photographs and colour contrasting being used.
- To facilitate communication with customers that have a disability, a new website was launched in August 2018, compliant with relevant standards. An Access Committee representative joined the working group to review format.
- Council plans to undertake an audit of Yass Valley's Public Transport system to identify service provision gaps and work with service providers to maximise access to public transport.

