



**ATTACHMENTS TO REPORTS –
Item 13.4 – Draft Disability Inclusion Action
Plan**

ORDINARY COUNCIL MEETING

Wednesday 24 May 2017

COPIES CIRCULATED SEPARATELY HEREWITH

Distribution:

Mayor Clr K J Halstead

Clr G J Andrews

Clr T D Gair

Clr G McLaughlin

Clr G Markwart

Clr P W Nelson

Clr I M Scandrett

Clr G M Turland

Clr L A C Whipper

General Manager

Deputy General Manager Corporate, Strategy & Development Services

Deputy General Manager Operations, Finance & Risk

Group Manager Corporate & Community

Group Manager Planning, Development & Regulatory Services

Chief Financial Officer

Administration Officer (for Archives)



Attachments to Reports

Item

13.4 Draft Disability Inclusion Action Plan

ATTACHMENT 1 Draft Disability Inclusion Plan 2017-2021 4

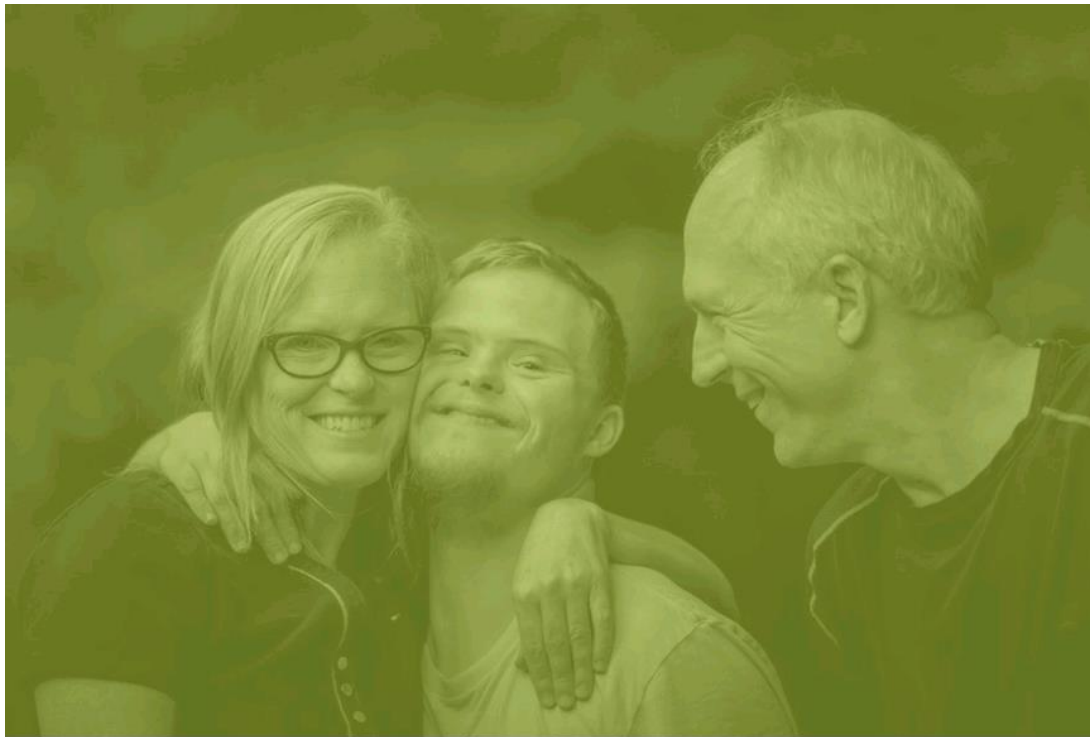
ATTACHMENTS TO REPORT

Item 13.4

Draft Disability Inclusion Action Plan

Attachment 1

Draft Disability Inclusion Plan 2017-2021



DRAFT

Disability Inclusion Action Plan 2017–2021

Wingecarribee Shire Council

May 2017



www.wsc.nsw.gov.au



Contents

Commitment to Disability Inclusion	3
Message from the General Manager	3
Message from the Mayor	3
Overview and vision for the document	5
Policy and legislative context	8
International	8
National	9
State	9
Local	9
A Profile of People with Disability in Australia	12
Community Profile	12
Community Consultation	15
What we did	15
Who participated	15
What we heard	16
Community Consultation Outcomes	17
Strategies and Actions	20
Attitudes and Behaviours	20
Liveable Communities	22
Employment	26
Systems and Processes	27
Monitoring and Evaluation	29
Publication of DIAP	29
Appendices	30
References	30
Acronyms	30





Commitment to Disability Inclusion

Message from the General Manager

At the time of publication of Council's first Disability Inclusion Action Plan, the National Disability Insurance Scheme (NDIS) was being progressively rolled out across New South Wales.

In many respects the NDIS has shone a spotlight on the challenges faced by people with a disability, their families and carers.

At a local level Council understands how important it is that all our citizens have equitable access to our public services, facilities and spaces. Without an inclusive community we realise that diversity is not promoted and positive change and opportunities for people with disability may be limited.

This Disability Inclusion Action Plan 2017-2021 represents Council's commitment to people with disability and our actions for improving opportunity and accessibility. It outlines our plans, over the course of the next four years, designed to remove barriers and make our Shire an even more inclusive destination and place to live for people with disability.

In closing I would like to thank everyone who contributed to the development of this Plan. Your ongoing input will ensure our Shire's towns, villages and surrounds become an even more welcoming community for all people including people with disability.

Ann Prendergast

General Manager



Message from the Mayor

It gives me great pleasure to present Council's Disability Inclusion Action Plan 2017-2021.

This plan is one of Council's most important documents because it outlines how we propose to provide a more accessible and inclusive Shire for everyone to enjoy.

It details how Council will work hand-in-hand with our community to ensure our facilities, services and events are more inclusive of people with disability.

The Disability Inclusion Action Plan is also unique in that it is set to become part of Council's broader Integrated Planning and Reporting framework. This means that it becomes a living and working document which will be reviewed and reported on annually.

It also means that as Council grows - so too will the recommendations within this Plan.

The result will be that employees across all levels of the organisation will consider inclusion of people with a disability in their everyday business practices.

Importantly, this document includes the input of many of our Shire's residents including people with a disability, parents and support people and local community service providers. Their input was, and continues to be, vital to our increased understanding of the issues and challenges that face our citizens and visitors with disability.

Engagement remains a key part of this Plan and I encourage our community members and stakeholders to support its implementation.

With this Plan Council is committed to ensuring our Shire becomes a truly accessible and inclusive community for all.

Councillor Ken Halstead

Mayor



Overview and vision for the document

What is a Disability Inclusion Action Plan?

In 2014 the *NSW Disability Inclusion Act 2014* (NSW) (DIA) was passed which required all NSW Local Government Authorities to undertake disability inclusion action planning by 1 July 2017 to ensure that people with disability have equity of access and inclusion to functions, facilities, services and information provided by the Council.

The Disability Inclusion Action Plan (DIAP) presents an opportunity for Council to work towards meeting the objectives of our Community Strategic Plan which is aligned with the principles of social justice and sustainability. The goals and strategies of both plans seek to attain outcomes that are sustainable and strive for equity, access, participation and equal rights for everyone.

Wingecarribee Shire Council recognises that the task of addressing the many important issues that create barriers and exclusive practices for people with disability in our community is not easy. Wingecarribee Shire Council is committed to working towards a more accessible and inclusive community for all community members including people with disability, their family members and carers.

It is a requirement that all DIAP's cover the following key focus areas and Council's plan will identify priority areas, strategies and actions for improved access and inclusion of people with a disability that address each of the four focus areas:

- Attitudes and behaviours – this is about positive attitudes and behaviours towards people with disability
- Liveable Communities – this is about continuing to make our community easier to access and get involved in
- Employment opportunities – this is about encouraging more employment opportunities for people with disability in our community
- Systems and processes – this is about continuing to improve the way people with disability access information, provide feedback, find services and facilities

What is Disability?

The definition of disability in the *Disability Discrimination Act 1992* (Commonwealth) (DDA) is as broad as possible. It includes: physical, intellectual, psychiatric, sensory, neurological, learning disabilities, physical disfigurement and the presence in the body of disease causing organisms. Disability, with reference to the DDA as it relates to a person means:

- total or partial loss of the person's bodily or mental functions; or

13.4 Draft Disability Inclusion Action Plan**ATTACHMENT 1 Draft Disability Inclusion Plan 2017-2021**

- total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception or reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists; or
 - previously existed but no longer exists; or may exist in the future; or
 - is imputed to a person.

Why does Council need a Disability Access and Inclusion Plan?

Wingecarribee Shire Council is committed to developing a DIAP as a way to engage Council and people with disability, the wider community, service providers, and the private sector in planning for the needs of the whole community.

Council also wants to understand what is important to people of all ages with disability and will document how Council aims to support people with disability feel included in their community and improve access and inclusion and remove barriers that prevent access and inclusion for the whole community.

Who is the plan for?

Access and inclusion is important for everyone in the community not just people with disability. People who are ageing, families with prams, people who have a temporary injury in fact the whole community benefits from easy access and being fully included.

Wingecarribee Shire Council aims to be inclusive for people of all ages and abilities. It is important that this plan is developed in consultation with the wider community, and in particular people with disability, to guide the decisions about ensuring the services and facilities Council already provides and will provide are as accessible and appropriate for people with disability as can be reasonably achieved.

What will the plan do?

The DIAP will identify what Council needs to do to help people with disability feel and be more included in the community, and be able to access the same services, facilities, activities and opportunities as everybody else.

**Who is responsible for the plan?**

The plan will involve all areas of Council.

What community consultation for the plan has been done?

Community consultation commenced in July 2016 and community and staff surveys for the draft DIAP were conducted in February and March 2017 when the community and council staff were asked to share ideas on ways Council could make it easier for people with disability to live in the Wingecarribee Shire.

Questions were based around the four key focus areas. The community participated in the following ways:

- community survey
- online ideas wall
- consultations with local service providers and groups
- discussions with council staff
- informal conversations and feedback

How will Council fund projects or improvements identified as part of the Disability Inclusion Action Plan 2017-2021?

The DIAP will cover a four year period and will include short, medium and long term approaches to improving the shire for people with disability. Some of the actions identified will have cost implications and others will have minimal costs.

Actions with cost implications will be considered as part of Council's regular budget allocation and review process and progressed as resources allow.

The DIAP has been developed in line with the NSW Local Government Disability Inclusion Action Planning Guidelines.

Next Steps

The draft DIAP will be reported to Council in May and be placed on public exhibition for 14 days.

Following the exhibition period, the DIAP will be reported back to Council for endorsement and adoption in June 2017.

The adopted DIAP will be lodged with the Disability Council NSW and made publically available.

Implementation of the final Disability Inclusion Action Plan will commence across Council from 1 July 2017.



Policy and legislative context

The *Disability Inclusion Act 2014* is the legislative foundation for Local Government Disability Inclusion and Access planning. The act is embedded in the following International, National and State legislations.

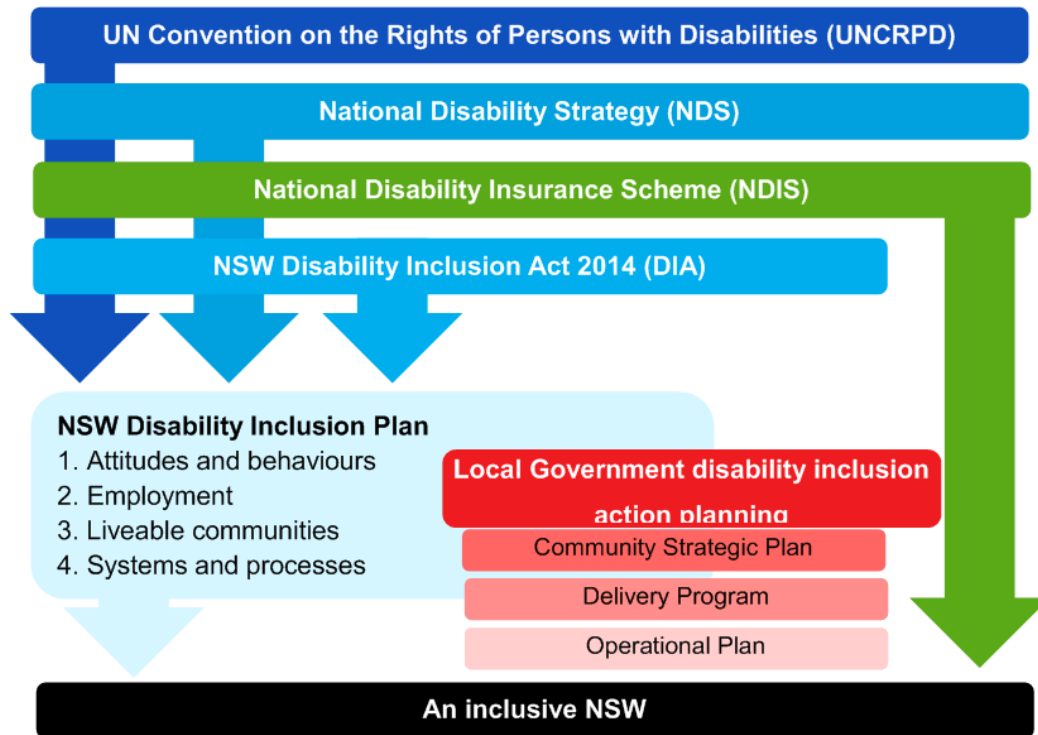


Figure 1: The relationships between the relevant policy and legislative instruments.¹

International

United Nations Convention of the Rights of Persons with Disabilities (UNCRPD)

The UNCRPD was adopted by the Australian Government in 2008 and recognises that people with disability have the same human rights as those without disability.

¹ Source: NSW Disability Inclusion Action Planning Guidelines – Local Government



National

National Disability Strategy (NDS)

The strategy was developed in support for Australia's commitment to the UNCRPD to improve the lives of Australians with disability, their families and carers

National Disability Insurance Scheme (NDIS)

Funding is allocated to eligible individuals allowing them more choice and control over the supports they require.

State

Disability Inclusion Act 2014

The Act supports people with disabilities to access:

- The same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;
- Independence and social and economic inclusion within the community; and
- Choice and control in the pursuit of their goals and the planning and delivery of their supports and services.

Local

Wingecarribee Community Strategic Plan (CSP) - Wingecarribee 2031

The principles and framework that underpinned the framework for developing Wingecarribee 2031 are social justice and sustainability. These principles and values were genuinely considered when developing the goals and strategies contained in that plan. All goals and strategies seek to attain an outcome that is sustainable and strives for equity, access, participation and equal rights, particularly for the disadvantaged and vulnerable.

The draft DIAP has been prepared in line with the vision developed for the CSP. This plan sets out the community values, main priorities and long-term strategies to achieve this Vision.

Members of the community provided extensive input to the CSP through a range of community engagement methods.

The Community Strategic Plan is structured around the themes of leadership, people, places, environment and economy.



Figure 2: Relationship between the IP& R framework and Disability Inclusion Action Planning

Wingecarribee Delivery Program 2017–21

The Delivery Program (DP) details Council’s priorities from 2017–2021 through the actions it will complete in a four year period.

Council has committed to seven strategic priorities to be delivered over the life of Delivery Program. Priority number seven is Community Wellbeing:

▶ We are committed to promoting and supporting initiatives that enhance our community’s wellbeing. We will achieve this by strengthening partnerships with State and Federal agencies, and community organisations to ensure community services and employment opportunities are enhanced and provided locally. Further, we are dedicated to fostering community spirit, inclusiveness and participation in community life by providing and working collaboratively with others to deliver a range of programs, events, festivals and community celebrations.



Wingecarribee Operational Plan 2017/18

The Operational Plan supports Council in the implementation of the Delivery Program. It details the individual projects, programs and activities that will be undertaken over 12 months to achieve the commitments made in the Delivery Program.

Other Legislation and Standards

- *Commonwealth Disability Discrimination Act 1992 (DDA)*
- Commonwealth Disability (Access to Premises – Buildings) Standards 2010
- *NSW Anti-Discrimination Act 1997 (ADA)*
- *Local Government Act 1993*
- Local Government (general) Regulation 2005
- Australian Standard (AS 1428) Design for Access and Mobility
- Disability Standards for Accessible Public Transport 2002

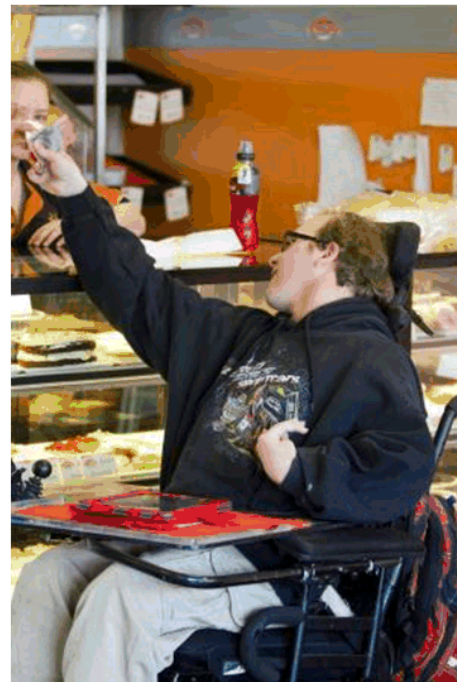
A Profile of People with Disability in Australia

The results of the 2015 Survey of Disability, Ageing and Carers provides a profile of people with disability in Australia

- There were **4.3 million** Australians with disability in **2015**.
- The likelihood of living with disability increases with age, **2 in 5** people with disability were **65 years or older**
- Almost **1/3** of people with **disability** had a profound or severe disability
- Around **3 in 5** people with disability* needed assistance with at least one activity of daily life
- Around **half** of people with disability used **aids or equipment** to help with their disability
- Around **1 in 5** people with disability said their main long-term health condition was a mental or behavioural disorder
- People with disability* aged **15 to 24** were **10 times** more likely to report the experience of discrimination than those aged **65 years and over**
- **53%** of people with **disability** participated in the workforce**, compared with **83%** of people with **no reported disability**
- The weekly median income** of people with **disability** was **\$465**, which was less than half of those with **no reported disability**

* Living in households

** Labour force and income figures are for persons aged between 15 and 64 living in households





Community Profile

In 2015 the estimated resident population was 48,028 residents. The population forecast for Wingecarribee in 2031 is 51,200. Australian Bureau of Statistics (ABS) figures from 2015 indicated that nearly one in five people in Australia have a disability. This would be approximately 9,600 people in the Wingecarribee Shire.

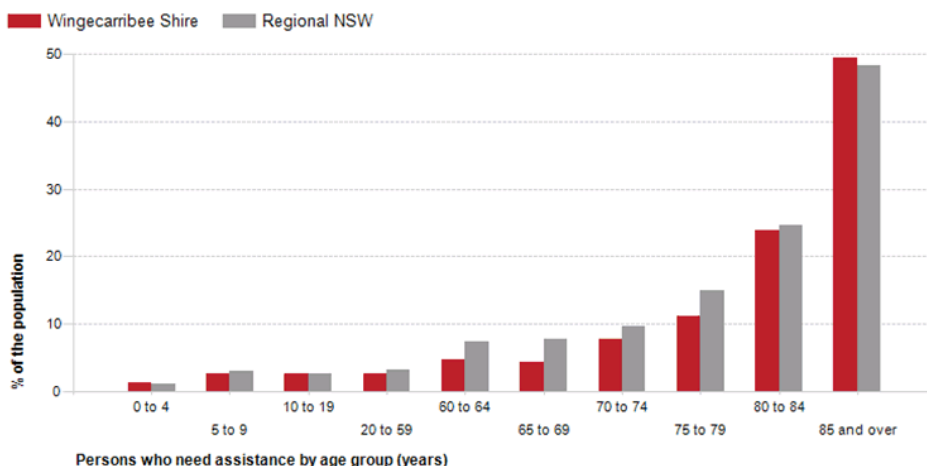
In 2016, 1499 people received the Disability Support Pension and 405 people received the Carer Payment.

There was a total of 2664 current Mobility Parking Scheme permits in the Wingecarribee Shire as at 31 Dec 2016. This included 2499 individual permits, 103 organisational permits and 62 temporary permits.

The following information is based on 2011 census data and provides an overview of the key demographic characteristics of the Wingecarribee Shire:

- In 2011 we had a population of 44,395 people, 21,271 were male and 23,124 were female
- 2,328 people or 5.2% of the population reported needing help in their day-to-day lives due to disability. This is a lower proportion of people compared to Regional NSW. This should not be viewed as the total population with a disability, as many people with a disability do not require assistance, and would therefore likely answer "no" to this question
- The major differences in the age groups reporting need for assistance between 2006 and 2011 in Wingecarribee Shire were in the age groups 85 and over, 80 to 84, 70 to 74 and 20 to 59.

Need for assistance with core activities, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
 Compiled and presented in profile.id by .id, the population experts.



- 4,595 carers provided unpaid assistance to a person with disability, long term illness or old age.
- The number of people with disability in Wingecarribee is increasing, due mainly to our ageing population. This number will increase substantially as the 'baby boomer' generation moves into the older age groups and acquires disability. In addition medical and technical advances have resulted in an increased life expectancy for people with disability.

Access Community Reference Group

The purpose of the Access Community Reference Group is to monitor the implementation and review of the Disability Inclusion Action Plan. In doing so, it will assist in ensuring a coordinated, collaborative and strategic approach in the provision and planning of services and facilities for people with a disability in the Wingecarribee Shire.

The Access Community Reference Group will also provide an opportunity for community members and organisational representatives with a knowledge and background in disability related issues to provide advice and guidance to Council on access and inclusion, disability services, activities and opportunities for people with disability within the Shire.





Community Consultation

What we did

Consultation with the community commenced in July 2016. The purpose and the reasons for the development of the DIAP have been presented at every opportunity to people with disability, the community, local service providers and stakeholders and Council staff.

During February and March 2017 focused community consultation took place with surveys, consultations and conversations with people with disability, families, support people and Council staff.

Community consultation details were advertised in the local newspapers

- Southern Highland News on 8, 15, 22 February and 1 March 2017
- Highlands Post on 9, 16 and 23 February and 2 March 2017

Community consultation opportunities included

- The community survey which was available online as a paper copy or with assistance to complete was open from 6 February until 17 March 2017
- Six 'Drop in' community consultations sessions over different days and times
- Individual and group consultations were coordinated with service providers and community forums
- Online consultation used the Your Say Wingecarribee www.yoursaywingecarribee.com.au community consultation page
- Council's Facebook page www.facebook.com/WingecarribeeShireCouncil was used to promote the online consultation page reaching a total of 5,534 people

The community was asked to share ideas of ways to make it easier for people with disability to live work and visit the Wingecarribee Shire. This feedback has assisted in developing the draft DIAP.

We also asked Council staff about their level of understanding of the access and inclusion requirements of people with disability and if they were able to identify barriers that prevented access and inclusion to Council facilities, services and events.

Who participated

We heard from people with disability, parents and support people, local community service providers and staff employed in the disability sector.



Feedback was received from people living with disability who have mobility, vision, hearing, cognitive, intellectual, progressive, mental health and age related disabilities. Ages of people providing feedback ranged from 12 years old to over 80 years old.

The majority of people engaged in the consultations lived in the Wingecarribee Shire but feedback on access and inclusion issues was also received from visitors and tourists.

What we heard

The community was asked what was easy or not easy or what they had never tried to do across the key areas of:

- making contact with Council,
- accessing public spaces, recreational facilities and community buildings,
- Council events and services.
- finding out about and applying for jobs at Council and
- accessing and understanding Council information

Easy

- ✓ Contacting Council by telephone
- ✓ Attending the Libraries and Community Centre buildings
- ✓ Accessing Moss Vale War Memorial Indoor Aquatic Centre
- ✓ Using Library services and programs

Not Easy

- × Written communication with Council
- × Understanding Council information
- × To use some footpaths, street crossings, seating and bus stops
- × Accessing public toilets
- × Visiting natural area attractions, lookouts and walking trails
- × To find out about access facilities and information at Council community events
- × To find out about or apply for a job at Council.

Never Tried

- × To visit the Civic Centre, animal shelter, saleyards, Resource Recovery Centre and the Welcome Centre
- × To use Council's public swimming pools at Bowral, Mittagong and Bundanoon
- × Attending events at sportsgrounds
- × To attend some of Council's major community events



Community Consultation Outcomes

The key messages from the consultations are summarised as follows:

Accessible Parking

The availability of accessible parking was important to people with disability to access activities of daily living. The provision of regulatory services for improper use of spaces and available information about the location of accessible parking was reported.

The size and location of the accessible spaces was presented due to the increased use of larger wheelchair accessible vehicles and the space required for parking to allow easy and safe access.

Additional accessible parking at recreational facilities and events was raised.

Bus Stops

Footpaths to the bus stop location, maintenance and mowing around the bus stop and the provision of a hard surface to the kerb were area noted for improving access.

Footpaths and Kerb Ramps

The importance of footpaths that are in good condition, level, wide enough for two people to walk side-by-side and clear of obstacles, trip hazards and overhanging vegetation was identified as a high priority.

Footpaths are needed to provide linkages from people's homes to transport, shops and services and for recreational exercise.

Kerb ramps need to be available to cross roads and access footpaths. They need to be located appropriately and not be too steep.

Goods located on footpaths were identified as a hazard that Council should regulate and monitor. This is an important issue for people with vision impairment.

Parks and Sportsgrounds

Barriers raised included accessible paths of travel, limited shade and seating and more inclusive playground equipment.

Develop an 'all inclusive' recreation area that is fully accessible and can be used by the all ages and abilities.

Public Toilets

Access and availability of public toilets including accessible facilities was considered important. Issues around poor condition, maintenance, signage and upgrades to fixtures and fittings were also noted.

The use of the MLAK system has mixed responses as some people with disability would like the accessible toilets locked at all times to improve cleanliness and stop misuse and vandalism. Other people have the view that the toilets should be open at all times and to have them locked is discrimination.



Signage

Using appropriate and recognised signage for identification of accessible entries to buildings, accessible toilet facilities and other accessible features would make it easier for people with disability to be aware of this information.

Events

Access at events was seen as a barrier to participation and inclusion. Throughout the consultation period improvements in access to Council and community events was raised.

The accessibility of events should be advertised and promoted with information provided on the event location, transport options, parking and accessible toilet facilities. Barriers to access should also be advertised to allow people with disability to make their own decision on the suitability of the event or activity.

It is important for people with disability to be included and be able to participate at events and activities.

Employment

Vacant positions need to be advertised adequately and Council should actively seek applications from people with disability by involving disability employment agencies.

More part-time positions should be offered and a person should not be excluded from the recruitment process if a medical condition is identified.

Council staff could be more aware of disability issues and the employment requirements of people with disability.

Information

More information needs to be available on access and inclusion for tourists, visitors and locals at the Welcome Centre, Mittagong.

Council documents should be written in Plain English and available in alternative formats if required.

A simple clear explanation and guidance for people who do not have a good understanding of technology is needed for customers to be able to access online Council information and community engagement.

General comments

Access to local shops and businesses can be difficult with steps preventing entry and no access to a ramp, limited space to move around between goods on display, noise levels particularly in restaurants and cafes and feeling welcome.





Strategies and Actions

The following action plan sets out a vision across the four key focus areas:

Attitudes and Behaviours

Council supports and encourages positive and inclusive attitudes and behaviour to people with disability.

Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Demonstrate and promote disability awareness and understanding across Council	Disability Awareness session included in online staff induction	Staff participation	Community Wellbeing Employee Services	2017/18	CSP Leadership 1.1.3 Effective and efficient Council service delivery is provided within a framework that puts the customer first DP Enhance customer interaction with Council
	Investigate and provide specific training for frontline and customer service staff on disability, access and inclusion	Training developed and delivered Staff participation	Community Wellbeing Employee Services	Commence 2017/18	
	Increase disability awareness within the organisation	Staff disability awareness survey	Community Wellbeing	Ongoing	
Reduce barriers within Council and the community by advocating for inclusion	Include people with disability in Council publications and promotions	Publications that are inclusive of people with disability	Corporate Relations	Continue 2017/18	CSP Leadership 1.2.1 Open and effective communication methods and technology are utilised to share information about Council plans, intentions, actions and progress DP Provide quality, timely and accessible information to the community



Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
	Work with Government agencies and community organisations to improve access and inclusion in the community	Community satisfaction and participation	Community Wellbeing Government agencies Community Organisations Local businesses and services	Continue 2017/18	CSP People 2.1.5 Plan and deliver appropriate and accessible local services for the community DP Support agencies to implement community programs and initiatives DP Implement sector plans that address key barriers to participation in community life
	Promote and participate in partnership projects and events supporting disability inclusion and awareness	Projects and programs identified annually	Community Wellbeing	Annual	
	Distribute the Missed Business Guide to local businesses and services	Number of businesses and services provided with information	Community Wellbeing	2017/18	
	Continue to support and facilitate the Council's Access Community Reference Group	Number of meetings held each year Number of projects completed	Community Wellbeing	2017/18	CSP Leadership 1.3.1 Develop leadership skills and build networks through a range of formal and informal opportunities DP Support Council committees and working groups



Liveable Communities

Council supports the community to promote access and inclusion for everyone and reduce barriers to liveability factors such as transport, recreation and social inclusiveness.

Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Public facilities and spaces are barrier free and inclusive of people with disability	Apply for funding to review the Pedestrian Access and Mobility Plans (PAMPs)	Funding obtained	Transport	2017/18	CSP 3.1.2 Places Plan and deliver an interconnected and accessible network of cycle ways and footpaths between town and villages DP Expand our network of footpaths and cycle ways to improve connectivity of the Shire
	Provide continuous accessible paths of travel between facilities and services in accordance with the Capital Works Program	Number of projects completed in accordance with PAMPs or Bicycle Strategy		Continue 2017/2018	
	Complete construction of the pedestrian bridge and associated footpaths over the Unanderra railway line at Moss Vale	Project completed		2017/18	
	Improve access and inclusion at Council's community facilities and open spaces	Customer satisfaction survey	Asset Planning and Support	Continue 2017/18	



Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
	Develop a play spaces strategy	Strategy completed	Parks and Recreation	2017/18	DP Effectively plan for and deliver on the diverse needs of people with a disability
	Adopt the draft Public Toilet Strategy	Strategy adopted	Community Facilities	September 2017	
	Implement the Public Toilet Strategy	Accessibility performance score		Commence 2017/18	
	Review wayfinding and signage across Council facilities and public places	Review completed			
	Provide accessible and inclusive swimming pool services	Aquatic facilities satisfaction survey		Aquatic Services	
Public Transport meets Access Standards	Continue to upgrade bus stops	Number of accessible bus stops	Transport	Continue 2017/18	CSP 3.1.1. Provide an accessible, efficient and interconnected public transport system within and out of the Shire DP Promote public transport options and linkages across the Shire



Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Accessible Parking meets access standards	Review accessible parking spaces	Review completed	Transport	2017/18	CSP 3.4.1 Work in partnership to ensure a safe road network DP Partner with agencies to plan and deliver a program of road upgrades, renewals and maintenance
	Provide information on accessible parking spaces	Information available to the public	Community Wellbeing		
	Ongoing monitoring and enforcement	Number of infringements issues	Regulatory Compliance		
Encourage and promote accessible tourism in the Wingecarribee Shire	Continue to implement strategies to ensure delivery of high quality information services to Welcome Centre customers	Level of customer satisfaction	Tourism	Continue 2017/18	CSP Economy 5.1.4 Provide diversity in tourist attractions and experiences DP Promote the Southern Highlands as a world class tourist destination



Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Progressively increase access and inclusion at Public Libraries	Deliver library services that meet the information, recreation, literacy and participation needs of the community	Customer satisfaction survey	Library Services	Commence 2017/18	CSP People 2.1.6 Provide a diversity of formal, informal and innovative hubs for learning and skill development for all stages of life DP Provide a range of services and programs through Council library service
	Develop and deliver a range of programs, events and activities to engage the community in the library service				
Progressively increase opportunities for people with disability to attend and participate at Council events and activities	Improve access and inclusion at Council events through planning and information	Accessible and Inclusive Council Events Policy completed	Community Wellbeing	2017/18	CSP People 2.3.1 Provide and support a range of community events, festivals and celebrations DP Support and coordinate a diverse range of community festivals and celebrations



Employment

Council is committed to equal employment and workplace opportunities for current and future employees in the workplace.

Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Recruitment and employment processes are accessible to people with disability	Ensure EEO, Recruitment and Selection Policies and Procedures are applied	Policies and procedures reflect the employment of a diverse workforce	Employee Services	Continue 2017/18	CSP Economy – 5.1.2 Increase local employment opportunities for people in all stages of life DP Build on partnerships that increase and broaden local employment opportunities
	Continue to develop links with disability employment services	Number of disability employment agencies linked to Council's employment opportunities			
	Employment opportunities are widely promoted using a range of accessible formats	Number of available formats			



Systems and Processes

Council systems and processes are inclusive for people with disability with improved access to information and services.

Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Improve Council's website to enhance provision of information	Progressively improve Council's website to meet compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard	Measure accessibility of Council's website against WCAG 2.0 AA completed	Customer Service	Commence 2017/18	CSP Leadership 1.2.1 Open and effective communication methods and technology are utilised to share information about Council plans, intentions, actions and progress DP Provide quality, timely and accessible information to the community
	Provide public information in a range of formats which are accessible	Number of available formats		Commence 2017/18	
	Develop a Council Media Policy and Social Media Guidelines	Media Policy and Social Media Guidelines developed	Corporate Relations	2017/18	
	Undertake a review of the Communications Strategy	Strategy review completed			



Strategy	Action	Measures	Service Area	Timing	Community Strategic Plan & Delivery Plan Link
Provide information to the community on Council facilities and events that are accessible	Continue to update Council's website to include access details for Council facilities and events	Number of facilities updated online with access information Number of events advertised online with access information	Corporate Relations	Continue 2017/18	
Deliver accessible and inclusive community engagement	Review community engagement strategy to deliver improved access and participation in Council community consultations	Review and implement Council's Community Engagement Strategy	Corporate Relations	2017/18	DP Leadership 1.2.2 Improve opportunities for people to 'have their say' and take an active role in decision making processes that affect our Shire through diverse engagement opportunities DP Implement an effective Community Engagement Framework



Monitoring and Evaluation

The DIAP is designed to complement Council's Community Strategic Plan and incorporation of relevant DIAP strategies and goals will occur within Council's annual planning and management program.

Regular monitoring and annual evaluation of the DIAP will include:

- Assessment of the quality and success of implementation of the DIAP
- Modification of strategies as required to achieve specific DIAP goals
- Consultation with the community and other stakeholders regularly to check that the strategies in the DIAP are still the same and changes to the DIAP are made where needed.
- Council staff will be asked to provide feedback on how the strategies are working and to make suggestions for continual improvement
- Council will offer a range of ways for people to provide ongoing feedback. In seeking feedback Council will also seek to identify additional barriers
- An annual review will be conducted by Council staff prior to 30 June each year and a report prepared on the progress and implementation of the DIAP
- Results of the review process will be presented to the Council's Access Community Reference Group for progressive evaluation and endorsement of achievements and strategies
- An annual report incorporating progress towards improvements and recommended changes will be reported to Council
- Council will provide information about the implementation of the DIAP in the Annual Report
- The Minister will be provided with a copy of the Annual Report relating to the implementation of the DIAP
- Council will prepare and submit reports to the NSW Disability Council as required

The DIAP is a four year plan. In addition to the annual review process, a four yearly review will be undertaken which will include:

- What has been achieved under the DIAP
- Review and evaluation of the complete DIAP
- Adoption and publication of an updated DIAP

Publication of DIAP

Council must, as soon as practicable after 1 July 2017 give a copy of its DIAP to:

- The Disability Council NSW and
- Make the DIAP publicly available



Appendices

References

Australian Bureau of Statistics	www.abs.gov.au
Disability Council NSW	www.disabilitycouncil.nsw.gov.au
Human Rights Commission	www.humanrights.gov.au
NSW Disability Inclusion Act 2014	www.legislation.nsw.gov.au
Wingecarribee Shire Council IP&R	www.wsc.nsw.gov.au/integrated-planning-and-reporting

Acronyms

CSP	Wingecarribee Shire Community Strategic Plan – Wingecarribee 2031
DDA	Disability Discrimination Act 1992
DIA	NSW Disability Inclusion Act 2014
DIAP	Disability Inclusion Action Plan
DP	Wingecarribee Shire Council Delivery Program
IP&R	Integrated Planning and Reporting
MLAK	Master Locksmith Access Key
NDIS	National Disability Insurance Scheme
OP	Wingecarribee Shire Council Operational Plan
PAMPs	Pedestrian Access and Mobility Plans
WCAG	Web Content Accessibility Guidelines