

# Disability Inclusion Action Plan

2017 - 2020



**NARRABRI SHIRE**  
DISCOVER THE POTENTIAL

## DISCLAIMER

Any information provided by Narrabri Shire Council in this document is provided in good faith. The inclusion of works or services in these documents is no guarantee that those works will be carried out by the indicative date or at all. This may be due to a number of factors including changing circumstances or priorities, adverse weather conditions or failure to obtain grant funding. Any person seeking to rely on any information contained in these documents relating to works or services is urged to contact the relevant section of Council.

## DOCUMENT CONTROL

<b>Issue</b>	<b>Revision</b>	<b>Date</b>	<b>Description</b>	<b>Resolution</b>
<i>Draft</i>	<i>1</i>	<i>16/05/2017</i>	<i>For Exhibition</i>	<i>89/2017</i>
<i>Final</i>	<i>2</i>	<i>27/06/2017</i>	<i>Adopted</i>	<i>114/2017</i>

## **DEVELOPING THIS PLAN**

**Narrabri Shire Council wishes to acknowledge all those who contributed to the development of this plan.**

We are grateful for those people with a disability, their carers, service providers and community members who attended focus group meetings, individual interviews, or participated in the community workshop and survey.

Your contribution has enabled Council to identify priorities and opportunities to be incorporated into a Disability Inclusion Action Plan which will benefit the whole community.

## **ACKNOWLEDGEMENT OF COUNTRY**

**“Narrabri Shire Council acknowledges and pays respect to the Kamilaroi people and their Elders, both past and present, as Traditional custodians of the land which Narrabri Shire Council operations are conducted.**

The Narrabri Shire has a rich history of culture and Council is stepping toward endeavours to unite the Community in preserving the unique heritage and celebrating our community diversities.

Council recognises the valuable contribution to the Narrabri Shire made by Aboriginal and Torres Strait Islander peoples and looks forward to a future of mutual respect and harmony.”

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## BACKGROUND

The NSW Disability Inclusion Act 2014 requires Council to develop a Disability Inclusion Action Plan (DIAP) to help remove barriers and enable people with disability to participate equally in their communities.

Developing, implementing and monitoring the Narrabri Shire DIAP within Council's Integrated Planning and Reporting Framework allows Council to deliver improved services, facilities and programs to support people with a disability and their carers over the next four years. The relationship between the DIAP and the Integrated Planning and Reporting framework is demonstrated in Figure 1.



Figure 1: Relationship between the DIAP and Integrated Planning and Reporting Framework

## PURPOSE

The purpose of the DIAP is to set out the strategies and actions for Council and the community to deliver, to enable people with disability to have greater access to information, services and facilities throughout the Shire.

The plan focuses on the following four key areas which require consistent efforts from government agencies and the wider community to meet the needs of people with a disability as well as carers, older people, people with a temporary injury and parents with young children:

1. Promoting positive community attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to services through better systems and processes

The focus for Council over the following four years will therefore be to increase access to community information, upgrade facilities and improve how services are delivered to remove barriers to access and inclusion within the Narrabri Shire.

## LEGISLATION

Direct service provision for people with a disability by specialist and mainstream services (both government and non-government) is underpinned by legislation and policy including but not limited to:

- Principles of the UN Convention on the Rights of People with a Disability
- Australian Government NDIS Act 2013
- Australian Government Aged Care (Living Longer Living Better) Act 2013
- NSW Anti-Discrimination Act 1977
- NSW Disability Inclusion Act 2014

The most recent legislation and amendments reflect a shift towards the view that, while a disability may affect the way that a person interacts with others and their environment, it should not define a person and it should not limit their capacity to become an integral part of the community.

Although the rights of a person with a disability have been defined as the same rights as those of all people since the early 1990s, it is understood that upholding these rights must include promotion of individual choice about what is important to them, universal access to services and facilities and inclusive communities where individuals can fully participate in social, business and community life.

These cultural and philosophical developments are embedded in the *Australian Government NDIS Act 2013* and the *NSW Disability Inclusion Act 2014* which are complementary pieces of legislation dealing with funding of specialist supports and community responsibility and response respectively.

The *NDIS Act 2013* defines how reasonable and necessary supports are provided for all people with a disability. The Act is administered by the National Disability Insurance Agency (NDIA) which is rolling out the NDIS in the New England Tablelands area in 2016-2017.

The *NSW Disability Inclusion Act 2014* promotes the view that ‘inclusion’ is not only a goal for service providers and public and private sector organisations, it is a responsibility of the whole community. It legislates for the rights of people with a disability to full participation in every-day life, with enhanced community connection, independence, empowerment and wellbeing. It is the role of Local Government through a DIAP to promote and support inclusion in their communities.

The relationship between the national disability inclusion planning agenda and Local Government is shown below in Figure 2.

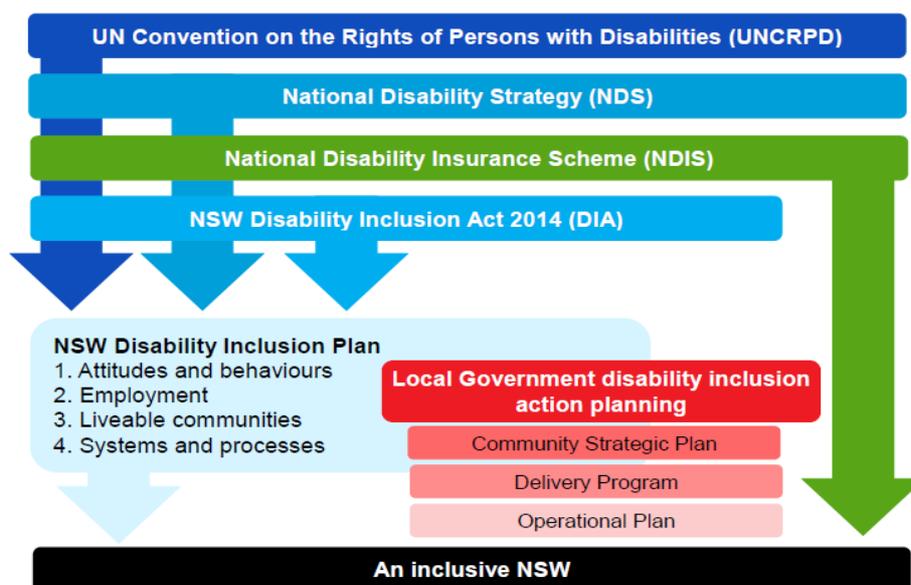


Figure 2: Relationship between Relevant Policy and Legislative Instruments in Australia

## WHAT DOES INCLUSION MEAN?

When communities are truly inclusive, people with a disability are able to exercise choice and control over their everyday lives and participate in activities alongside everyone else in the community.

People with a disability must have the same right to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in our society as all residents do.

*In the 2016 census, 8.6% of people reported that they had experienced discrimination or unfair treatment because of their disability. 35% of women and 28.1% of men with a disability reported that they avoided situations because of their disability.*

## HOW WILL THIS PLAN HELP?

By identifying ways that inclusion can be improved in these four focus areas, Council, together with its community partners, will enhance the quality of life for people with a disability and increase opportunities for full participation in everyday life for everyone, by promoting positive community attitudes and behaviours, creating liveable communities, supporting access to meaningful employment and improving access to services through better systems and processes.

## WHO WILL THIS PLAN HELP?

Anyone who has temporary or permanent difficulty in participating fully in everyday life because of cognitive, physical, mental, sensory or functional impairment or disability, which have been present from birth, acquired by accident or illness or due to the process of ageing, will benefit from this Plan.

## DEVELOPING THE PLAN

### OUR EXISTING FRAMEWORK

The following Council plans and strategies reflect Narrabri Shire's commitment to inclusion and an environment that facilitates participation by the whole community.

- **Narrabri Shire Community Strategic Plan**

The Community Strategic Plan (CSP) identifies the long term aspirations that the local community want to see and is supported by the Delivery Program, Resourcing Strategy and Annual Operational Plans.

- **Reflect Reconciliation Action Plan (RAP) (2016-2017)**

This document is about organisations from every sector turning good intentions into real actions and rising to the challenge of reconciling Australia. The RAP will allow Council to focus on building relationships both internally and externally with the Aboriginal and Torres Strait Islander community and raise awareness with stakeholders. The document includes specific actions under the headings of Relationships, Respect, Opportunities and Progress Tracking and provides an excellent background document for ensuring inclusion, particularly for Aboriginal and Torres Strait Islander people with a disability.

- **Narrabri Shire Walk and Cycle Strategy**

The Narrabri Shire Walk and Cycle Strategy aims to create a Walk and Cycle Revolution in the Narrabri Shire by encouraging more people to walk and cycle safely for more trips within the Narrabri, Boggabri and Wee Waa town centres. It provides a detailed plan for a network of walking and cycling tracks in those towns. These plans will do much to enhance the quality of life of people with a disability, or mobility impairments, and improve access for all. The Strategy will improve livability in those areas.

- **Community Engagement Strategy**

The Community Engagement Strategy outlines how Council will engage with the community. It is focused on the IPR framework process and provides information on the levels of engagement, Inform, Consult, Involve, Collaborate. This process will be utilised in consulting with the community in preparation for the DIAP.

- **Equal Employment Opportunity (EEO) Policy and Management Plan**

The Equal Employment Opportunity Policy and Management Plan promotes a culture that values and responds to diversity to help overcome disadvantage. Applicants for positions in Council and employees are treated equally, irrespective of difference in race, religion, sex, nationality or other factors. The Plan includes actions to develop communication and awareness of EEO.

- **Anti-discrimination, Harassment and Bullying Policy**

The Anti-discrimination, Harassment and Bullying Policy provides guidelines for an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, vilification and bullying.

- **Harmony in Action—Strategic Plan 2014-2017**

Multicultural NSW provides the NSW State approach to inclusion in relation to our multicultural society. Please refer to link provided: <http://trove.nla.gov.au/work/193611184?selectedversion=NBD54914668>.

## WHAT DOES COUNCIL DO NOW THAT PROMOTES INCLUSION?

- **Human Resources:** Online application and 'boarding' process; Equal Employment Opportunity Policy and Management Plan; Anti-discrimination Policy; Anti-Bullying and Harassment Policy; Policies linked to Leadership and Advocacy theme of the Community Strategic Plan.
- **Parks and Open Spaces:** National Public Toilet Map; Wheelchair lift at Narrabri Aquatic Centre; Outdoor gym equipment at Narrabri Lake designed for people with dementia; Accessible facilities; Pedestrian Access Mobility Plan; Narrabri CBD Master Plan; Narrabri West Lake Advisory Committee
- **Design Services:** Technical Standards Library, Design for access and mobility; Local Traffic Committee; design for ramps and crossings.
- **Economic Development, Community Development, Communications:** Community events planning and support; community directory; support for community organisations and sporting groups; Community Engagement Strategy.
- **Library Services:** Disability access to Libraries and accessible toilets; large print books; talking books; e-resources and books; Mental Health and Wellbeing collection; Autism Spectrum Disorder resources; outreach strategy; NSW State Library Disability Inclusion Action Plan and Advisory Committee.
- **Visitor Information Centre:** Accessible facilities and signage; website; public information on radio; Wi-Fi Access; Kamilaroi stories in various formats.

## WHAT COULD COUNCIL DO BETTER?

- **Human Resources:** Extend staff training to include inclusion awareness; proactive approach to employing people with a disability.
- **Parks and Open Spaces:** Look at ways to improve children's playgrounds and aquatic facilities; upgrades to sporting facilities to improve access; look at external grants to help sporting organisations
- **Design Services:** Audit and review accessible car parking, crossings; ensure all designs are compliant with relevant Australian standards; look at the Narrabri CBD Masterplan in relation to inclusion.
- **Economic Development, Community Development, Communications:** Access and Inclusion Committee; promote inclusion within event planning; update and improve community directory.
- **Library Services:** Look at potential for relocation of library services; seek grants for special collections; digital training and tuition.
- **Visitor Information Services:** Better access to the VIC; provision of a shared space; improved communication within Council areas.

## CONSULTATION

In seeking to more fully understand and identify the barriers to inclusion and seek solutions, information and input was sought from stakeholders in the community.

An online and hard copy survey was distributed with a total of 62 responses from people with a disability (10), carers (13), community members (17), service providers (21), sporting or leisure clubs (1).

A workshop for service providers was held on 18 January 2017, with 15 service providers attending. The group included health professionals, job agencies, specialist disability service providers and a Narrabri Shire Councillor.

A public forum on 18 January 2017 was attended by a good cross section of people with a disability, carers including parents of young children with a disability, interested community members and Council staff and Councillors. In total, 21 people attended the public forum.

Individual interviews were held on 18 January 2017, with people with a disability and carers which provided an opportunity to drill down on some of the issues and seek suggestions for improvements.

Approximately 110 people have provided input in the identification of the barriers to full participation.

## PRIORITIES AND ACTIONS

As a result of the consultations, opportunities for improvements to improve inclusion were identified and prioritised. Actions were developed and linked to current CSP themes and strategies. Council staff were consulted to ensure the actions were consistent with current processes and projects and in which of Council's service areas they would be located.

# RESULTS OF CONSULTATION AND ENGAGEMENT

## WHAT DID YOU TELL US?

### 1. PROMOTING POSITIVE ATTITUDES AND BEHAVIOURS

- There is a general lack of awareness of the needs of people with a disability and of the need to be included, not just accepted (*Action 1.2, 1.3*).
- It should be agreed that the 'bare minimum' is not good enough. For example, although access may meet minimum standards, it is often exclusive and isolating. E.g. access to cinema, pubs (at the back door); at sporting events, coming out of shops. Hoist at pool? Is this the best way? (*Action 1.1, 1.2, 1.3*).
- Council staff sometimes do not understand what inclusion means, and when they do, communication barriers between sections of Council often means that information and solutions are not shared (*Action 1.4, 3.3, 4.5*).

***"Councillors and Council staff are not aware of our needs"***

***"People with a disability are accepted mostly, but not really included or involved,  
I don't think people know what 'inclusion' means"***

### 2. CREATING LIVEABLE COMMUNITIES

- Footpaths, kerb ramps, crossings and disability parking were all seen as needing improvement.
- While there are kerb ramps throughout the CBD, often these were too steep and sometimes not wide enough. Footpaths are very important in enhancing access for people in wheelchairs and those with mobility issues (*Action 2.1, 2.3*).
- Many people identified access from Gibbon Street across the bridge to the centre of town, as being a priority area (*Action 2.1, 2.3*).
- At crossings which are adjacent to roundabouts in Maitland street, pedestrians are advised to give way to vehicles. However, the signs are not clear and sometimes cause confusion (*Action 2.1, 2.3*).
- Children's playground equipment is limited and there is an opportunity for more sensory equipment, or equipment that can be used by all children. Seating for parents/carers and shade also need to be considered (*Action 2.2*).
- Shade and seating was also seen as a need in the main shopping area and at the Narrabri Lake area (*Action 2.1, 2.2, 2.3*).
- The lack of adequate wheelchair accessible transport limits opportunities to go to community events or participate in social activities. There is no wheelchair accessible transport after hours for social activities and events or activities (*Action 1.1*).
- Access at sporting events was an issue. People with a disability are expected to remain in their vehicles if they go to watch a sporting event (*Action 2.6*).
- Access to the Cinema at the Crossing Theatre is an issue as people in wheelchairs can only sit at the front from where it is difficult to see the screen (*Action 2.1, 2.3*).

***"We need to have more sensory equipment at children's playgrounds that can be enjoyed by all"***

### 3. SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

- Some see the need for specialist employment, but not the possibility for mainstream employment. If jobs were designed better, perhaps people could be employed. An opportunity was identified for Council to lead the way in this area (*Action 3.1, 3.2, 3.4, 3.5*).
- Disability employment assistance is available from employment agencies. Businesses and Councils are not always aware of the supports available for job seekers and employers (*Action 3.4, 3.5*).

***“People with a disability are seen as ‘not productive enough’”***

***“Council should lead the way and set an example”***

### 4. IMPROVING SYSTEMS AND PROCESSES

- Many people access the website but information is not always current. Also, some people would like a hard copy. Perhaps Narrabri and District Community Aid Service could work with Council to devise a system for maintaining a directory (*Action 4.1, 4.2, 4.3*).
- People would not only like better information about what’s on, but also about the access at events and activities (*Action 4.3*).

***“Information is difficult to find and often is out of date”***

## DEVELOPING STRATEGIES AND ACTIONS

### WHAT WILL COUNCIL DO?

#### STRATEGY 1: PROMOTE POSITIVE ATTITUDES AND BEHAVIOURS

Action	Outcome	Responsibility	Priority
<b>1.1 Facilitate the creation of an Access and Inclusion Committee, incorporating Councillor and community representation.</b>	Access and Inclusion Committee created and meetings regularly attended by Council representatives.	Economic Development	High
<b>1.2 Provide incentives and support for inclusive and socially connecting activities through revision of the Community Grants Fund Policy and application process.</b>	Community Grants Fund Policy and Application Forms reviewed.	Economic Development	Medium
<b>1.3 Promote an understanding of inclusion within the business community through distribution of information and support for educational programs.</b>	Information is delivered to the business community and support is provided to the delivery of educational programs.	Economic Development	Medium
<b>1.4 Incorporate an understanding of the needs of people with a disability into the staff induction process.</b>	Council induction program amended to include information about inclusion.	Human Resources	High

## STRATEGY 2: CREATE A LIVEABLE COMMUNITY

Action	Outcome	Responsibility	Priority
<b>2.1 All capital works projects will incorporate upgrades that are consistent with inclusion and accessibility requirements.</b>	Capital works projects have inclusion and accessibility requirements included	Design Services	Medium
<b>2.2 Ensure inclusion and accessibility requirements are examined when improving children's playgrounds.</b>	Inclusion and accessibility strategies are incorporated in playground designs.	Community Facilities	Medium
<b>2.3 Develop a Design Principles Policy which provides guidelines for design of all infrastructure, projects, processes and policies in compliance with relevant legislation and inclusion principles.</b>	Design Principles Policy is developed and adopted by Council.	Design Services	High
<b>2.4 Improve library services to support an autism-friendly environment, home library services, IT training and provision of special collections.</b>	Library improvements have been planned and relevant resources allocated.	Library Services	High
<b>2.5 Support community organisations and sporting clubs to remove barriers and increase participation of people with a disability.</b>	Provide Information to community organisations and sporting clubs about inclusion requirements.  Provide support in the preparation of funding applications.	Economic Development  Community Facilities	Medium

### STRATEGY 3: SUPPORT ACCESS TO MEANINGFUL EMPLOYMENT

Action	Outcome	Responsibility	Priority
<b>3.1 Council to encourage and support people with a disability to apply for positions at Council.</b>	Appropriate support provided to people with a disability applying for positions within Council.	Human Resources	High
<b>3.2 Review Equal Employment Opportunity (EEO) Policy to ensure compliance with accessibility and inclusion requirements.</b>	EEO policy reviewed in line with relevant legislation.	Human Resources	Medium
<b>3.3 Reduce barriers for volunteers to participate in Council programs.</b>	Volunteer induction program amended to include information about inclusion.	Human Resources	High
<b>3.4 Liaise with employment agencies to develop a process for providing support to applicants for Council positions.</b>	Meetings conducted with employment agencies to support applicants for Council positions.	Human Resources	Medium
<b>3.5 Council to promote employment of people with a disability within local businesses throughout the Shire.</b>	Information and support provided to Chamber of Commerce for distribution to member businesses.	Economic Development	Medium

## STRATEGY 4: IMPROVE SYSTEMS AND PROCESSES

Action	Outcome	Responsibly	Priority
<b>4.1 Explore options to improve the maintenance and circulation of the Community Directory.</b>	Up to date directory made available through a variety of formats.	Economic Development	High
<b>4.2 Provide links on Council's website to relevant disability inclusion information.</b>	Up to date website with links to relevant information.	Economic Development	High
<b>4.3 Provide accurate, timely and comprehensive accessibility information about events within the Shire.</b>	Information is accurate, timely and includes accessibility options.	Tourism Manager	High
<b>4.4 Develop a Plain English/Easy Read version of the DIAP.</b>	DIAP available in plain English/Easy Read version.	Economic Development	High
<b>4.5 Support interagency meetings to improve communications and develop mutually beneficial outcomes.</b>	Interagency meetings regularly attended by Council representatives.	Economic Development	High
<b>4.6 Establish Boggabri, Narrabri and Wee Waa as Dementia Friendly Towns.</b>	Towns accredited by Alzheimer's Australia as Dementia Friendly.	Economic Development	Medium

## **DELIVERING AND IMPLEMENTING THE PLAN**

### **GOVERNANCE**

Narrabri Shire Council is committed to inclusion and the incorporation of the actions into the Community Strategic Plan, the Delivery Program and Annual Operational Plans will ensure that they become part of Council's everyday operations for the relevant sections. The Annual Report will provide information on achievements based on the measurable outcomes for each of the actions. Progress is measured and ongoing review of the actions will be undertaken.

Responsibility for implementation is delegated within the plans to those who have oversight of the relevant operational areas. Management of risk associated with the implementation of each of the actions will ensure that risks are minimised.

### **ADOPTING THE PLAN**

The Plan will be on public display as part of Council's Community Strategic Plan, the Delivery Program and the Annual Operational Plan.

When Council have received feedback about the planning documents, and made appropriate amendments to the documents, the Community Strategic Plan, the Delivery Program and the Annual Operational Plan will be adopted by Council.

### **ENDORSEMENT**

The Disability Inclusion Action Plan will be forwarded to the Disability Council of NSW when it has been adopted.

### **PUBLISHING THE PLAN**

Once it is approved the documents will be available on Council's website. A separately published Disability Inclusion Action Plan will be available after approval and adoption by Council.

### **FUNDING**

Council's resourcing strategy and the annual budget costs and allocates funds to those goals and actions within the Community Strategic Plan, the Delivery Program and the Annual Operational Plan. Where there are some goals which Council is unable to fund, external grant funding will be sought.

## EVALUATING AND MONITORING THE PLAN

The outcomes of action plan items will be reported on in Council's Annual Report. In measuring the overall success of the Plan, Council will measure its success through an ongoing community engagement process.

### STRATEGY 1: PROMOTE POSITIVE ATTITUDES AND BEHAVIOURS

Indicator	Measure
<b>An Access and Inclusion Committee is actively promoting access and inclusion issues within the community and providing information to Council on related issues.</b>	Annual Report from Access and Inclusion Committee providing information/data on the activities of the Committee demonstrates positive activities and outcomes.  Satisfaction surveys of people with a disability and the wider community regarding the Access and Inclusion Committee.
<b>Community initiatives reflect an understanding of inclusion.</b>	Satisfaction surveys of people with a disability and the wider community indicate an improvement in inclusion.
<b>The business community has responded to information about inclusion and people with a disability and are providing an inclusive service to customers.</b>	Surveys of business owners and satisfaction surveys of customers indicate an improvement in inclusion.

### STRATEGY 2: CREATE A LIVEABLE COMMUNITY

Indicator	Measure
<b>Capital works and design of all projects incorporate principles of inclusion.</b>	Council data on capital works. Reduction in complaints regarding infrastructure and works.
<b>People report satisfaction with access to entertainment and sporting facilities and events.</b>	Satisfaction surveys of people with a disability and the wider community result in an increase in satisfaction levels.

### STRATEGY 3: SUPPORT ACCESS TO MEANINGFUL EMPLOYMENT

Indicator	Measure
<b>More people who identify as having a disability are employed by Council*.</b>	Increase in % of people who identify as having a disability, who are employed by Council.
<b>There are more employment opportunities in the wider business community for people who identify as having a disability*.</b>	Surveys of business owners regarding employment of people who identify as having a disability result in an increase in numbers.

\* Obtain current figures to set as a benchmark.

### STRATEGY 4: IMPROVE SYSTEMS AND PROCESSES

Indicator	Measure
<b>People are satisfied with the information provided by Council and the platforms and formats for delivering this information.</b>	Increase in number of people accessing information provided through Council platforms and appropriate formats.  Satisfaction surveys of people with a disability and the wider community indicate an improvement in satisfaction.
<b>Internal communication between Council function areas is improved</b>	Enhancement of internal communication as reported by staff survey.

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APPENDIX 1: DIAP REPORT

# Disability Inclusion Action Plan Report

2017/18 -2020/21



**NARRABRI SHIRE**  
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## 1. EXECUTIVE SUMMARY

The Narrabri Shire Disability Inclusion Action Plan Report provides background to the development of the Disability Inclusion Action Plan (DIAP), the legislation that underpins it, Council’s role in the promotion and facilitation of an inclusive community, and the processes involved in developing the DIAP. The DIAP builds upon Council’s current functions and overarching strategic directions, and is aligned with the long-term aspirations which are set out in the Narrabri Shire Community Strategic Plan and other planning documents. In addition to integration with the Community Strategic Plan, the DIAP will be incorporated into Council’s Delivery Program and each annual Operational Plan, across all areas of Council, and involving Council staff in all Directorates.

Extensive community engagement was undertaken to determine the areas of need in the four focus areas of the DIAP, *Promoting Positive Attitudes and Behaviours*, *Creating Liveable Communities*, *Supporting Access to Meaningful Employment*, and *Improving our Systems and Processes*. Information from people with a disability, carers, service providers and the wider community was obtained through a survey, community consultation workshops and individual meetings. Local priorities were identified and suggested solutions were gathered from participants in the consultation and Council staff.

Actions and their outcomes were formulated in response to the priorities, and risks associated with their implementation were identified for the DIAP. Measurement of improvements in the four areas will be an ongoing process for Council through collation of Council data and future community engagement exercises.

## 2. BACKGROUND

The NSW Disability Inclusion Act 2014 requires Council to develop a Disability Inclusion Action Plan (DIAP) to help remove barriers and enable people with disability to participate equally in their communities.

Developing, implementing and monitoring the Narrabri Shire DIAP within Council’s Integrated Planning and Reporting Framework allows Council to deliver improved services, facilities and programs to support people with a disability and their carers over the next four years. The relationship between the DIAP and the Integrated Planning and Reporting framework is demonstrated in Figure 1.



Figure 1: Relationship between the DIAP and Integrated Planning and Reporting Framework.

### 3. POLICY AND LEGISLATIVE CONTEXT

#### DEFINITION

In the context of the DIAP, 'disability' means a functional limitation or impairment, including cognitive, physical, mental, sensory and functional deficits, which may be present from birth, acquired by accident or illness or due to the process of ageing. The impairments or deficits may be temporary or permanent.

#### LEGISLATION

Direct service provision for people with a disability by specialist and mainstream services (both government and non-government) is underpinned by legislation and policy including but not limited to:

- Principles of the UN Convention on the Rights of People with a Disability
- Australian Government NDIS Act 2013
- Australian Government Aged Care (Living Longer Living Better) Act 2013
- NSW Anti-Discrimination Act 1977
- NSW Disability Inclusion Act 2014

The most recent legislation and amendments reflect a shift towards the view that, while a disability may affect the way a person interacts with others and their environment, it should not define a person and it should not limit their capacity to become an integral part of the community. Although the rights of a person with a disability have been defined as the same rights as those of all people since the early 1990s, it is understood that upholding these rights must include promotion of individual choice about what is important to them, universal access to services and facilities and inclusive communities where individuals can fully participate in social, business and community life.

These cultural and philosophical developments are embedded in the *Australian Government NDIS Act 2013* and the *NSW Disability Inclusion Act 2014* which are complementary pieces of legislation dealing with funding of specialist supports and community responsibility and response respectively. The *NDIS Act 2013* defines how reasonable and necessary supports are provided for all people with a disability. The Act is administered by the National Disability Insurance Agency (NDIA) which is rolling out the NDIS in the New England Tablelands area in 2016-2017.

The *NSW Disability Inclusion Act 2014* promotes the view that 'inclusion' is not only a goal for service providers and public and private sector organisations, it is a responsibility of the whole community. It legislates for the rights of people with a disability to full participation in every-day life, with enhanced community connection, independence, empowerment and wellbeing. It is the role of Local Government through a **Disability Inclusion Action Plan (DIAP)** to promote and support inclusion in their communities.

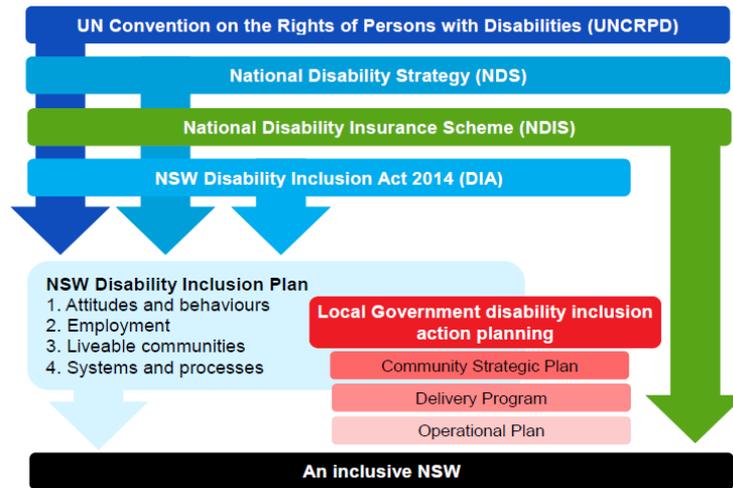


Figure 2: Relationship between relevant policy and legislative instruments in Australia

The Narrabri Shire Council DIAP will have four (4) Focus Areas:

1. Promoting positive attitudes and behaviours
2. Creating liveable communities (including physical access to buildings, facilities, and transport)
3. Supporting access to meaningful employment
4. Improving our systems and processes (improving the availability and accessibility of information)

#### 4. GUIDING PRINCIPLES

The vision for the Narrabri Shire as stated in the Narrabri Shire Community Strategic Plan, is “*Narrabri Shire will be a strong and vibrant regional growth centre providing a quality living environment for the entire Shire community*”.

Council, through its Integrated Planning and Reporting Framework, has identified four strategic directions which underpin the planning for the next 10 years:

**1. Our Society: Safe, Inclusive and Connected Community.**

*A safe, supportive community where everyone feels welcomed, valued and connected.*

**2. Our Environment: Environmentally Sustainable and Productive Shire.**

*Maintaining a healthy balance between our natural and built environments.*

**3. Our Economy: Progressive and Diverse Economy.**

*A strong, diverse economy that attracts, retains and inspires business, industry and tourism growth.*

**4. Our Civic Leadership: Collaborative and Proactive Leadership.**

*Working proactively together to achieve our shared vision with strong, strategic direction.*

#### ROLE OF COUNCIL

Council’s role in implementation of the DIAP will include:

- **Provider** through the provision of essential community services and infrastructure delivery.
- **Advocate** by promoting and lobbying on behalf of the community to achieve desirable outcomes.
- **Facilitator** by assisting interaction and forming strategic alliances to promote sustainability.

## EXECUTIVE RESPONSIBILITY & PROJECT COORDINATION

Council supports the development and implementation of the DIAP. The General Manager has delegated responsibility to the Corporate Strategy Manager and the Community Development Officer for development of the Plan. Also included in the consultation process were the Parks and Open Spaces Manager, Executive Manager Human Resources, Economic Development Manager, Library Manager, Tourism and Community Development Manager and the Design Services Manager.

## PLAN DEVELOPMENT

Council engaged **Strategy to Action** to carry out the development of the plan through facilitation, collation and analysis of results of community consultation, identification of priorities, preparation of the **DIAP Report** (this report) and development of goals and actions for alignment with Council's Integrated Planning & Reporting Framework.

## IMPLEMENTATION

Responsibility for implementation and resourcing of the DIAP will be across all sections of Council as identified in the Function Mapping, Narrabri Shire Community Strategic Plan, Delivery Program, Annual Operational Plans, and departmental responsibility as outlined above.

## 5. DOCUMENT REVIEW

As background to the consultation and to confirm issues which have been previously identified in the Narrabri Shire Local Government area, a review of Council documents was undertaken and outlined below, which reflect their commitment to inclusion and to an environment that facilitates opportunities for contribution by all those who live in the Narrabri Shire.

- **Narrabri Shire Community Strategic Plan** identifies the long term aspirations that the local community want to see and is supported by the Delivery Program, Resourcing Strategy and Annual Operational Plans.
- **Reflect Reconciliation Action Plan (2016-2017) (RAP)** This document is about organisations from every sector turning good intentions into real actions and rising to the challenge of reconciling Australia. The RAP will allow Council to focus on building relationships both internally and externally with the Aboriginal and Torres Strait Islander community and raise awareness with stakeholders. The document includes specific actions under the headings of Relationships, Respect, Opportunities and Progress Tracking and provides an excellent background document for ensuring inclusion, particularly for Aboriginal and Torres Strait Islander people with a disability.
- **Narrabri Shire Walk and Cycle Strategy** aims to create a Walk and Cycle Revolution in the Narrabri Shire by encouraging more people to walk and cycle safely for more trips within the Narrabri, Boggabri and Wee Waa town centres. It provides a detailed plan for a network of walking and cycling tracks in those towns. These plans will do much to enhance the quality of life of people with a disability, or mobility impairments, and improve access for all. The Strategy will improve liveability in those areas.
- **Community Engagement Strategy** outlines how Council will engage with the community. It is focussed on the IPR framework process and provides information on the levels of engagement, Inform, Consult, Involve, Collaborate. This process will be utilised in consulting with the community in preparation for the DIAP.
- **Equal Employment Opportunity (EEO) Policy and Management Plan** promotes a culture that values and responds to diversity to help overcome disadvantage. Applicants for positions in Council and employees are treated equally, irrespective of difference in race, religion, sex, nationality or other factors. The Plan includes actions to develop communication and awareness of EEO.

- **Anti-discrimination, Harassment and Bullying Policy** provides guidelines for an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, vilification and bullying.
- **Harmony in Action–Strategic Plan 2014-2017** Multicultural NSW provides the NSW State approach to inclusion in relation to our multicultural society. See link: <http://trove.nla.gov.au/work/193611184?selectedversion=NBD54914668>.

## 6. FUNCTION MAPPING-MULTI-DISCIPLINARY INPUT

	Staff Responsibility	Facilities, Infrastructure	Provision Of Goods & Services	Information Directories	Partners, Agency Collaboration	Plans & Policies, Brochures, Documentation	Council Committees	Other
<b>FUNCTION AREA: HUMAN RESOURCES</b>								
ASSETS	Human Resources			- SCOUT online application and on boarding process	- HR shared services group (existing Council partnerships)	- Equal Employment Opportunity Policy and Management Plan - Anti-Discrimination Harassment and Bullying Policy	- Consultative Committee - Work, Health & Safety Committee	- Linked to CSP Leadership and Advocacy theme
POTENTIAL	Human Resources		- Existing staff training to be extended to include Accessibility & Disability Awareness Training - Induction Program to incorporate specific Awareness Training - Job rotation opportunities	- Discussions with SCOUT to enhance online process to increase accessibility	- Proactive approach to disability employment through existing community partnerships (e.g.: Chamber of Commerce)	- Disability Employment Strategy	- Disability Access Committee (agenda and stakeholders to focus on local employment barriers and opportunities)	- Organisational culture key principles and values

**FUNCTION AREA: PARKS AND OPEN SPACES**

ASSETS	<ul style="list-style-type: none"> <li>- Parks &amp; Open Spaces</li> <li>- Aquatic Facilities</li> </ul>	<ul style="list-style-type: none"> <li>- National Public Toilet Map inclusion</li> <li>- Wheelchair lift at NAC</li> <li>- Gym equipment at Narrabri Lake specially designed for residents with dementia</li> <li>- Accessible facilities in Council owned parks and open spaces</li> </ul>				<ul style="list-style-type: none"> <li>- PAMP</li> <li>- Narrabri CBD Masterplan</li> </ul>	<ul style="list-style-type: none"> <li>- Narrabri West Lake Advisory Committee</li> </ul>	
POTENTIAL	<ul style="list-style-type: none"> <li>- Parks &amp; Open Spaces</li> <li>- Aquatic Facilities</li> </ul>	<ul style="list-style-type: none"> <li>- Planned Narrabri Lake Playground upgrade that will include accessible facilities</li> <li>- Playground upgrades to incorporate accessible play equipment within design</li> <li>- Path upgrade at Narrabri Lake</li> <li>- Shade provision and path upgrade to access gym equipment at Narrabri Lake</li> <li>- New seating to CBD</li> </ul>		<ul style="list-style-type: none"> <li>- Accessible interpretive signage in parks and open spaces</li> </ul>	<ul style="list-style-type: none"> <li>- Access funding in conjunction with local sporting groups to upgrade facilities to be accessible</li> <li>- Service providers</li> <li>- Grant providers (Club GRANTS, NSW Sport and Recreation)</li> <li>- RSL</li> <li>- Local sporting clubs</li> </ul>	<ul style="list-style-type: none"> <li>- Sport, Recreation and Open Space Plan</li> </ul>		

**FUNCTION AREA: DESIGN SERVICES**

ASSETS	Design Services			<ul style="list-style-type: none"> <li>- Technical standards library</li> <li>- In-house standards provided to consultants and contractors</li> </ul>	<ul style="list-style-type: none"> <li>- Roads and Maritime Services</li> </ul>	<ul style="list-style-type: none"> <li>- Narrabri CBD Masterplan</li> <li>- PAMP</li> <li>- Australian Standard AS1428.1-2009 – Design for access and mobility</li> <li>- Austroads – Guide to Road Design Part 6A (Pedestrians and Cyclist Paths), 11 (Parking)</li> </ul>	<ul style="list-style-type: none"> <li>- Local Traffic Committee</li> </ul>	
POTENTIAL	Design Services	<ul style="list-style-type: none"> <li>- Audit and review of accessible car parking within CBD.</li> <li>- Add pedestrian refuges to Tibbereena St (Newell Hwy)</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure all designs incorporate Australian Standard AS1428.1-2009 – Design for access and mobility</li> </ul>		<ul style="list-style-type: none"> <li>- Review of specific complaints in relation to accessibility and seek funding to implement remedies</li> </ul>	<ul style="list-style-type: none"> <li>- Narrabri CBD Masterplan</li> </ul>		

**FUNCTION AREA: ECONOMIC DEVELOPMENT, COMMUNITY DEVELOPMENT, COMMUNICATIONS**

ASSETS	<ul style="list-style-type: none"> <li>- Economic Development</li> <li>- Community Development</li> <li>- Communications</li> </ul>		<ul style="list-style-type: none"> <li>- Community events</li> <li>- Grant applications in partnership with community organisations</li> </ul>	<ul style="list-style-type: none"> <li>- Community directory</li> </ul>	<ul style="list-style-type: none"> <li>- Community organisations</li> <li>- Sporting groups</li> </ul>	<ul style="list-style-type: none"> <li>- Community Engagement Strategy</li> </ul>		
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			and sporting groups					
POTENTIAL	<ul style="list-style-type: none"> <li>- Economic Development</li> <li>- Community Development</li> <li>- Communications</li> </ul>			<ul style="list-style-type: none"> <li>- Alterations to community directory to include multicultural directory</li> </ul>	<ul style="list-style-type: none"> <li>- Event planning in conjunction with community organisations to increase inclusion</li> <li>- FACS funding for partnership programs</li> <li>- Grant providers (FACS, Social Housing Community Improvement Fund)</li> </ul>	<ul style="list-style-type: none"> <li>- Community Strategic Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Access and Inclusion Committee</li> </ul>	

**FUNCTION AREA: LIBRARY SERVICES**

ASSETS	<ul style="list-style-type: none"> <li>- Library Services</li> </ul>	<ul style="list-style-type: none"> <li>- Disability access ramps at Narrabri and Boggabri.</li> <li>- Wee Waa Library on flat ground to allow access</li> <li>- Automatic doors at Narrabri and Wee Waa</li> <li>- Accessible toilet facilities</li> </ul>	<ul style="list-style-type: none"> <li>- Large print for the visually impaired</li> <li>- Talking books</li> <li>- Extended loan of Daisy CD Player available for the visually impaired</li> <li>- E-resources (books, audio books, magazines, music)</li> </ul>		<ul style="list-style-type: none"> <li>- Central Northern Regional Library (CNRL) Network</li> <li>- State Library NSW</li> </ul>	<ul style="list-style-type: none"> <li>- CNRL Outreach Strategy</li> <li>- State Library of NSW Disability and Inclusion Action Plan</li> <li>- CNRL Strategic Plan</li> <li>- CNRL Social Inclusion Plan</li> </ul>	<ul style="list-style-type: none"> <li>- State Library of NSW Inclusion Advisory Committee</li> </ul>	
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			<ul style="list-style-type: none"> <li>- Mental health and wellbeing collection</li> <li>- Bulk loans in languages other than English</li> <li>- Autism Spectrum resources</li> </ul>					
POTENTIAL	<ul style="list-style-type: none"> <li>- Library Services</li> <li>- Aquatic Services</li> </ul>	<ul style="list-style-type: none"> <li>- Relocation of Boggabri Library service</li> </ul>	<ul style="list-style-type: none"> <li>- LGBT collection</li> <li>- Pursue grant funding for specific collection provision</li> <li>- Housebound (outreach service)</li> <li>- Seniors digital training and tuition programs</li> </ul>		<ul style="list-style-type: none"> <li>- Community volunteers</li> </ul>			
<b>FUNCTION AREA: VISITOR INFORMATION CENTRE</b>								
ASSETS	<ul style="list-style-type: none"> <li>- Visitor Information Centre</li> </ul>	<ul style="list-style-type: none"> <li>- Wheelchair accessible toilet facilities</li> <li>- Wide accessible doors</li> <li>- Braille on toilets</li> </ul>	<ul style="list-style-type: none"> <li>- Wi Fi Access</li> <li>- Kamilaroi Stories available for the visually impaired, format allows access for the</li> </ul>	<ul style="list-style-type: none"> <li>- Website</li> <li>- Public information on radio</li> </ul>	<ul style="list-style-type: none"> <li>- Destination NSW</li> </ul>			

			hearing impaired					
POTENTIAL	<ul style="list-style-type: none"> <li>- Visitor Information Centre</li> </ul>	<ul style="list-style-type: none"> <li>- Provide an accessible path from rear carpark to front entry ramp</li> <li>- Provision of a shared accessible community space</li> <li>- Breastfeeding mothers' sites and promotion of same</li> </ul>	<ul style="list-style-type: none"> <li>- Improved communication between departments re: available facilities</li> </ul>		<ul style="list-style-type: none"> <li>- Multicultural NSW (Tamworth)</li> <li>- LGNSW</li> </ul>			

## **7. CONSULTATION AND ENGAGEMENT**

In seeking to more fully understand and identify the barriers to inclusion and seek solutions, information and input was sought from stakeholders in the community. An online and hard copy survey was distributed with a total of 62 responses from people with a disability (10), carers (13), community members (17), service providers (21), sporting or leisure clubs (1).

A workshop for service providers was held on 18 January 2017, with 15 service providers attending. The group included health professionals, job agencies, specialist disability service providers and a Narrabri Shire Councillor.

A public forum on 18 January was attended by a good cross section of people with a disability, carers including parents of young children with a disability, interested community members and Council staff and Councillors. In total, 21 people attended the public forum.

Individual interviews were held on 18 January, with people with a disability and carers which provided an opportunity to drill down on some of the issues and seek suggestions for improvements.

Approximately 110 people have provided input in the identification of the barriers to full participation.

Stakeholder	Engagement Processes	Issues identified	Suggested Actions
<b>PEOPLE WITH A DISABILITY AND THEIR CARERS AND FAMILIES: Inform about DIAP and Council's role, consult about barriers, involve in determining priorities, collaborate in setting priorities, empower to provide feedback.</b>			
People with a disability and their carers	Six (6) Individual consultations held on 18 January 2017	<b>Liveability and Access:</b> <ul style="list-style-type: none"> <li>- Taxis (limited availability of WAT);</li> <li>- Footpaths and ramps (too steep);</li> <li>- Accessibility to events, activities, shops, sporting events (you have to sit in your car at sporting venues);</li> <li>- Cinema access (can't go up the stairs so you have to sit in the front row);</li> <li>- Heavy doors into buildings;</li> <li>- Not enough pedestrian crossings;</li> <li>- Not enough disability parks and they are too narrow (don't allow access from sides);</li> <li>- Gym equipment not accessible.</li> </ul>	<ul style="list-style-type: none"> <li>- Cheaper lifestyle options through reduced fees &amp; charges;</li> <li>- Seating for people with a disability at sporting venues with some paths.</li> </ul>
		<b>Attitudes and Behaviours:</b> <ul style="list-style-type: none"> <li>- Services aren't always provided in a respectful manner;</li> <li>- Councillors and Council staff not aware of needs;</li> <li>- People don't respect the opinion or responses of people with a disability and often speak to carer;</li> <li>- People with a disability are seen as 'retards';</li> <li>- Access is often 'round the back' or through the kitchen.</li> </ul>	<ul style="list-style-type: none"> <li>- More involvement by Councillors and Council staff.</li> </ul>
		<b>Meaningful Employment:</b> <ul style="list-style-type: none"> <li>- None available for people with a disability- <i>note this comment by a person with a disability suggests that there is an expectation of specialist employment;</i></li> </ul>	<ul style="list-style-type: none"> <li>- Council could employ a person with a disability and encourage employment of people with a disability.</li> </ul>

		<ul style="list-style-type: none"> <li>- Contributions not valued.</li> </ul>	
		<p><b>Systems and Processes:</b></p> <ul style="list-style-type: none"> <li>- No specific issues identified.</li> </ul>	<ul style="list-style-type: none"> <li>- Compile a compendium of all services in a range of formats including hard copy.</li> </ul>
People with a disability and their carers; interested community members	Community Forum held on 18 January 2017 with 21 people in attendance.	<p><b>Liveability and Access:</b></p> <ul style="list-style-type: none"> <li>- Footpaths (cluttered, too rough &amp; uneven, connectivity needed);</li> <li>- Ramps (too steep and not wide enough);</li> <li>- Access to events (limited availability of WAT);</li> <li>- Activities (affordability e.g. pool), shops, sporting (expected to sit in your car);</li> <li>- Public toilets (signage);</li> <li>- Cinema (have to sit in the front row);</li> <li>- Pedestrian crossings (not enough in the CBD);</li> <li>- Disability parks (not wide enough and in some cases no access from the road to the footpath);</li> <li>- Cathead burrs at the Lake.</li> </ul>	<ul style="list-style-type: none"> <li>- Access and Inclusion Committee;</li> <li>- Allocated bus stop.</li> </ul>
		<p><b>Attitudes and Behaviours:</b></p> <ul style="list-style-type: none"> <li>- People (with a disability) are accepted mostly, but not really 'included' or 'involved';</li> <li>- Affordability of fees (e.g. pool);</li> <li>- Companion Card not accepted everywhere.</li> </ul>	<ul style="list-style-type: none"> <li>- Review Council charges to the pool;</li> <li>- Mini Olympics to promote understanding and inclusion;</li> <li>- Inclusion Awards;</li> <li>- Promotion of use/acceptance of Companion Card.</li> </ul>
		<p><b>Meaningful Employment:</b></p> <ul style="list-style-type: none"> <li>- Access to workplaces;</li> <li>- Employers don't appreciate skills;</li> <li>- People with mental illness are discriminated against because of episodic illness.</li> </ul>	<ul style="list-style-type: none"> <li>- Raise awareness of the assistance available from employment agencies</li> <li>- Council to lead the way</li> <li>- Lobbying to make it easier for employers to employ people with a disability</li> </ul>
		<p><b>Systems and Processes:</b></p>	<ul style="list-style-type: none"> <li>- Up to date directory;</li> </ul>

		<ul style="list-style-type: none"> <li>- Information not accessible;</li> <li>- Services Directory out of date;</li> <li>- Many people don't have access to computers;</li> <li>- Lack of awareness of rights</li> <li>- Lack of understanding about NDIS</li> </ul>	<ul style="list-style-type: none"> <li>- Hard copies at library, or willingness to print out hard copy;</li> <li>- Link to 2014 Disability Inclusion Act on website;</li> <li>- Plain English version of the DIAP;</li> <li>- Forum for information about the NDIS.</li> </ul>
People with a disability and their carers	Surveys issued between January-February 2017  Respondents include 12 x support person or carer; 10 x people with a disability	<b>Liveability and Access:</b> <ul style="list-style-type: none"> <li>- Not enough seating in the shade in the main street;</li> <li>- Kerb ramps (not wheelchair friendly);</li> <li>- Lack of parking leads to social isolation;</li> <li>- Better access to shops and into shops needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Automatic doors at the Crossing Theatre;</li> <li>- Sheltered seats in the main street;</li> <li>- Consult with people with a disability;</li> <li>- Wider disability parks designed for side access;</li> <li>- Activities for children with disabilities to interact together.</li> </ul>
		<b>Attitudes and Behaviours:</b> <ul style="list-style-type: none"> <li>- 1 x constructive and supportive;</li> <li>- 3 x positive;</li> <li>- 10 x lacking awareness;</li> <li>- 4 x neutral;</li> <li>- 2 x negative;</li> <li>- Businesses like doctors aren't wheelchair accessible.</li> </ul>	<ul style="list-style-type: none"> <li>- Consult with carers;</li> <li>- Reduce costs to events and activities;</li> <li>- More involvement by Councillors and Council staff;</li> <li>- Talk to people about their needs.</li> </ul>
		<b>Meaningful Employment:</b>	<ul style="list-style-type: none"> <li>- Encourage potential employers to take on a person with a disability;</li> <li>- Council to set an example by employing people with a disability, especially where they are visible to the community.</li> </ul>
		<b>Systems and Processes:</b>	

- Most reported getting information from Council website, social media, local newspapers and brochures;
- People with a disability rely on brochures and publications.

**SPECIALIST DISABILITY & MAINSTREAM PROVIDERS: Inform about DIAP and Council's role, consult about barriers, involve in determining priorities, collaborate in making changes to ways that services are delivered.**

- Narrabri Shire Interagency Group
- The Whiddon Group
- Nandebri Home Nursing
- Winanga-li Ability Links
- Narrabri Community Tenancy Scheme Inc.
- Mercy Connect
- BEST Employment
- HealthWISE New England North West
- Hunter New England Health

Consultation Meeting held on 18 January 2017 with 15 people in attendance.

**Liveability and Access:**

- Local transport-buses (no disability access);
- Taxis (limited availability for WAT);
- Pedestrian crossings;
- Footpaths (not wide enough and sometimes rough);
- Ramps (not wide enough and too steep);
- Public toilets (not accessible and not well signed);
- Accessibility to events/activities (affordability), shops, sporting facilities, parks.

**Attitudes and Behaviours:**

- Council, mainstream providers and community lack understanding of needs.

**Meaningful Employment:**

- People with a disability often deemed 'not productive enough';
- Physical access an issue for some employers;
- People with a disability not aware of support offered by BEST.

**Systems and Processes:**

- Promotion of events, range of information dissemination;
- Companion Card for more venues.

- Prioritise path from Gibbons street over the bridge;
- Promote use/acceptance of Companion Card;
- Council review fees for use of pool.

- Education- possibly through social media (tips).

- Council to set example.

- Use Narrabri & District Community Aid Service Inc. (NDCAS) to coordinate and update 'town information'.

<ul style="list-style-type: none"> <li>- 12 x Mainstream Service providers</li> <li>- 9 x Specialist Service Providers</li> </ul>	<p>Surveys issued between January-February 2017</p>	<p><b>Liveability and Access:</b></p> <ul style="list-style-type: none"> <li>- Disability parking (not enough);</li> <li>- Kerb ramps;</li> <li>- No footpaths outside the CBD;</li> <li>- Access to and inside shops;</li> <li>- Children's parks and playgrounds (no sensory equipment or equipment that can be used by children with a disability).</li> </ul>	<ul style="list-style-type: none"> <li>- Playgrounds and playground equipment;</li> <li>- Pool hoist;</li> <li>- Better access to river paths;</li> <li>- More shaded seating.</li> </ul>
		<p><b>Attitudes and Behaviours:</b></p> <ul style="list-style-type: none"> <li>- 1 x positive;</li> <li>- 8 x neutral;</li> <li>- 10 x lacking awareness;</li> <li>- 2 x negative.</li> </ul>	<ul style="list-style-type: none"> <li>- Hold information days, disability days;</li> <li>- Education for respect;</li> <li>- Better infrastructure physical and policy.</li> </ul>
		<p><b>Meaningful Employment:</b></p> <ul style="list-style-type: none"> <li>- Lack of understanding of the importance of employment and how this can work for people with a disability.</li> </ul>	<ul style="list-style-type: none"> <li>- People being able to have their say in casual employment;</li> <li>- Disability employment provider;</li> <li>- Employment for older people;</li> <li>- Look at better transport options, pathways for mobility scooters;</li> <li>- Council to lead by example;</li> <li>- Workplace incentives.</li> </ul>
		<p><b>Systems and Processes:</b></p> <ul style="list-style-type: none"> <li>- Most get information from Council website, social media, local newspaper.</li> </ul>	<ul style="list-style-type: none"> <li>- Notice board;</li> <li>- Facebook updated regularly;</li> <li>- Offer regular community consultation;</li> <li>- Resident newsletter.</li> </ul>

**COMMUNITY MEMBERS, BUSINESSES, SOCIAL AND INTEREST GROUPS AND ORGANISATIONS, SPORTING AND SERVICE CLUBS: Inform, consult**

<ul style="list-style-type: none"> <li>- 16 x Interested Community Members</li> <li>- 1 x Sporting or Leisure Club</li> </ul>	<p>Surveys issued between January-February 2017</p>	<p><b>Liveability and Access:</b></p> <ul style="list-style-type: none"> <li>- Access to Wee Waa pool;</li> <li>- Footpaths and kerb ramps (too steep);</li> <li>- Lack of shade at playgrounds;</li> </ul>	<ul style="list-style-type: none"> <li>- Talk to people to find out what is needed</li> </ul>
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		- Access to shops.	
		<b>Attitudes and Behaviours:</b> <ul style="list-style-type: none"> <li>- 7 x positive;</li> <li>- 7 x lacking awareness;</li> <li>- 1 x neutral.</li> </ul>	<ul style="list-style-type: none"> <li>- Community Centres, help groups &amp; support networks;</li> <li>- Provide information to businesses and residents;</li> <li>- Organise community events with people with a disability in mind;</li> <li>- Information days;</li> <li>- Use Facebook.</li> </ul>
		<b>Meaningful Employment:</b> <ul style="list-style-type: none"> <li>- Very important for people with a disability to have access.</li> </ul>	<ul style="list-style-type: none"> <li>- Proactive and targeted opportunities created;</li> <li>- Workstation set up.</li> </ul>
		<b>Systems and Processes:</b> <ul style="list-style-type: none"> <li>- Most get information from Council website, social media, local newspapers.</li> </ul>	<ul style="list-style-type: none"> <li>- Electronic newsletter;</li> <li>- Easy read versions of directories;</li> <li>- Updates on Facebook.</li> </ul>

**COUNCIL STAFF: Inform, consult, involve, empower**

<b>Community Facilities Manager</b> <b>Human Resources Officer</b> <b>Economic Development Manager</b> <b>Design Services Manager</b> <b>Library Manager</b> <b>Community Development Officer</b> <b>Corporate Strategy Manager</b>	Meetings held with Council staff on 23 February 2017.	<b>Attitudes and Behaviours:</b> <ul style="list-style-type: none"> <li>- As Council staff we don't always understand what inclusion means.</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitate the creation of an Access and Inclusion Committee;</li> <li>- Support for socially connecting events and activities;</li> <li>- Intergenerational connection;</li> <li>- Education of Council staff.</li> </ul>
		<b>Liveability and Access:</b> <ul style="list-style-type: none"> <li>- Often get complaints about access issues;</li> <li>- Projects for access often get taken out because they are not seen as important.</li> </ul>	<ul style="list-style-type: none"> <li>- All projects should be consistent with inclusion principles;</li> <li>- A Design Principles Policy would be a good idea;</li> <li>- Library to get a movie licence so we can show movies in a way that meets needs of people with a disability.</li> </ul>
		<b>Meaningful Employment:</b>	<ul style="list-style-type: none"> <li>- Reduce barriers for volunteers;</li> <li>- Find out what job agencies can offer.</li> </ul>

		<ul style="list-style-type: none"> <li>- We don't know what supports are out there for employment of people with a disability;</li> <li>- It's hard for people to apply to Council for jobs, although there are positions that would be appropriate.</li> </ul>	
		<p><b>Systems and Processes:</b></p> <ul style="list-style-type: none"> <li>- We need to have better communication between Council sections.</li> </ul>	<ul style="list-style-type: none"> <li>- Copy directory onto a USB stick;</li> <li>- Hard copies of the relevant section;</li> <li>- Library could have useful links on the desktop of Library computers.</li> </ul>

## 8. PRIORITIES AND SOLUTIONS

### SUMMARY OF PRIORITIES

Returned surveys and consultation meetings presented a clear picture of priorities with some suggestions and solutions

#### **Promoting Positive Attitudes and Behaviours:**

- There is a general lack of awareness of the needs of people with a disability and of the need to be included, not just accepted. [ACTION 1.2 & 1.3].
- It should be agreed that the 'bare minimum' is not good enough. For example, although access may meet minimum standards, it is often exclusive and isolating. E.g. access to cinema, pubs (at the back door); at sporting events, coming out of shops. Hoist at pool? Is this the best way? [ACTION 1.1, 1.2, 1.3].
- Council staff sometimes do not understand what inclusion means, and when they do, communication barriers between sections of Council often means that information and solutions are not shared. [ACTION 1.4, 3.3, 4.5].

*“Councillors and Council staff are not aware of our needs”*

*“People with a disability are accepted mostly, but not really included or involved, I don't think people know what 'inclusion' means”*

#### **Creating Liveable Communities:**

- Footpaths, kerb ramps, crossings and disability parking were all seen as needing improvement.
- While there are kerb ramps throughout the CBD, often these were too steep and sometimes not wide enough. Footpaths are very important in enhancing access for people in wheelchairs and those with mobility issues (Action 2.1, 2.3).
- Many people identified access from Gibbon Street across the bridge to the centre of town, as being a priority area (Action 2.1, 2.3).
- At crossings which are adjacent to roundabouts in Maitland street, pedestrians are advised to give way to vehicles. However, the signs are not clear and sometimes cause confusion (Action 2.1, 2.3).
- Children's playground equipment is limited and there is an opportunity for more sensory equipment, or equipment that can be used by all children. Seating for parents/carers and shade also need to be considered (Action 2.2).
- Shade and seating was also seen as a need in the main shopping area and at the Narrabri Lake area (Action 2.1, 2.2, 2.3).
- The lack of adequate wheelchair accessible transport limits opportunities to go to community events or participate in social activities. There is no wheelchair accessible transport after hours for social activities and events or activities (Action 1.1).
- Access at sporting events was an issue. People with a disability are expected to remain in their vehicles if they go to watch a sporting event (Action 2.6).
- Access to the Cinema at the Crossing Theatre is an issue as people in wheelchairs can only sit at the front from where it is difficult to see the screen (Action 2.1, 2.3).

*“We need to have more sensory equipment at children's playgrounds that can be enjoyed by all”*

#### **Supporting Access to Meaningful Employment:**

- Some see the need for specialist employment, but not the possibility for mainstream employment. If jobs were designed better, perhaps people could be employed. An opportunity was identified for Council to lead the way in this area. [ACTION 3.1, 3.2, 3.4, 3.5].
- Disability employment assistance is available from employment agencies. Businesses and Councils are not always aware of the supports available for job seekers and employers [ACTION 3.4, 3.5].

*“People with a disability are seen as ‘not productive enough’”*

*“Council should lead the way and set an example”*

#### **Improving Systems and Processes:**

- Many people access the website but information is not always current. Also, some people would like a hard copy. Perhaps Narrabri and District Community Aid Service Inc. could work with Council to devise a system for maintaining a directory. [ACTION 4.1, 4.2, 4.3].
- People would not only like better information about what’s on, but also about the access at events and activities. [ACTION 4.3].

*“Information is difficult to find and often is out of date”*

## 9. ACTION PLANNING

### FOCUS AREA 1: PROMOTE POSITIVE ATTITUDES AND BEHAVIOURS

Item for Improvement	Priority	Council Role & Responsibility	Outcome	IPR Reference
1.1 Facilitate the creation of an Access and Inclusion Committee, incorporating Councillor and community representation.	<b>HIGH</b>	<b>Leader, Advocate and Facilitator</b> <b>Economic Development</b>	Access and Inclusion Committee created and meetings regularly attended by Council representatives.	Our Society
<b>Risk:</b> a) Difficulty in obtaining well qualified and committed members b) Ensuring terms of reference meet the needs identified in the consultation process		<b>Rating:</b> a) <b>HIGH</b> b) <b>MOD</b>	<b>Risk Management:</b> a) Seek support and input from service providers for their representation, or involvement of people with a disability b) Review priorities in DIAP consultation; seek input from relevant service providers; research terms of reference of other organisations.	
1.2 Provide incentives and support for inclusive and socially connecting activities through revision of the Community Grants Fund Policy and application process	<b>MED</b>	<b>Provider and Leader</b> <b>Economic Development</b>	Community Grants Fund Policy and Application Forms reviewed.	Our Society
<b>Risk:</b> Grant applicants may not understand what inclusion means in relation to 'their' application.		<b>Rating:</b> <b>HIGH</b>	<b>Risk Management:</b> Develop/obtain an information handout about inclusion which can be used for grant applicants as well as other businesses and organisations (see below in ACTION 1.3).	
1.3 Promote an understanding of inclusion within the business community through distribution of information and support for educational programs.	<b>MED</b>	<b>Provider and Leader</b> <b>Economic Development</b>	Information is delivered to the business community and support is provided to the delivery of educational programs.	Our Society

<p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>a) Unable to access good quality information or programs</li> <li>b) Funding may be required for program support that was not allocated</li> </ul>	<p><b>Rating:</b></p> <ul style="list-style-type: none"> <li>a) <b>MOD</b></li> <li>b) <b>HIGH</b></li> </ul>	<p><b>Risk Management:</b></p> <ul style="list-style-type: none"> <li>a) Collaborate with other Councils in the area to identify potential programs, information, training</li> <li>b) Allocate funds for "Community &amp; Business Education" which can be used flexibly within Community Development section.</li> </ul>		
<p>1.4 Incorporate an understanding of the needs of people with a disability into the staff induction process.</p>	<p><b>HIGH</b></p>	<p><b>Provider</b> <b>Human Resources</b></p>	<p>Council induction program amended to include information about inclusion.</p>	<p>Our Society</p>
<p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>a) Resistance to the concept by staff who do not see disability as relating to their area</li> </ul>	<p><b>Rating:</b></p> <ul style="list-style-type: none"> <li>a) <b>HIGH</b></li> </ul>	<p><b>Risk Management:</b></p> <ul style="list-style-type: none"> <li>a) Incorporate the concept across all areas of Council whenever the opportunity arises and thus implement a cultural and mindset change.</li> </ul>		

## FOCUS AREA 2: CREATE A LIVEABLE COMMUNITY

Item for Improvement	Priority	Council Role & Responsibility	Outcome	IPR Reference
2.1 All capital works projects will incorporate upgrades that are consistent with inclusion and accessibility requirements.	<b>MED</b>	<b>Provider Design Services</b>	Capital works projects have inclusion and accessibility requirements included	Our Society
<b>Risk:</b> <ul style="list-style-type: none"> <li>a) Incorporation of inclusion and accessibility requirements may incur additional costs</li> <li>b) Liability to Council if they are not taken into account, increasing the risk to safety of people with a disability or others</li> </ul>		<b>Rating:</b> <ul style="list-style-type: none"> <li>a) <b>HIGH</b></li> <li>b) <b>HIGH</b></li> </ul>	<b>Risk Management:</b> <ul style="list-style-type: none"> <li>a) Ensure that inclusion and access considerations are introduced at the beginning of a project and review design of projects to identify most cost effective ways for introducing inclusion concepts</li> <li>b) Prioritise projects according to safety risk and high use probability, compliance with relevant Australian Standards</li> </ul>	
2.2 Ensure inclusion and accessibility requirements are examined when improving children's playgrounds.	<b>MED</b>	<b>Provider Community Facilities</b>	Inclusion and accessibility strategies are incorporated in playground designs.	Our Society
<b>Risk:</b> <ul style="list-style-type: none"> <li>a) Council may not be able to fund the required improvements</li> <li>b) Improvements may not meet the requirements for inclusion</li> </ul>		<b>Rating:</b> <ul style="list-style-type: none"> <li>a) <b>HIGH</b></li> <li>b) <b>MOD</b></li> </ul>	<b>Risk Management:</b> <ul style="list-style-type: none"> <li>a) Design and costing for project to be completed prior to budget allocations; Seek external funding based on plan for shortfall</li> <li>b) Seek advice and input from Access and Inclusion Committee</li> </ul>	
2.3 Develop a Design Principles Policy which provides guidelines for design of all infrastructure, projects, processes and policies in compliance with relevant legislation and inclusion principles.	<b>HIGH</b>	<b>Advocate and Provider Design Services</b>	Design Principles Policy is developed and adopted by Council.	Our Society

<b>Risk:</b> a) Difficulty incorporating relevant guidelines b) Difficulty reconciling compliance with other Australian Standards and construction requirements		<b>Rating:</b> a) & b) <b>HIGH</b>	<b>Risk Management:</b> a) & b) Allocate sufficient resources and authority to internal staff to research and develop the principles and the policy.	
2.4 Improve library services to support an autism-friendly environment, home library services, IT training and provision of special collections.	<b>HIGH</b>	<b>Provider</b> <b>Library Services</b>	Library improvements have been planned and relevant resources allocated.	Our Society
<b>Risk:</b> a) Cost associated with improvements b) Cost associated with relocation		<b>Rating:</b> a) <b>HIGH</b> b) <b>HIGH</b>	<b>Risk Management:</b> a) and b) Plan and cost improvements and so they can be accurately incorporated into the operational or capital works budget; seek external funding for specific components of the project.	
2.5 Support community organisations and sporting clubs to remove barriers and increase participation of people with a disability.	<b>MED</b>	<b>Advocate and Facilitator</b> <b>Economic Development and Community Facilities</b>	Provide Information to community organisations and sporting clubs about inclusion requirements.  Provide support in the preparation of funding applications.	Our Society
<b>Risk:</b> a) Clubs and businesses may not be aware of information that is available b) Sporting clubs may not wish to apply for funding		<b>Rating:</b> a) <b>HIGH</b> b) <b>LOW</b>	<b>Risk Management:</b> a) Examine methods to keep businesses informed through Council representation at group meetings; or distribution of information b) Provide administration support for funding applications	

### FOCUS AREA 3: SUPPORT ACCESS TO MEANINGFUL EMPLOYMENT

Item for improvement	Priority	Council Role & Responsibility	Outcome	IPR Reference
3.1 Council to encourage and support people with a disability to apply for positions at Council.	<b>HIGH</b>	<b>Leader Human Resources</b>	Appropriate support provided to people with a disability applying for positions within Council.	Our Society
<b>Risk:</b> a) Applicants may find the process too difficult		<b>Rating:</b> a) <b>HIGH</b>	<b>Risk Management:</b> a) Nominate a person within Council who can provide individual support; review application process and identify options for variations to the application process which will still meet requirements of EEO	
3.2 Review Equal Employment Opportunity (EEO) Policy to ensure compliance with accessibility and inclusion requirements.	<b>MED</b>	<b>Provider and Leader Human Resources</b>	EEO policy reviewed in line with relevant legislation.	Our Society
<b>Risk:</b> a) Minimal		<b>Rating:</b> a) <b>N/A</b>	<b>Risk Management:</b> a) N/A	
3.3 Reduce barriers for volunteers to participate in Council programs.	<b>HIGH</b>	<b>Provider Human Resources</b>	Volunteer induction program amended to include information about inclusion.	Our Society
<b>Risk:</b> a) Volunteers may not attend orientation b) Volunteers may find the concept conflicts with their wish to 'help people'.		<b>Rating:</b> a) <b>HIGH</b> b) <b>HIGH</b>	<b>Risk Management:</b> a) Ensure that orientation, including Work, Health and Safety (WHS) is mandatory for volunteers before they commence.	

			b) Review the concept of inclusion regularly and encourage those who 'get it' to mentor others; provide 'Professional Boundaries' training	
3.4 Liaise with employment agencies to develop a process for providing support to applicants for Council positions.	<b>MED</b>	<b>Leader and Facilitator</b> <b>Economic Development</b>	Meetings conducted with employment agencies to support applicants for Council positions.	Our Society
<b>Risk:</b> a) Employment agencies may not be available locally b) Agencies may not work with jobseekers who are not on Job Start programs		<b>Rating:</b> a) <b>MOD</b> a) <b>HIGH</b>	<b>Risk Management:</b> a) & b) Identify New England Providers (Job Active and Disability Employment providers) and liaise with them to gain an understanding of the possibilities and opportunities for jobseekers who have a disability	
3.5 Council to promote employment of people with a disability within local businesses throughout the Shire.	<b>MED</b>	<b>Advocate and Facilitator</b> <b>Economic Development</b>	Information and support provided to Chamber of Commerce for distribution to member businesses.	Our Society
<b>Risk:</b> a) Businesses may not wish to participate or employ a person with a disability		<b>Rating:</b> a) <b>HIGH</b>	<b>Risk Management:</b> a) Just keep on promoting and educating, so that the culture will change	

## FOCUS AREA 4: IMPROVE SYSTEMS AND PROCESSES

Item for improvement	Priority	Council Role	Outcome	IPR Reference
4.1 Explore options to improve the maintenance and circulation of the Community Directory.	<b>HIGH</b>	<b>Provider and Facilitator Economic Development</b>	Up to date directory made available through a variety of formats.	Our Society
4.2 Provide links on Council's website to relevant disability inclusion information.			Up to date website with links to relevant information.	
<b>Risk:</b> a) Difficulty in maintaining the currency of a directory and relevant links and shortcuts		<b>Rating:</b> a) <b>HIGH</b>	<b>Risk Management:</b> a) Work with other organisations and seek their support and advice in maintaining the information; allocate internal Council resources for this	
4.3 Provide accurate, timely and comprehensive information about events within the Shire.	<b>HIGH</b>	<b>Facilitator and Provider Tourism</b>	Information is accurate, timely and includes accessibility options.	Our Society
<b>Risk:</b> a) Difficulty of gathering accurate, timely and comprehensive information			<b>Rating:</b> a) <b>HIGH</b>	
4.4 Develop a Plain English/Easy read version of the DIAP.	<b>HIGH</b>	<b>Provider Economic Development</b>	DIAP available in plain English/ Easy Read version.	Our Society
<b>Risk:</b> a) The new version may not meet the needs of the target group b) Staff may not have the resources to develop the new version			<b>Rating:</b> a) <b>HIGH</b>	
4.5 Support interagency meetings to improve communications and develop mutually beneficial outcomes.	<b>MED</b>	<b>Provider Economic Development</b>	Interagency meetings regularly attended by Council representatives.	Our Society

<b>Risk:</b> a) Council staff may not have the necessary resources	<b>Rating:</b> a) MOD	<b>Risk Management:</b> a) Allocate responsibility in relevant Job Description	
4.6 Establish Boggabri, Narrabri and Wee Waa as Dementia Friendly Towns.	<b>HIGH</b>	<b>Leader and Facilitator Economic Development</b>	Towns accredited by Alzheimer's Australia as Dementia Friendly. Our Society
<b>Risk</b> a) Accreditation may be too difficult to attain.	<b>Rating:</b> a) MOD	<b>Risk Management:</b> a) Ensure Steering Committee recruitment process produces committed and resourceful community members	

## REPORTING

The Annual Report will include information on achievement of goals as outlined in the Operational Plan. Reporting on the Operational Plan and Delivery Program is carried out six-monthly by Council.

## 10. MEASUREMENT OF SUCCESS

### EVALUATION AND MONITORING

The outcomes of the Action Plan items will be reported on in Council's Annual Report. In evaluating the overall success of the Plan, Council will also review satisfaction with the outcomes through an ongoing community engagement process.

#### **Strategy 1: Promote Positive Attitudes and Behaviours**

Indicator	Measure of success
An Access and Inclusion Committee is actively promoting access and inclusion issues within the community and providing information to Council on related issues.	Annual Report from Access and Inclusion Committee providing information/data on the activities of the Committee demonstrates positive activities and outcomes. Satisfaction surveys of people with a disability and the wider community regarding the Access and Inclusion Committee.
Community initiatives reflect an understanding of inclusion.	Satisfaction surveys of people with a disability and the wider community indicate an improvement in inclusion.
The business community has responded to information about inclusion and people with a disability and are providing an inclusive service to customers.	Surveys of business owners and satisfaction surveys of customers indicate an improvement in inclusion.

#### **Strategy 2: Create a Liveable Community**

Indicator	Measurement of success
Capital works and design of all projects incorporate principles of inclusion.	Council data on capital works. Reduction in complaints regarding infrastructure.
People report satisfaction with access to entertainment and sporting facilities and events.	Satisfaction surveys of people with a disability and the wider community result in an increase in satisfaction levels.

#### **Strategy 3: Support Access to Meaningful Employment**

Indicator	Measure of success
More people who identify as having a disability are employed by Council*.	Increase in % of people who identify as having a disability, who are employed by Council.
There are more employment opportunities in the wider business community for people who identify as having a disability*.	Surveys of business owners regarding employment of people who identify as having a disability result in an increase in numbers.

\*Obtain current figures to set as a benchmark.

#### **Strategy 4: Improve Systems and Processes**

<b>Indicator</b>	<b>Measure of success</b>
People are satisfied with the information provided by Council and the platforms and formats for delivering this information.	Increase in number of people accessing information provided through Council platforms and appropriate formats. Satisfaction surveys of people with a disability and the wider community indicate an improvement in satisfaction.
Internal communication between Council function areas is improved	Enhancement of internal communication as reported by staff survey.

## 11. CONCLUSION

In developing the DIAP with support and input from the local community, Council has identified the key priorities for the Council area and has developed actions to address these which are integrated with its existing planning framework. In fulfilling its obligations under the *NSW Disability Inclusion Act 2014* Council will promote inclusion within the community and confirm the roles that Council assumes as provider, leader or advocate, in the implementation of the actions.

Council will continue to review and evaluate the changes in the four focus areas brought about by the DIAP and the opportunity the process has afforded for consideration of inclusion throughout the community, through ongoing consultation and comparison of Council data.

## **APPENDICES**

**APPENDIX 1: DIAP SURVEY**

**APPENDIX 2: HIERARCHY OF RISK MATRIX**

**APPENDIX 3: DIAP CONSULTATION POSTER**

# Disability Inclusion Action Plan

## Disability Inclusion Action Plan Survey

### 1. Background Information

#### **Why a Disability Inclusion Action Plan?**

In accordance with the Disability Inclusion Act 2014, the NSW Government is committed to disability inclusion, in order to build a strong and equitable community. The NSW Government supports the fundamental right of all people to make choices about how they live their lives, to access opportunities and enjoy the benefits of living and working in our society. Sometimes this can be difficult for people with a disability because of the attitudes and behaviours of people and organisations, the physical difficulties of getting to and into places, finding employment that takes their special needs into account, and getting information they need.

Narrabri Shire Council is developing a Disability Inclusion Action Plan (DIAP) with the objective of ensuring that people with a disability have every opportunity to fully participate in the social, community and business life of Narrabri Shire. The DIAP will focus on:

- Promoting positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving our systems and processes

#### **What is disability?**

In the context of the DIAP, 'disability' is not limited to a person with a diagnosed or permanent disability, but anyone in the community for whom there are barriers to achieving full participation, whether they are the result of physical, cognitive, sensory disability, mental health, chronic illness or frail ageing.

#### **What is inclusion?**

Inclusion means creating a community where all people (irrespective of disability, age, gender, religion, sexuality or culture) who wish to, can join fully in activities and services in the same way as any other member of the community.

#### **Who would we like to hear from?**

If you or someone you know has a disability and live in or visit the Narrabri Shire area, then Council is interested to hear your thoughts and ideas on how to create a more inclusive and accessible community.

**How can I complete the survey?**

To have YOUR SAY, please complete the survey via:

- Council's website [www.narrabri.nsw.gov.au](http://www.narrabri.nsw.gov.au) or Facebook page
- Paper copies available at one of Council's Drop Points (see below)

**Can someone assist me?**

Yes. You can have a family member or friend help you!

**Can I tell someone my ideas without doing the survey?**

Yes. Contact Grace Farrer, Corporate Strategy Manager, on phone (02) 6799 6863, or email [gracef@narrabri.nsw.gov.au](mailto:gracef@narrabri.nsw.gov.au).

**Privacy Statement**

All information you provide will be kept private and confidential. It will only be used for the purpose of this plan.

**Returning the Survey (by Monday 6 February 2017)**

- Post to Council: PO Box 261 Narrabri NSW 2390
- Email: [council@narrabri.nsw.gov.au](mailto:council@narrabri.nsw.gov.au)
- Fax: (02) 6799 6888
- Drop Points: Administration Building, Visitor Information Centre, The Crossing Theatre or one of Council's Libraries

# Disability Inclusion Action Plan Survey

## 2. Demographic Information

\* 1. Please select your age group:

- Under 18 years
- 18-34 years
- 35-49 years
- 50-64 years
- 65 years and over

\* 2. Please select your gender:

- Male
- Female

\* 3. What is the name of the town/locality where you live?

- Baan Baa
- Bellata
- Boggabri
- Edgeroi
- Gwabegar
- Narrabri
- Pilliga
- Wee Waa
- Other (please specify)

\* 4. Are you completing this survey as a:

- Person with a Disability
- Specialist Disability Service Provider
- Mainstream Service Provider
- Sporting or Leisure Club
- Interested Community Member
- Other (please specify)

5. What type(s) of disability do you, or the person you support, have?

- None
- Physical Disability
- Hearing Impairment
- Vision Impairment
- Cognitive Disability (e.g. Stroke, Acquired Brain Injury)
- Psychological Disability (e.g. Mental Health Illness)
- Progressive Disability (e.g. Multiple Sclerosis, Parkinson's, Motor Neurone Disease)
- Another Type of Disability (or undiagnosed)

## Disability Inclusion Action Plan Survey

### 3. Theme 1: Promoting Positive Community Attitudes and Behaviours

**People's attitudes impact all aspects of community life. The attitudes and behaviours of the community towards people with disability have been described as the single biggest barrier to participation and inclusion.**

\* 6. Positive community attitudes and behaviours are key for creating a more inclusive Narrabri Shire. How would you rate our current community attitudes and behaviours?

Negative  Lacking Awareness  Neutral  Positive  Constructive & Supportive

7. What can we do to help build positive attitudes both within Council and the broader community?

## Disability Inclusion Action Plan Survey

### 4. Theme 2: Creating Liveable Communities

**Liveable communities are places people can move about easily to access services and facilities and participate in community life.**

\* 8. When thinking about the physical environment of Narrabri Shire, how would you rate the following Council facilities and services in meeting the needs of people with a disability?

	Very Poor	Poor	Satisfactory	Good	Excellent
Administration Building & Council Chambers	<input type="radio"/>				
Libraries	<input type="radio"/>				
The Crossing Theatre	<input type="radio"/>				
Visitor Information Centre	<input type="radio"/>				
Sporting Grounds	<input type="radio"/>				
Aquatic Centre & Swimming Pools	<input type="radio"/>				
Public Toilets	<input type="radio"/>				
Parks & Playgrounds	<input type="radio"/>				
Waste Collection Service	<input type="radio"/>				
Waste Facility & Transfer Stations	<input type="radio"/>				
Narrabri Airport	<input type="radio"/>				
Community Halls	<input type="radio"/>				
Cemeteries	<input type="radio"/>				
Pedestrian Access (Footpaths, Kerb Ramps, Pedestrian Crossings)	<input type="radio"/>				
Bus Stops, Shelters & Taxi Ranks	<input type="radio"/>				

9. How could Council improve these facilities to better meet your needs? Please provide details of specific facilities and locations. Feel free to give details of any good examples you've seen elsewhere.

## Disability Inclusion Action Plan Survey

### 5. Theme 3: Supporting Access to Meaningful Employment

**Employment contributes towards feelings of self-worth and provides regular social interaction. For most people, employment and economic security are interrelated. Employment can increase an individual's capacity for choice and control over many life decisions.**

\* 10. People with a disability often have limited opportunities getting a job or within the workplace. How would you rate the current employment opportunities and working environment within Narrabri Shire?

Very Poor  Poor  Satisfactory  Good  Excellent

\* 11. When thinking about employment opportunities in Narrabri Shire, how would you rate the following in meeting the needs of people with a disability?

	Least Important	Somewhat Important	Very Important
Flexible working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inclusive recruitment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible workplaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing people's attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Designing roles suitable for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. What do you think we can do to improve equality within the Narrabri Shire community?

## Disability Inclusion Action Plan Survey

### 6. Theme 4: Improving our Systems and Processes

**Easy to access systems, options for communicating, and information help remove barriers to participation and support people to live independently.**

\* 13. Accessing information and using systems can be difficult for people with a disability. How would you rate Council's current services in terms of ease of use and access to information?

Very Poor  Poor  Satisfactory  Good  Excellent

14. Where do you get your information about Council and its services, facilities and activities?

- |  |                                       |  |
|--|---------------------------------------|--|
| <input type="checkbox"/> Council Website         | <input type="checkbox"/> Local Radio  | <input type="checkbox"/> Visitor Information Centre          |
| <input type="checkbox"/> Social Media            | <input type="checkbox"/> Telephone    | <input type="checkbox"/> The Crossing Theatre                |
| <input type="checkbox"/> Community Consultation  | <input type="checkbox"/> Rates Notice | <input type="checkbox"/> Local Newspapers                    |
| <input type="checkbox"/> Administration Building | <input type="checkbox"/> Libraries    | <input type="checkbox"/> Community Brochures or Publications |
| <input type="checkbox"/> Other (please specify)  |                                       |  |

15. Is there any way that Council can make it easier for you to access information and communicate with us?

## Disability Inclusion Action Plan Survey

### 7. Priority Areas

16. When thinking about accessibility and inclusiveness in Narrabri Shire, what do you think are the three most important things Council should focus on to support people with disability to participate fully in community life?

1.

2.

3.

## Disability Inclusion Action Plan Survey

### 8. Community Engagement Register

17. Council is developing a Community Engagement Register. Would you like to register your interest with Council for future consultation activities to have YOUR SAY about the future of Narrabri Shire? If yes, please provide your preferred email address:

**Thank you for completing this survey!**

**APPENDIX 2: HIERARCHY OF RISK MATRIX**

	Consequences				
Likelihood	Catastrophic	Major	Moderate	Minor	Insignificant
Almost Certain	EXTREME	EXTREME	HIGH	HIGH	MODERATE
Likely	EXTREME	EXTREME	HIGH	MODERATE	LOW
Possible	EXTREME	HIGH	HIGH	MODERATE	LOW
Unlikely	HIGH	HIGH	MODERATE	LOW	LOW
Rare	MODERATE	MODERATE	LOW	LOW	LOW

# Disability Inclusion Action Plan

Do you have a disability, are you a carer, a service provider or interested in creating a more inclusive and accessible Narrabri Shire?

Residents of Narrabri Shire are invited to attend a facilitated community workshop to help inform Narrabri Shire Council's Disability Inclusion Action Plan (DIAP).

**The plan will consider:**

- Promoting positive attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving our systems and processes

*Disability is not limited to a person with a diagnosed or permanent disability, but anyone in the community for whom there are barriers to achieving full participation, whether they are the result of physical, cognitive, sensory disability, mental health, chronic illness or frail ageing.*

**HAVE YOUR SAY**

- Complete a **SURVEY**
- Attend our **COMMUNITY WORKSHOP**
- Register for a **FOCUS GROUP MEETING**

January						
M	T	W	T	F	S	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

## Community Workshop

The Crossing Theatre,  
Narrabri

**Wednesday,  
18 January 2017  
6pm - 8pm**

