



Disability Inclusion Action Plan 2017 - 2021

Disability Inclusion Action Plan 2017-2021

Queanbeyan-Palerang Regional Council

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Administrator Message

I am proud to present Queanbeyan- Palerang Regional Council's Disability Inclusion Action Plan 2017-2021. This Plan will guide Council in the development of an inclusive community in the Queanbeyan – Palerang Region.

An inclusive community draws together people with a broad range of skills, interests and perspectives and as a community we benefit from this diversity. Exclusion can lead to disadvantage and discrimination, affecting the health and wellbeing of individuals, families and the wider community.

This Plan presents an opportunity for Council and the community to work together to identify and remove barriers to people with disabilities participating fully in community life.



Council's role in developing an inclusive community is one of leadership through the provision of inclusive services and facilities, and in doing so promote interaction between community members. Interaction provides opportunities to learn about the skills and assets held by people with disabilities and the contributions that they make to our community.

This Plan draws from the NSW Disability Inclusion Action Planning Guidelines (2015) in which people with disabilities across New South Wales nominated four key areas of focus when developing inclusive communities. The Plan aims to improve: attitudes and behaviours towards people with disabilities; the liveability of the Community; access to employment; and the navigation of the systems, process and information provided by Council (and other services).

I support Council's leadership in the development of an inclusive community in the Queanbeyan-Palerang Region that is welcoming of people with disabilities and values their participation in and contribution to our community.

Tim Overall
Administrator, Queanbeyan–Palerang Regional Council

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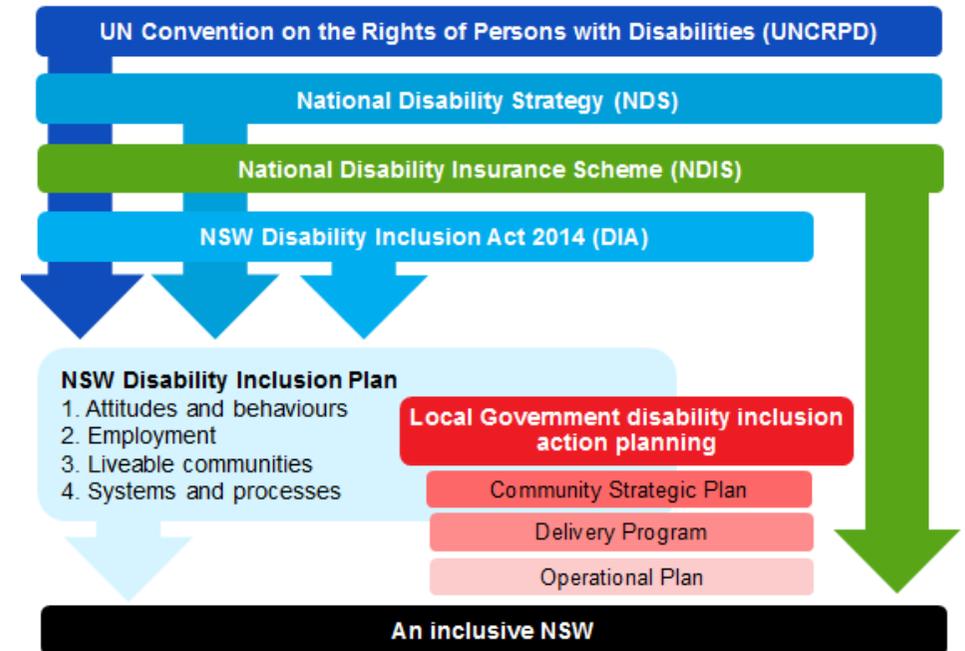
Introduction

Background

In 2008 Australia ratified the United Nations Convention on the Rights of Persons with Disabilities. This was followed in 2010 by the development of the Australian National Disability Strategy, a ten year plan for improving the lives of Australians with disability, their families and carers.

The NSW Disability Inclusion Plan was completed in 2015. The State plan works alongside the National Disability Insurance Scheme (NDIS). The key objectives for the State plan include:

- Development of positive community attitudes and behaviours towards people with disabilities;
- The creation of more liveable communities for people with disabilities;
- A higher rate of meaningful employment participation by people with disabilities through inclusive employment practices; and
- More equitable access to mainstream services for people with disabilities through better systems and processes.



The NSW Disability Inclusion Act (2014) encourages planning and coordination across state and local government to identify and reduce barriers that prevent people with disabilities from participating fully in their community. The Act supports people with disabilities to have:

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

The Act mandates that councils must prepare a Disability Inclusion Action Plan by 1 July 2017.

Disability defined

The United Nations Convention on the Rights of Persons with Disabilities defines disability as “long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder full and effective participation in society on an equal basis with others”. The NSW Disability Inclusion Act (2014) defines a disability as “any condition that restricts a person's mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible”.

Key principles

The NSW Disability Inclusion Act (2014) outlines the key principles which to underpin disability inclusion and access plans. The Principles require that:

- People with disabilities have an inherent right to respect for their worth and dignity as individuals;
- People with disabilities have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience;
- People with disabilities have the right to realise their physical, social, sexual, reproductive, emotional and intellectual capacities;
- People with disabilities have the same rights as other members of the community to make decisions that affect their lives to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support;
- People with disabilities have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs;
- The right to privacy and confidentiality for people with disabilities is to be respected;
- People with disabilities have the right to live free from neglect, abuse and exploitation;
- People with disabilities have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices. People with disabilities have the same right as other members of the community to pursue complaints;
- The crucial role of families, carers and other significant persons in the lives of people with disabilities, and the importance of preserving relationships with families, carers and other significant persons, is to be acknowledged and respected;
- The needs of children with disability as they mature, and their rights as equal members of the community are to be respected; and
- The changing abilities, strengths, goals and needs of people with disabilities as they age are to be respected.

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To meet the requirements under the NSW Act for disability inclusion action planning, Council must:

- (a) Specify how it will incorporate the disability principles into its dealings with matters relating to people with disabilities.
- (b) Include strategies to support people with disabilities, including, for example, strategies about: (i) Providing access to buildings, events and facilities, (ii) Providing access to information, (iii) Accommodating the specific needs of people with disabilities, (iv) Supporting employment of people with disabilities, and (v) Encouraging and creating opportunities for people with disabilities to access the full range of services and activities available in the community.
- (c) Include details of its consultation about the plan with people with disabilities.
- (d) Explain how the plan supports the goals of the State Disability Inclusion Plan, and
- (e) Include any other matters prescribed by the regulations.

The case for inclusion

Personal choice and control over daily lives is only possible when communities are inclusive of people with disability. Diversity cannot be realised unless people with disabilities are provided with opportunities to participate fully in their community.. An inclusive community means that people with disabilities are able to go about their daily activities independently, they can access the services and facilities they need, they can obtain meaningful employment, they can remain connected with others in their community and they can contribute to the planning and decision making that effects their lives. Therefore, Council has a role in creating an inclusive community. The benefits of an inclusive community include:

- Diverse views and perspectives provide a richer, resilient, adaptable, vibrant and innovative community.
- Exclusion often leads to disadvantage and discrimination, which has a negative impact on a person's health, welfare, education and employment.
- Employment supports independence, improves living standards and reduces reliance on welfare. It also promotes a positive sense of self-worth and improves mental health.
- Providing access for people with disabilities to a business also opens it up to older people and parents with prams. This can increase the business' customer base significantly.
- Creating inclusive public spaces will also prepare for an ageing population and will welcome parents and their children into the space.

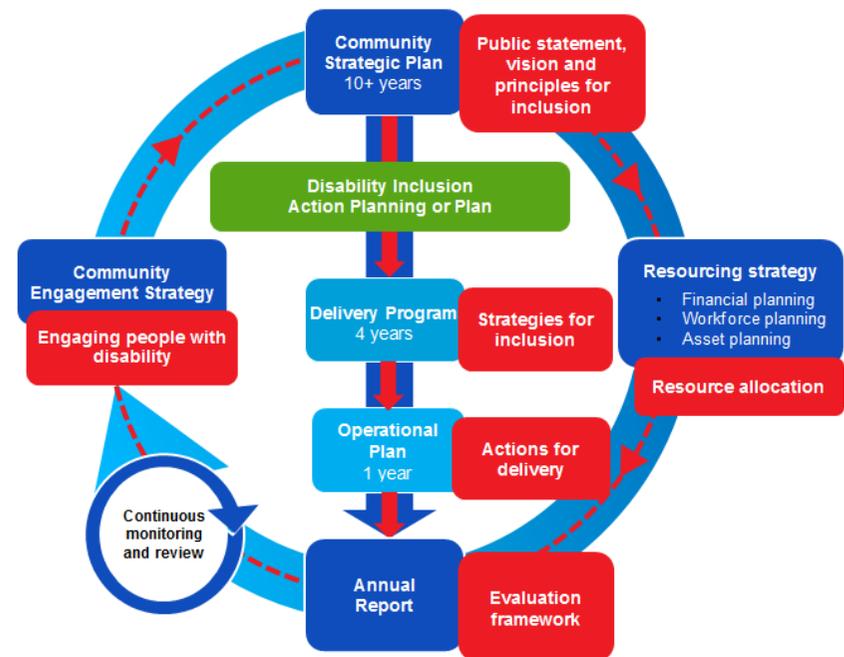
Community planning in local government

The Queanbeyan-Palerang Disability Inclusion Action Plan (DIAP) is aligned with other key strategic plans for the Region. The DIAP is linked to a suite of strategic plans developed under an integrated planning framework.

In 2009, the New South Wales Government introduced integrated planning and reporting reforms, which established an approach to corporate planning for Councils that is strategic, addresses needs over the long term and reflects community views about what activities Councils should perform.

The Queanbeyan and Palerang Community Strategic Plans are the principal documents that guide Council's operations. The priorities within the Community Strategic Plans were established by the community, councillors and council officers. Council's delivery and operating plans and resourcing strategies work together to achieve the priorities contained in the Community Strategic Plans. Each plan within the IPR framework is reviewed and updated regularly allowing for Council's activities to adapt to changing community needs.

The Queanbeyan-Palerang Disability Inclusion Action Plan (DIAP) 2017-2021 incorporates strategies that will help to reduce the barriers that prevent people with disabilities from participating fully in the community, in turn making our community more inclusive. The DIAP also supports priorities contained in the Community Strategic Plans and is linked to Council's annual budgets, delivery and operating plans. This means that the DIAP strategies are resourced and implemented.



The DIAP also links with the Queanbeyan Active Ageing Strategy 2014-2017 as many of the initiatives which support active and healthy ageing are also relevant for people living with disabilities. The DIAP action plan presents the strategies and actions for an inclusive community and how they link to Council's other key strategic plans.

Purpose of the plan

Council has engaged with people with disabilities and the broader community to identify and address barriers that prevent people with disabilities from full and effective participation in the community. This information has been used to develop strategies and actions to improve outcomes within each of the four key focus areas of the disability inclusion plan.

The DIAP aims to:

- Engage people with disabilities in Council's planning and decision making processes.
- Identify and address barriers that prevent people with disabilities from participating more fully in the community, and in doing so, create an inclusive and liveable community.
- Lead positive change in community attitude and behaviours towards people with disabilities.
- Support inclusive employment processes for potential and existing Council staff.
- Improve access to Council information and systems to support informed decision making and choice relating to Council's activities.
- Improve access to information on services, facilities and activities within the broader community for people with disabilities.
- Identify where Council can advocate for improvements to other levels of government, non-government agencies and businesses.

Scope of the plan

The DIAP outlines ways to improve inclusive practice within Council's operations across the four key areas of focus set out in the Disability Inclusion Action Planning Guidelines (2015). These are: developing positive community attitudes and behaviours; creating liveable communities, supporting access to meaningful employment and improving access to services through better systems and processes.

The Plan will mostly consider strategies within the context of Council's authority, roles and responsibilities. However, strategies and actions will be included in the Plan where Council can advocate on behalf of people with disability to other levels of government, non-government agencies or other businesses. The Plan will also include initiatives where there is a clear opportunity to partner with other agencies to deliver improvements in services or facilities.

Demographics

The big picture (Nationwide)

The Australian Bureau of Statistics (ABS) conducts the Survey of Disability, Ageing and Carers (SDAC). The Survey collects information about the wellbeing, functioning and social and economic participation of people with disability in Australia. This information is important in providing an evidence base for informing policies and planning services to drive better outcomes for people with disability. The following information is drawn from the Survey of Disability, Ageing and Carers (SDAC) for 2015.

Prevalence of disability

The National Survey of Disability, Ageing and Carers (SDAC) for 2015 indicated that almost one in five Australians reported living with disability (18.3% or 4.3 million people).

Need for assistance

People with disability often need assistance to be independent and participate in social and economic life. Understanding their need for assistance and areas where that need is unmet can guide the provision of services and support.

In 2015 the SDAC reported that 2.4 million Australians with disability needed assistance with at least one core activity of daily life, including self-care, mobility and communication. Assistance was most commonly needed with health care (29.3%), property maintenance (26.9%) and household chores (23.5%). Those with a profound limitation, that is, the most severe level of disability, reported the greatest need for assistance with mobility and health care, such as taking medication or administering injections.

Unmet need for assistance

The 2015 SDAC reported that a person who needs assistance with an activity may not always receive the help they require. Of all Australians with disability who needed assistance, 62.1% reported their needs were fully met. A further 35.3% reported their needs were partly met and 2.7% reported their needs were not met at all.

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People with profound or severe limitation were more likely to have their need for assistance only partly met or not met at all (43.8%) than those with moderate or mild levels of limitation (33.1%). The most commonly reported unmet needs included requests for help with property maintenance, cognitive or emotional tasks such as making friends and coping with feelings and household chores.

Unpaid care

The 2015 SDAC reported that the vast majority of people with disability were living in households (95.5%) rather than in supported accommodation (4.5%). 1.92 million (80.2%) of people with disability who needed help, received assistance from informal providers. These included the person's partner (44.2%), child (29.3%) or parent (24.4%). Over half (52.0%) of those receiving assistance from informal providers, received care on a daily basis, with 27.3% receiving assistance on a weekly basis. Of people with disability who needed assistance, the activities for which informal support was needed included communication (89.9%), mobility (88.7%) and reading or writing tasks (87.6%).

In 2015, almost 2.7 million (or 11.6%) of Australians were carers. The key characteristics of these carers were reported as:

- The average age of a primary carer was 55 years.
- Over one-third of primary carers (37.8%) were living with disability themselves.
- Females made up the majority of carers, representing 68.1% of primary carers and 55.5% of all carers.
- For people aged 15 to 64 years, the labour force participation rate for primary carers (56.3%) and other carers (77.2%) was lower than for non-carers (80.3%).
- The median weekly income of a primary carer was \$520, 42% lower than a non-carer.

Participation in employment

Participating in the workforce is important for social inclusion and economic independence. Having a disability can impact on a person's ability and opportunity to participate in paid work. The 2015 SDAC indicated that there were 2.1 million Australians of working age with disability. Of these, 1.0 million were employed and another 114,900 were looking for work. This means that 53.4% of working age people with disability were in the labour force compared to 83.2% of people with no disability. In 2015, the unemployment rate for people with disability was 10.0%, which is almost double that for people without disability at 5.3%.

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Income

Disability can affect a person's capacity to participate in the labour force and their ability to earn income. The 2015 SDAC indicated that 41.9% of people of working age with disability reported that their main source of income was a government pension or allowance, followed by wages or salary 36.5%. Those with a profound limitation were more than twice as likely to report a government pension or allowance as their main source of income (82.8%) than those with a mild limitation (37.2%).

Given the smaller proportion of people earning a wage or salary and their greater reliance on government pensions and allowances, it follows that income levels for those with disability would be lower than those without disability. In 2015, the median gross income for a person with disability aged 15 to 64 years was \$465 per week, less than half the \$950 per week income of a person without disability. The median gross weekly income of a carer was \$520 per week, 42% lower than a non-carer.

The Australian poverty line for the March quarter of 2015 was \$861.74 weekly for a family of four or \$413.67 for a single person. (Melbourne Institute of Applied Economic and Social Research; 2015). The lower employment rates and lower incomes for people with disability and their carers shows that households impacted by disability are likely to be living close to or below the poverty line.

Experience of discrimination

The 2015 SDAC introduced a new disability discrimination module designed to estimate the prevalence of discrimination for those with disability and identify the nature of this discrimination. The results indicated that:

- Almost one in 12 Australians with disability reported they had experienced discrimination or unfair treatment because of their disability.
- Rates of reported discrimination were similar for men and women.
- Young people with disability (aged 15-24 years) were more likely to report the experience of discrimination than those aged 65 years and over.
- The source of discrimination was an employer for almost half of working aged people with disability who were unemployed or employed.

Social and community participation

Participating in community activities and interacting with others contributes to a person's sense of wellbeing. Interaction and participation are particularly important for people with disability, especially those who are not employed, as this activity helps to build social support networks.

In 2015, most people (77.4%) with disability participated in physical activities, visited public places and engaged with friends and family. Rates of social participation for people with disability declined with age, and with the severity of a person's disability. This shows that limited mobility and poor health restrict a person's ability to connect with others and perform tasks independently within the community.

Access to transport, goods and services

Access to transport networks is a critical element of participation in society and can be particularly difficult where disability is present. Nationally, 40.2% of people with disabilities used public transport (1.6 million people). The majority of people with disability could use all forms of public transport (78.5%), most with no difficulty (65.9%). A further 6.1% could use some but not all forms of public transport and 14.7% could not use any. Of those people with disability reporting difficulty with public transport, the main types of difficulty experienced were access issues due to steps (39.9%), difficulty getting to bus stops or stations (25.0%), fear and anxiety (23.3%) and lack of seating or difficulty standing (20.7%).

Access to goods, services and opportunities for social interaction is an important aspect for anyone's health and wellbeing. The 2015 SDAC reported additional challenges for people with disabilities and their families living in regional and remote areas such as lack of transport services, barriers to accessing distant support services and isolation. In 2015, 535,600 people with disability lived in regional and remote areas of Australia.

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The local perspective (Queanbeyan-Palerang LGA)

What is the picture in our Local Government Area (LGA) and how do we compare with other regional areas in NSW? Statistics gathered by the Australian Bureau of Statistics (ABS) in the 2011 Census, provide information regarding people who need assistance with core activities and people who provide unpaid assistance to a person with a disability who live in our area. These figures can help us to plan for aged and disability services and facilities.

People needing assistance with core activities

In 2011 the Census revealed that 1,697 people or 1.6% of the population in our area, reported needing help in their day-to-day activities due to disability. This compared with 5.8% of the population for Regional NSW.

The total number of people needing assistance with their daily activities increased by 289 from 2006 to 2011. The most significant growth occurred once people were aged over 80 years. Queanbeyan City's Active Ageing Strategy predicts that "The proportion Queanbeyan's population aged over 65 will rise from 9.6% in 2011, to approximately 13.2% in 2031". This ageing population will also increase the number of older people with disability into the future.

Significant growth also occurred in the number of five to nine year olds with disabilities.

Queanbeyan-Palerang Regional Council area	2011			2006			Change 2006 to 2011
	Number	% of total age group	Regional NSW %	Number	% of total age group	Regional NSW %	
Assistance needed by age group (years)							
0 to 4	35	0.3	1.1	9	0.1	1.0	+26
5 to 9	92	1.4	3.0	48	0.7	2.2	+44
10 to 19	128	0.6	2.6	99	0.5	2.0	+29
20 to 59	499	0.6	3.2	478	0.6	2.9	+22
60 to 64	99	1.8	7.3	128	3.1	6.4	-29
65 to 69	119	3.4	7.7	114	4.0	6.3	+5
70 to 74	99	3.9	9.6	89	4.6	8.9	+10
75 to 79	116	7.5	14.8	115	7.6	14.8	+1
80 to 84	229	19.5	24.7	140	14.2	26.7	+89
85 and over	280	50.4	48.3	188	43.2	49.4	+92
Total persons needing assistance	1,697	1.6	5.8	1,408	1.5	5.1	+289

Source: Australian Bureau of Statistics, [Census of Population and Housing](#) 2006 and 2011.

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People providing unpaid assistance to a person with a disability

In the Queanbeyan-Palerang LGA 4,426 carers provided unpaid assistance to a person with a disability, long term illness or old age in 2011. Overall, 10.7% of the population provided unpaid care, compared with 12.5% for Regional NSW. The number of people who provided unpaid assistance to a person with a disability, long term illness or old age increased by 641 (14.5%) between 2006 and 2011. This represents significant growth in the number of carers in our area.

The proportion of people providing unpaid care in the Queanbeyan-Palerang LGA can be an important indicator of the level of demand for aged care services and facilities. An increasing proportion of carers among the population may indicate inadequate aged care provision, or the need for additional in-home support services and additional support for the carers themselves.

Indigenous residents

In 2011, 1,143 or (3%) of Queanbeyan City's population were Aboriginal and Torres Strait Islander people. 1.6% of Aboriginal and Torres Strait Islander people were aged 65 and over. From 2006 to 2011, Queanbeyan's Aboriginal and Torres Strait Islander population increased by 208 people (or 18.1%). The most significant growth occurred in people aged 35 to 59 years and in young people aged 5 to 17 years. There was no data for the Queanbeyan-Palerang LGA at the time of writing this Plan.

People from non-English speaking backgrounds

The Census data below reflects the Queanbeyan-Palerang LGA's ethnic composition and how long the overseas born have been in Australia. In 2011, 11% of people in the area, came from countries where English was not their first language.

The predominant overseas countries of birth of Queanbeyan-Palerang residents include: Macedonia (537 people); India (507); Italy (456); Philippines (309); Germany (283); Serbia/Montenegro (218); and China (218).

Year of arrival

The 2011 Census data shows us that the proportion of people arriving in Queanbeyan-Palerang from overseas is growing and has become higher than that of the rest of Regional NSW. Overall, 69.8% of the overseas born population arrived before 2001, and 18.4% arrived during or after 2006, compared with 73.2% and 14.3% respectively for Regional NSW.

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The predominant emerging communities include people who have moved to Queanbeyan-Palerang during 2006-2011, who were born in Fiji (110 people); China (104); Bangladesh (85); Philippines (81); and Pakistan (78).

Proficiency in English

In the Queanbeyan-Palerang LGA, 763 people who were able to speak another language in 2011, reported difficulty speaking English.

The established culturally diverse community and growth in recent arrivals of people from non-English speaking countries provides a vibrant and diverse community. Disability and aged services will need to be culturally appropriate and accommodate the needs of people who speak languages other than English.

Key observations from demography that may guide the development of an inclusive community

In coming years, Council will have an increased role in monitoring the level of disability and aged services in Queanbeyan-Palerang and in advocating to other levels of Government, non-government agencies and the private business sector, to:

- Increase the capacity of existing disability services that assist people with disabilities with daily tasks including self-care, mobility, communication, health care, property maintenance and household chores.
- Extend the range and capacity of disability services to cover needs that are mostly reported as being unmet, including property maintenance, cognitive or emotional tasks such as making friends and coping with feelings and household chores.
- Increase services and facilities that support people aged over 80 years and children aged 5-9 years, where growth in the number of local people with disabilities has been significant.
- Increase the level of service provision for supported accommodation, in-home care, respite care and support services for carers themselves. This is important, given that over 95% of support to people with disability is provided by unpaid carers within the family home. The carer profile is ageing and over one-third of carers are living with disability themselves.
- Provide services and facilities that are able to accommodate the specific cultural and linguistic needs of the local community, including the Indigenous community; the established migrant population and emerging communities as identified in Census data.

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Council should continue to review and adapt its activities to support the ongoing and changing needs of people with disability to:

- Encourage housing that is adaptive and supports ageing in place and encourage more supported accommodation facilities through its strategic planning and development processes.
- Adopt a Universal Design approach to the planning and delivery of public spaces and infrastructure. To provide public spaces and infrastructure, which is accessible for everyone and in doing so, build a more inclusive community.
- Update systems and processes to improve access to its information, services and facilities for people with disabilities.
- Provide low and no cost opportunities for people with disabilities and their carers to participate in community life; such as sporting, recreational and cultural activities, community events and community development programs.
- Provide leadership as an employer of people with disabilities, through advocacy and improved disability awareness to private businesses and as employer in its own right. This is important given that people with disability earn less than half the income of people without disability and that the unemployment rate for people with disability is twice that of other Australians and income is a key determinant of quality of life.
- Provide leadership in improving attitudes towards people with disabilities and reducing discrimination through providing opportunities for interaction between residents to learn about the skills and contributions of people with disabilities to the local community and through formal community education and awareness campaigns, forums and events.

The national and local demographic data clearly supports the need for improvement in the four key focus areas of this DIAP: developing positive community attitudes and behaviours; creating liveable communities, supporting access to meaningful employment and improving access to services through better systems and processes.

The planning process

Project governance

A Project Steering Group was established comprising representatives of relevant community organisations, the community, a state government agency and Council to help govern the development of the Plan. The Group's role was to:

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- Extend the reach of the planning process to include as many people with disability living in the Queanbeyan-Palerang Region as possible;
- Extend the breadth of the plan content to cover a broad range of issues impacting on people with disability living locally; and
- Improve the plan's relevance and usefulness to the local community.

Specifically, the Group provided input to:

- The planning framework and plan design.
- The planning process.
- The community engagement strategy and process.
- Links to disability services and groups.
- The review of the draft plan.

The Project Steering Group comprised:

Organisation	Representative Name & Title
NSW Family & Community Services	Sara South, Senior Manager Community and Reform, Southern NSW District, Department of Families and Community.
Settlement Services International	Amy Nelson, Linker, Ability Links
The Disability Trust	Alice Cook, Client Care Facilitator
Community Advocate	Penny Leemhuis, Social Activist, Housing Affordability Advocate
Queanbeyan City Councillor and Carer	Cr Peter Bray, Queanbeyan City Councillor, carer and Board Member of local disability organisations
Council staff	Debbie Gillman, DIAP Project Coordinator

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Group communication was facilitated by face to face meetings and email correspondence. Establishing the Group took longer than anticipated. Initial invitations were sent in January 2016, however, due to staff leave and staff changes, the membership was not finalised until mid-March 2016. The Steering Group met at the following key milestones:

Mon 4 April 2016 10am – 12noon	Mid engagement process	Project introduction, project work plan, planning framework, engagement strategy and schedule of meetings.
Mon 2 May 2016 10am - 12noon	End engagement process	Review draft strategies, actions, KPIs and resourcing strategy.
Mon 31 May 2016 10am - 12noon	First draft plan	Review front end of plan; introduction, DIAP planning background and requirements, links to other key Council plans, disability profile, engagement process and outcomes, action plan, evaluation and review.

The final draft plan was referred to the Steering Group members for further review and comment.

Internal engagement and asset mapping

Who did we engage?

The Council staff that we engaged in the planning process included:

Manager City Services	Learning & Development Coordinator
Manager Engineering Operations	Information Technology & Business Solutions staff members
Road Safety Officer	Manager Integrated Planning & Communications
Manager Parks and Recreation	Economic Development Coordinator
Parks and Recreation Planner	Library Community Outreach Coordinator
Strategic Planner	Manager, The Q (Performing Arts Centre) & Community Facilities
Manager Development Control	Manager Community and Cultural Development
Manager People & Excellence	Cultural Development Officer
Executive Assistant	Assets Officer

Why did we engage with them?

The purpose of the engagement with Council staff was to:

- Increase awareness of and ownership over the Disability Inclusion Action Plan to improve the implementation of its recommendations.
- Consider existing and potential assets, services and programs to support inclusion across all areas of Council.
- Focus the Plan on initiatives that are within Council's role and capacity to achieve.
- Consider potential resources across Council to support the implementation of the plan.

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What did we talk about?

The engagement process with staff encompassed:

- Mapping of existing assets, services and programs to support the inclusion of people with disabilities into Council business.
- Documenting the current initiatives, how they are resourced and how they might be measured to evaluate performance against the Plan.
- Considering new or potential initiatives, or ways in which current initiatives could be improved or expanded.
- Considering links to other Council plans, such as the Community Strategic Plan, Resourcing Strategies for Human Resources and Finance and delivery and operating plans.
- Identifying sources of funding for strategies, for example, Section 94; capital works programs like the Pedestrian Access and Mobility Plan; existing budgets or annual budget bids; external grants and partnership opportunities.

How did we engage with them?

Three staff meetings were held as follows:

Date & Time	Milestone	Purpose
Tues 8 March 2016 10am – 12noon	Beginning of the process	Project introduction, timeframe, planning framework and background and community profile. Conduct internal asset mapping and document Council's existing assets, strategies and resources available to support inclusion and access.
Tues 22 March 2016	Beginning of the process	Document expansion of existing strategies or propose new strategies to support inclusion and access.
Tues 10 May 2016	End engagement and first draft strategies	Review draft action plan containing existing and proposed strategies.

Individual meetings were also held to capture information from staff that were unable to attend group meetings, where further detail or clarification was needed on identified strategies and to fill in gaps relating to strategies that were not raised in group meetings.

Community engagement

Who did we engage with?

People with disability

The Disability Inclusion Act 2014 defines disability *“in relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others”*. We invited people with disability to participate in the DIAP consultations through disability services and through broader community activities such as the Festival of Ability, NDIS forums, community markets, shopping centre stalls, print media, Council’s website, Facebook and twitter accounts, the “City Life” ratepayer’s newsletter and through community associations located in the smaller localities across the region.

The Act requires that the DIAP must recognise the needs of particular groups including Aboriginal and Torres Strait Islander people; people from culturally linguistically diverse backgrounds; women and children. These groups often face additional barriers to their participation in society which can make them more vulnerable to multiple sources of disadvantage, and in the case of women and children may also increase the risk of exploitation and abuse. Engagement of people within these communities is of priority.

We also promoted the DIAP consultations through Indigenous disability and health services such as Ngunnawal Community Care; brokers for In-house Services, Winnunga Nimmityja Aboriginal Health Service, Koomarri; employment agency for Aboriginal people with disabilities and Munjuwa Health, Housing & Community Aboriginal Corporation, the Queanbeyan Multi-Lingual Centre and disability services for children, schools and Pre-schools.

The broader community

A range of engagement processes were promoted to the broader community to capture input from people without disabilities and people with disabilities and their carers, who may not be receiving disability services or who may not be participating in disability groups.

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The disability community

People with disability and disability service providers were invited to participate in DIAP consultations through forty six (46) agencies, services, organisations, peaks and advocates that support people with disabilities in the Queanbeyan-Palerang region. These were:

Community Health Service Karabar: pediatric physiotherapy, speech therapy, occupational therapy, pathology and early intervention services.	Centrelink Queanbeyan
NSW Family and Community Services; NSW Housing	Queanbeyan Meals on Wheels
NSW Family and Community Services: Ageing Disability and Home Care	Queanbeyan Community Health Centre: occupational therapy, pediatric physiotherapy and dietician
Northcott	Koomarri; employment agency for Aboriginal people with disabilities
Community Transport (Valmar)	Munjuwa Health, Housing & Community Aboriginal Corporation
Valmar Support Services	Hartley Life Care (ACT)
Integrated Living	Carers ACT
Barnardos	OCTEC Employment Services; Queanbeyan
Disability Services Australia	Nexus Human Services ACT
The Disability Trust	Marymead
Settlement Services International; Ability Links	ASPECT (Autism Australia)
Ngunnawal Community Care; brokers for In-house Services	Queanbeyan Agency Network Group
Winnunga Nimmitjja Aboriginal Health Service	Braidwood Agency Network Group
Richmond Fellowship Personal Helpers and Mentors Program	Braidwood Multi-purpose Centre (Hospital)
Mental Health Service, Queanbeyan Hospital	Braidwood Life Centre
Tree House & Reach Program; Queanbeyan Children's Special Needs Group	Braidwood RSL Sub-branch
Queanbeyan Residential Care Facility	Braidwood Central School
Warrigal Queanbeyan	Bungendore Public School

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Warrigal Community Connect	Bungendore Pre-school
Goodwin Day Club	Community Gateway (Bungendore and surrounds)
Baptist Care George Forbes House	Outreach providers to Bungendore: Stepping On Program and Child & Family Health Clinic (2)
CabXpress & QCity Transit (2)	Bungendore Mental Health Carers Support Group
Guide Dogs NSW/ACT	Vision Australia

Why did we engage with them?

The purpose of the engagement with people with disabilities and the people that provide them with services and assistance was to:

- Seek information on their specific needs and priorities;
- Identify barriers to their participation in activities and seek possible solutions.
- Seek information that is specific within differing cultures and groups that are at a higher risk of disadvantage, exploitation or abuse.
- Empower them to influence the direction of their lives by participating in the development of a plan that will impact on their lives.
- Tailor the Disability Inclusion Action Plan to suit the needs and priorities within the local community.
- Promote awareness of the Plan within the local community; and
- Promote ownership over the ongoing implementation of the Plan.

What did we talk about?

We provided an introduction to the Plan and an overview of the planning requirements and process. We also explained how the information we gathered would be used. We then conducted small focus group discussions on needs and potential strategies and resources to support inclusion within the four key areas of focus to be addressed within the Plan:

- Developing positive community attitudes and behaviours;
- Creating liveable communities;
- Supporting access to meaningful employment, and
- Improving access to services through better systems and processes.

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How did we engage with them?

Broader community

A range of community engagement processes was implemented to capture input from people with disabilities and their carers, who may not be receiving disability services and people without disability living within the Queanbeyan-Palerang Region. The development of the Disability Inclusion Action Plan was promoted and invitations for community members to participate in the planning process were distributed through:

Media	Reach
Articles in the Queanbeyan Age: a feature and articles in the Mayor's Column	1,740 Circulation in Queanbeyan and ACT
A feature article in Council's newsletter 'CityLife'	22,000 residents in Queanbeyan
Council website – Queanbeyan and Palerang sites	Available across the Queanbeyan-Palerang Region
Council Facebook page	3,500 followers
Council Twitter account	2,236 followers
Distribution of printed postcards and flyers	1,000 postcards printed and distributed 150 flyers Queanbeyan & 150 flyers Bungendore 250 Captain's Flat Community Assoc 390 Burra Urilla Residents & Ratepayers Assoc
Attendance at two NDIS planning forums	45 participants each forum
Emails with invitations, flyers and posters to disability service clients	46 disability organisations
Electronic invitations, flyers and posters through Community Associations established in localities across the Queanbeyan-Palerang Region: <ul style="list-style-type: none"> • Websites • Facebook pages & noticeboards • Printed Newsletters & Gazettes 	Captain's Flat Community Assoc; S355 Committee; Seniors Group Fernleigh Park Community Assoc & Noticeboard Burra Urilla Residents & Ratepayers Assoc Bywong Community Inc Wamboin Community Assoc & Wamboin Whisper Bywong-Wamboin Community Hub Carwoola Community Association & Stoney Creek Gazette Hoskinstown Region Community Assoc Inc

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Broader community engagement also occurred through:

- Community focus groups:
 - Queanbeyan 29 March; 12 April; 19 April and 3 May
 - Bungendore: 29 November
 - Fernleigh Park 6 December
 - Braidwood: 7 December
 - Captains Flat: 8 December
 - Bywong/Wamboin: 13 December
 - Carwoola/Hoskinstown: 14 December
- Facebook live chat session: 6 April
- Community engagement stalls:
 - Queanbeyan Riverside Plaza: 16 March and 20 April
 - Festival of Ability: 2 December
 - Captain's Flat Community Market: 3 December
- Queanbeyan CBD Street grabs
- Community representations to Councillors.

Disability Community

Engagement with the disability community occurred through forty six (46) agencies, services, organisations, peaks and advocates that support people with disabilities in the Queanbeyan-Palerang Region. Engagement occurred via the following methods:

Emails containing invitations, flyers and posters were sent to disability services requesting distribution to clients. Invitations were extended to service providers and service consumers to participate in the broader community engagement sessions. Council offered to host engagement sessions within Services. No services accepted the invitation to host an in-house engagement session, however, services indicated that they had forwarded the invitations and flyers regarding the broader community sessions to their clients.

Community engagement outcomes

Attendance at community engagement sessions was limited despite extensive promotion. However, those who participated provided a broad range of valuable information. Community feedback has been summarised into information of a strategic nature and information about specific sites and locations. The information has been used to develop strategies within the DIAP. The site specific information has been referred to the relevant section of Council for follow-up.

Strategic outcomes

Developing positive community attitudes and behaviours

- Conduct education and awareness training sessions for pedestrians, cyclists and mobility scooter users to encourage cooperative-shared use of footpaths and roads. Sessions could cover:
 - Tips for sharing footpaths and public spaces, e.g. mobility scooter users travel to the left hand side of pathways, outside the main flow of pedestrian traffic and reduce speed in amongst pedestrians and indicate with their hands when turning.
 - Rights and responsibilities of pedestrians, cyclists, mobility scooter users and motorists when using footpaths and roads. E.g. mobility scooters are legally classified as pedestrians.
- Seek business funding and support for disability awareness programs. E.g. the Business Enterprise Centre sponsored Business Excellence Awards.
- Include stencils of mobility scooters on shared pathways and bike lanes, in addition to stencils of pedestrians and/or bicycles.
- Place articles in the 'City Life' to raise community awareness on issues of access and inclusion – e.g. the skills of and challenges faced by people with disabilities.
- Family Day Care Educators could provide information to children in their services, e.g. one local FDC Educator is learning to sign so she can provide a service to children with hearing impairments – she is also introducing all children in her service to basic sign language. This could also be a personal story for 'City Life'.
- Facilitate disability awareness sessions in the community and in schools, as schools can be hothouses for changing opinions. Programs could involve the Road Safety Officer, Community Development Officers, community business programs, etc. Strategies to raise awareness of disability could include: social media, hard copy cards + bookmarks; posters for back of public toilet doors and bus stops.

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- Include less visible disabilities, like depression and other mental health conditions; acquired brain injuries; and auto-immune conditions. “I receive comments like ‘You don’t look sick’ often. People could be made more aware of less visible disabilities”.
- Improve attitudes towards people with mental health. “I have seen people walk past a person with mental health problem in difficulty on the street needing assistance”.
- Promote organisations like Beyond Blue, Lifeline; and the OzHelp Foundation to Council staff (perhaps resources on the Staff Intranet) and add Mental Health First Aid Training to staff first aid training courses.
- “Community attitudes are not easy to change. Captain’s Flat is an older and more traditional community. Community connection and interaction between people with disabilities and the broader community is the best way to change attitudes”.

Creating a liveable community

- Provide best practice accessible toilets with an adult disabled change room in the new Queen Elizabeth Park. This park is frequented by out-of-town visitors and locals and is a good location for an adult change table.
- Provide a low sensory park for children with autism. ASPECT needs spaces that they can take groups of children with autism. The group needs a quiet, fenced area but also located near other play areas and other children. The sensory garden is a good location, but it is highly important that access to the river is fenced. Another good location would be in Queanbeyan Park near the fenced children’s playground. This is a busy park. It is fun and safe. A balance would be required between providing a connected, inclusive space yet a space that is low sensory.
- People using mobility aids, such as wheelchairs and motorized scooters, cannot get into some businesses in the CBD. Some examples given were: the Royal Hotel, Central Café and the National Bank. Council needs a way to work with businesses to provide accessible entrances. (E.g. access awards and small grant scheme for businesses to seed fund modifications to shopfronts to provide access. Small grants linked to a community award would improve the ability of people with limited mobility to enjoy social outings, do their shopping and access services.
- Form partnerships with local community groups such as walking and cycling groups and the Queanbeyan Scooter Cruisers group. The groups could be the eyes and ears of the community, to let Council know of areas where access can be improved.
- Advocate for QCity to consider providing a bus with wheelchair and mobility scooter access, particularly for transport to Woden, or other key facilities in Canberra.
- Advocate for improvements to disabled rail services. The rail service can only accommodate two wheelchairs or scooters per journey. The ramp to cover the gap between the platform and the carriage is a wooden plank rather than a steel ramp. It is unsuitable

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and unsafe for larger heavier mobility scooters or larger electric wheelchairs. Groups of friends on scooters or in wheelchairs cannot travel outside the City, by bus or rail.

- Queanbeyan has a strong community spirit. The community would be open to change and inclusion.
- Gather information from people with disability and their carers on their needs in addition to considering building regulations when providing community facilities. For example, Ballarat Council engaged specialist inclusive builders / access consultants, who implemented best practice and standards and Council had an access checklist in the front-end of its design for new community buildings.
- The design process for public spaces and parks used at Lake Tuggeranong is an excellent model. Accessible and inclusive features include: plenty of seating placed within close distance of each other around the Lake and footpaths connect right to the seats; fully accessible public toilets; lots of shade trees; all shared paths are very wide; there are no stairs and there are tactile indicators. Council could use a similar model when developing public spaces.
- Adopt a place-based approach to public area design, as this involves community engagement and considers needs of all people using the space.
- Improve pedestrian access ramps, footpaths and stairs across Queanbeyan. (The Pedestrian Access Mobility Plan consultation is completed every 5 years and Council's customer request system provides a way for the community to provide feedback on footpaths, ramps, etc).
- Develop a footpath plan for Braidwood (and other villages). Extend the Pedestrian Access Mobility Plan to include all village centres in the local government area.
- Advocate for road crossing timings at traffic lights within the Queanbeyan CBD to be adjusted to provide more time to cross.
- Seek business funding or grants to engage an access consultant to complete access audits of key sites and facilities.
- Improve Council monitoring and management of footpath dining and on-street retail displays (clothes racks) as Queanbeyan CBD's footpaths are blocked and cluttered and people with vision impairment require clear passage against the walls.
- Work with businesses to improve disabled parking standards and ratios for older developments.
- Include a disabled access best practice checklist within the on-line development application information on its website. This is not enforceable but some developers may take up the opportunity.
- Attract development of accommodation for the aged and disabled. Council also needs to provide good access and connection from seniors units into town, including accessible and wide footpaths, ramps and crossings, plus seating. (The Bungendore Seniors development was provided as an example).
- Engage an architect with specialist skills in accessibility design standards in the planning of accessible community facilities.

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- Goodwin used to bring a bus load of people with various disabilities and elderly people to a café in Bungendore once a week. The café was supporting Goodwin to do this by providing lower cost coffee. Council could encourage another similar partnership. This type of activity brings people out into the community to form friendships and enables other community members to interact with people with disabilities, and this reduces the fear of people with disabilities.
- There was a former program in Bungendore where people with dementia and their partners or carers met weekly for a cup of tea in town. This provided a place to meet with others to share information and ideas with families experiencing difficulties. “I miss this interaction and would like for this to start up again”.
- Captains Flat is a small village and people know each other so they keep an eye on older people in the community. Families also support older people who still live at home. Often older people move to larger centres like Goulburn, the coast and Canberra to access services. Local services are needed.
- The Captain’s Flat Senior’s Group meets on Tuesdays and provides social connection between older people. It also provides an opportunity to look after one another, however, group members cannot always help out due to privacy issues. Members are not always aware of the health needs of others so more formal services are need in the village.

Supporting access to meaningful employment

- Provide volunteering and work opportunities within Council. Be a leader in demonstrating the employment skills and assets held by people with disabilities and how to modify tasks to accommodate needs.
- Identify those people within Council’s workforce that will champion the employment of people with disabilities and commence any organization wide disability support programs with them. They would then be able to demonstrate positive outcomes and successes.
- Continue objective screening of job applicants, which includes employee assessment and alignment of positions and people’s capabilities.
- Council staff could be trained in disability awareness. Language is important, e.g. *‘Has a disability’* not *‘Is a disabled person’*. Staff must separate the person from the disability. Train staff in how to approach/respond to people with disabilities. Council could also promote disability awareness training to other government agencies. Training could be shared across agencies. Council staff who interact with the community must have a positive attitude towards people with disabilities and treat people respectfully. It is Important to train Council’s front line staff, managers and staff with responsibility for recruitment to help improve disability awareness within the organization.
- Help make connection between job seekers with disabilities, employment agencies, and employers through the chamber of commerce. Hold a meet and greet session to discuss skills and work opportunities.

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- Advocate for local programs to help transition young people with disabilities from school to work and for Local employment readiness programs for young people with disabilities. “My teenager has recently completed her HSC and is looking for work. We fear that employers may discriminate against her”. A system of transition between high school and work is needed for young people with disabilities. The Cerebral Palsy Alliance in Sydney have provided some transition to work programs in Canberra.

Improving access to services through better systems and processes

- Promote local services and supports, e.g. Anglicare Food Fair, operates from Crawford St and provides low cost food to people on low incomes.
- Produce access maps for key services and facilities, which are linked to an on-line wayfinding app, e.g. where is an accessible grocery store? And how do I get there via an accessible route?
- Council websites should be clear and easy to navigate. It should comply with the WCAG 2 requirements.
- Council documents should be accessible for people with colour-blindness or other vision impairment. Council could use standard guidelines from Vision Australia for developing documents, including a free Digital Accessibility tool for Word.
- People prefer face-to-face contact to conduct business with Council. A central location in a community space to: report a problem, obtain assistance going through information. Like information and neighbourhood centres or old citizen’s advice bureaus. This could be at Council’s front counter or a desk at The Q or library.
- Business and tourism in the local government area could be supported with an accessible business guide which could include accessible toilets, cafes, shops and services.
- Advocate for public transport within Braidwood and between Braidwood and Queanbeyan as this is needed by people to get to disability and health services.
- Research shows that people with a disability have a higher risk of problem gambling. With limited access to cafés, low-cost coffee and other activities in Braidwood, the Servicemen’s Club is an accessible venue and this may expose people with a disability to problem gambling. Printed resources about problem gambling could be located in a central community information space and alternative activities supported.
- Council’s role is not as a service provider, however it could provide information on services, access awareness and inclusion programs.
- There is no central, accessible place for community information. “The Braidwood Directory produced by the Chamber is really good. We need a central location for on-line information and hard copy information. Perhaps at the Braidwood library, Council office, supermarket, hospital or visitor’s centre”.

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- “The Braidwood Ratepayers Facebook page has a distribution to over 1,500 residents and could be a good way to distribute community information. Links between Council and Braidwood websites would also help distribute information”.
- Promote the National Disability Insurance Agency (NDIA) local area coordinator, based at Uniting Care in Queanbeyan and explore whether the NDIA Coordinator could provide a central point for disability information.
- Request that the NDIA Coordinator (Uniting Care) conduct information sessions through schools, pre-schools and early intervention services and at service interagency networks such as the Braidwood Interagency Network Group and the Queanbeyan Agency Network Group. Council could also advocate to the State government for improved information on the NDIS in the region.
- Advocate to bring key outreach health and disability services to Braidwood.
- “The dementia carers support group in Bungendore no longer meets. It was an avenue that people could share information and support and the group could look at solutions to problems experienced by individuals. The group also accessed disability equipment through Community Aid Link. It was really good and I miss this”. Council could support the establishment of a community run carers group in Bungendore.
- Information is needed on disability friendly and accessible businesses in Bungendore for locals and tourists. Café’s, restaurants, motels, retail shops, playgrounds, public toilets, etc. could be included.
- A central point for access to information on community services is needed. “Services are being outsourced and I am not sure who is providing disability services in Bungendore”. Often information is web based and some people don’t have internet connections or find websites difficult to navigate. Printed and face to face information is needed.
- There are no local disability services in Bungendore. People travel from Bungendore to Queanbeyan or Canberra for services. More disability services need to be provided at Queanbeyan hospital. Also, information is needed on disability and health services in ACT and NSW that can be accessed by people living in our area.
- Services like Medicare and Centrelink are needed in Bungendore. The town is growing and state service planners need to acknowledge the growth. People are now going to Goulburn centre-link office. Council could advocate to the state for a local combined agency.
- Work with the Bungendore Chamber of Commerce on DIAP programs like accessible business awards, printed resources for accessible businesses, etc.
- There is no public transport in Bywong or Wamboin. A lack of transport leads to isolation and dependence on others. The Disability Trust can provide a bus for groups of more than four people, however, this is not a regular service for work or individual travel needs. Some private vehicle conveyance funding was provided to children with disabilities through the Education Department but travel is now charged. NDIS also funds travel costs but this is very limited. Council could advocate for community or public transport and assist the community to establish a car-pooling scheme, perhaps through social media.

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- Valmar Community Transport provides a shopping service for Captains Flat residents on Fridays. It goes to Riverside Plaza and people then make their own way to other shops, medical centres, etc. Room is provided on the bus for the shopping and the driver helps load and unload the shopping from the bus but people need to carry their shopping into their homes. Queanbeyan Hospital can arrange patient transport, however, most transport for elderly, sick, injured or disabled people is done by family and neighbours. Council could advocate for more community or public transport to Captains Flat, especially outside work hours.
- A doctor comes to the Captains Flat Multi-purpose Health Centre on Tuesdays but there is no script service. People need to rely on family and neighbours to obtain medicines from town. Council could facilitate a script delivery service from a chemist in Queanbeyan.
- Community nursing is needed in Captains Flat. The idea behind building the Multi-purpose Health Centre was to attract outreach services but the services are not attending. The Centre has a meeting space, two consulting rooms, kitchen and disabled toilets and has good access. Council could advocate for allied health services like podiatry, dementia support group, diabetes clinic, baby health, community nursing, a dental consultant and a hairdresser.
- The Captains Flat State Emergency Services provides a 'Community First Response' program. Members are First Aid qualified and can provide initial response to '000' calls and red alert buttons (e.g. VitalCall).
- Transport is key and a number-one priority for the resident of Carwoola and Hoskinstown as they currently rely heavily on family and friends. Lack of transport leads to isolation. There is no public transport to / from Carwoola. There used to be a public bus service along Wanna Road and The HACC bus used to come once a week – but people had to book and were unaware of how to make a booking. If Valmar Community Transport runs a current service then residents need to know about it. Council could advocate for a public bus and / or ask Valmar to promote their service to residents of Carwoola and Hoskinstown. Transport is always an issue for people with disabilities as they may not drive and if seeking employment then no transport could mean no work. Queanbeyan and the surrounding areas need better community and public transport, or a local network of people offering lifts to others, i.e. car-pooling and this would need to be advertised so local residents are aware it exists.
- "The Queanbeyan NDIS office has one local area coordinator. This is frustratingly slow so I had to travel to the Goulburn office to get service".
- "My experience of the NDIS planning process is that it was not tailored to our needs. I was offered an iPad to assist my child's communication when what I need for my child is more speech therapy sessions. I need services rather than equipment but speech therapy beyond one year has been refused and it will take more than one year for her to reach functional speech levels". Council could advocate to State government for more staffing resources at the Queanbeyan NDIS office and for more funding for families to attend disability services.

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- There is little transparency or information on how people in NSW can access disability services in the ACT. Members of the local mothers group share as much information as possible but more information is needed.
- The Disability Trust in Queanbeyan is trying to recruit respite carers who live close to families in local regional localities but has had limited success. The cost of travel between Bywong, Wamboin, Queanbeyan or Canberra to attend respite services takes up a significant portion of NDIS funding. Council could assist The Disability Trust in the promotion for local carers.
- There are inadequate disability services in Queanbeyan more services are needed locally. “My teenager lives between her family in Canberra and in Wamboin and can access ACT services. Others must travel further away to obtain services”.
- “I could not access early intervention services in Queanbeyan for my daughter who has autism”.
- “It is very isolating being a parent of a child with disabilities. Often people in our community do not understand the disability and are unsupportive”. Carers living in NSW can register with Carers ACT for access to support services and wellbeing courses. Families may need information about this.
- There are more people with disabilities living in the regional areas than Council is aware of. There are a number of children with disabilities within the home schooling system as it is too difficult to obtain support for children to participate in the state and private school system. Council can communicate with people with disabilities through the local coordinator of the home schooling program.
- Council could place ‘read speaker’ software on its website. The software converts text to voice and is inexpensive.
- People who have information on community services will access them, however those without information often go without the services they need. A central, easy point of access to community information is needed. This central point (E.g. MyCommunity on-line directory) needs to be well promoted.
- People often communicate around a common point of interest, for example, horse groups, churches, land care groups and fire brigades but communicating with many small groups is difficult. The Facebook groups, websites and email lists held by the local community association’s would be the best way to get information out to regional residents as these tend to capture the participants of most of the smaller groups. Council could also place links to its website and Facebook page on the associations’ sites.

Site-specific outcomes

A high proportion of the information arising from community engagement relates to physical access to specific sites and facilities within the Queanbeyan-Palerang LGA. The sites and concerns are summarised as:

Creating a liveable community:

- The following Council owned buildings/premises require improvements to access:
 - Indoor Sports Centre - the disabled toilet is difficult to access by those in large mobility scooters. The entrance is positioned so that it's impossible for people using mobility aides to manoeuvre themselves into the toilet. There is no ramp from inside to the grassed area.
 - RB Smith Building, Queanbeyan people using large mobility scooters cannot access the toilet.
 - The Queanbeyan Showground grandstand toilets are not accessible.
 - The Queanbeyan Visitor Information Centre toilets are not accessible.
 - The signage to the disabled toilets in Braidwood and Bungendore town centres needs to be improved.
 - Bywong Community Hall has disabled toilets but the hall itself has no disabled access.
 - There are no disabled toilets and no footpath leading to the toilet block in the park in Foxlow St, Captains Flat.
 - The Captains Flat Community Hall has a ramp to the auditorium but does not have disabled toilets.
 - The Stoney Creek Hall in Carwoola has a ramp on the verandah, however, there is a lip at the base of the ramp making access difficult. The hall was built some time ago and the disabled toilet may not comply with standards.

- Points for pedestrians to safely cross the road are needed in the following locations:
 - Crawford St from the pool side to the GP Superclinic and shops (Council will put in a crossing here in the 2016/17 budget).
 - Yass Rd – to cross near Red Rooster.
 - Kings Hwy – to cross from Red Rooster side to Spotlight side near Ellerton Drive.
 - Kings Hwy – art gallery side, the footpath off the bridge is too steep with insufficient room to turn the corner at the bottom of the slope.
 - There is no access from the sensory garden and River Park across Morisset St to park and playground on the other side of Morisset St and there is no pedestrian access to Hungry Jacks or McDonalds from the river park area.

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- Elderly people and people with disabilities find it difficult to cross the highway in the Bungendore town centre. Emphasis needs to be placed on slowing drivers down, reminding them they are in a shared zone with pedestrians.
- The round-a-bout near Brady's Real Estate in Gibraltar St, Bungendore has rubble strips across the road which cause confusion for pedestrians and drivers about who has the right of way.
- Improvements to footpaths, pram ramps and building access:
 - The footpaths are too narrow and are very bumpy in Ross Rd, Fergus Rd and Donald Rd, Queanbeyan. The pram ramps are often steep, the angle of the ramps is not straight, they have lips and are not aligned across the road. These bumps can damage batteries in electric wheelchairs and scooters and these are expensive to replace.
 - Directional signage is needed on the cycleway along Canberra Rd to the Canberra Outlet Centre.
 - People in scooters/wheelchairs are unable to get from the Taylor Park side of Bungendore Road, Queanbeyan, to Spotlight safely. Also the underpass that leads from Spotlight to the Caltex Service Station is too steep for those in mobility scooters and wheelchairs to ascend or descend safely.
 - Braidwood has limited footpaths, no curb and gutters and no pram ramps. The first priority would be to provide paths, curbs and ramps in the town centre and to key services like the hospital, school and pre-schools. Community members and the Braidwood and Villages Tourism have developed a plan to build a footpath along Coronation Ave, on the northern side, from Ryrie St to Victory St (opposite the Serviceman's Club).
 - The Braidwood Post Office has very steep stairs. The post office is an agency for Centrelink and Medicare and provides a bill paying service. The Post Office could provide a side entrance that is accessible.
 - The Bungendore Post Office is difficult to access as the ramp is dangerous and people are too scared to use it. The hand rail on the ramp stops halfway along it. A hand rail is also needed on the stairs as they are very steep. The front door is heavy and with no automation it makes it difficult to use. The post office is a vital service and it is a Medicare agency.
 - A wide and accessible footpath is needed to connect the new Senior Units in Bungendore to the town centre.
 - The physiotherapist and massage therapist at 10 Gibraltar St, Bungendore has steep stairs. The premises may need to be accessible for the type of services provided here.
 - The dentist surgery in Bungendore is difficult to access due to steep stairs and no hand rails.
 - The paving outside of the local IGA in Bungendore is broken and uneven.
 - The Bungendore Memorial Hall has front access. The hand rail needs to cover the distance of all the steps.
 - The centre line parking works well in Gibraltar St but more pram ramps are needed in the curbs and more disabled parking is needed near the IGA.

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- A footpath is needed in Malbon St Bungendore from the Woodworks Gallery to CanTurf. The path passes five businesses. Two people who use mobility scooters live on this block and currently use their scooters on the highway.
- The first priority to improve access within Captains Flat is to provide footpaths. People using mobility scooters currently drive them on the roads due to lack of footpaths.
- Most shops in Captains Flat have two more steps and no ramps making them inaccessible.
- The Community Post Office in Captains Flat is not accessible. There is no shopfront, only post boxes and mail sorting. Council could advocate to Australia Post for disabled access to the post boxes and for the provision of an auto post box similar to the one in Queanbeyan.
- The footpath past the Captains Flat Hotel on Foxlow St needs to extend to the pre-school. Children and parents with prams walk on the road to get to the pre-school.
- The Captains Flat oval has no footpath to it or around it. A shared path is needed. This would benefit the community and encourage outdoor activities, for example in providing a walking path for seniors and children to ride bikes. The current path is on the incorrect side of the road past the oval and after rain becomes boggy, making walking this way difficult.
- There is also no footpath between the War Memorial and the Miner's Memorial in Captains Flat.
- Parks and recreational areas:
 - Facilities like benches, tables and barbeques are needed in the park along-side the Queanbeyan River behind the Italian Club, this is a quiet peaceful space.
 - Disabled picnic tables and benches could be provided in high use parks. Pre-fabricated units are available.
 - The paths through the Riverside Park and the sensory garden in Queanbeyan are too narrow for large mobility scooters to turn or pass others.
 - The proposed footbridge across the Queanbeyan River in River Park would provide a safe alternative to using the bridge across Morisset St. Carers and children with autism walk along Morisset St to River Park. The children try to balance along the top of the low barrier between the footpath and road across the bridge and carers have difficulty keeping the children safe.
 - There is no disabled access to the playground on Kings Highway in Braidwood. The current playground is used by locals and tourists, however, the equipment is old. Some all-abilities equipment with disabled access into and around the playground would support tourism.
 - Seniors from Captains Flat have requested an all-abilities outdoor gym on the river side of the oval.

The site specific information has been referred to the relevant Council section for follow up.

ACTION PLAN:

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

Goal: To promote the skills, experiences and benefits that people with disabilities contribute to the community and to promote the social and economic value of diversity and inclusion across the community.

A diverse and inclusive community: encourages varied view points and ideas and strengthens community resourcefulness; reduces disadvantage that arises from isolation and discrimination; improves health, wellbeing and independence through greater access to education and employment; inclusive businesses expand their reach and economic activity and inclusive public spaces also accommodate the needs of the ageing population and families with young children.

Link to the Community Strategic Plan 2013-23

Theme 1: Image and Influence

- 1.7 Create a place where people choose to live.
- 1.9 Promote and encourage an engaged community.

Theme 3: Culture and Leisure

- 3.4 Promote and expand cultural activities within Queanbeyan.

Theme 5: The Community

- 5.4 Develop programs to target specific groups in the community.

Link to the Active Ageing Strategy 2014-17

Strategic Area 3: Creating local communities that support active ageing

- 3.1 Promote social interaction and sense of community for older people.

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Strategic Area 4: Encouraging community participation and inclusion

- 4.1 Promote opportunities for older people to participate in community life.
- 4.3 Improve access to information about activities and programs that are available for older people.
- 4.6 Provide opportunities for older people to participate in community decision making.

WHAT COUNCIL IS CURRENTLY DOING:

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Implements inclusive community engagement processes.	Uses community engagement tools which enable participation by a broad range of people.	People with disabilities are included in Council's planning process for services and facilities.	1.9	Manager - Customer and Communication	Annual operating program	KPI: Range of inclusive community engagement tools in use.
	Conducts on-line engagement.	People with disabilities are aware of and included in Council's services and facilities.		Manager - Community and Education		
Delivers inclusive community events.	Uses accessible sites for the majority of events.	Events are inclusive of all people within the community.	1.7	Manager - Community and Education	Annual Operating Program	KPI: No of event access audits completed.
	Provides disabled parking and a drop off area.	People with disability have opportunities to participate in community		Manager - Business and Innovation		

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FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	Assess distance, pram ramps, pavements and signage when making provisions for disabled parking.	<p>life and connect with others.</p> <p>Presents opportunities for interaction between community members and raises awareness of skills and abilities of people with disabilities.</p>		Manager - Recreation and Culture		
Uses inclusive images of people and disability symbols in Council publications and promotions.	<p>Features a broad and inclusive representation of the community in Council's public information for example, Council's website, Facebook page, publications and promotions.</p> <p>Maintains a stockpile of inclusive images of people participating in various aspects of Council business to use in information and promotional resources. (Staff to take photos at Council events and/or engage a professional photographer to produce a series of images).</p> <p>Use widely accepted disability symbols in promotional material.</p>	<p>Promotes the participation in all aspects of community life by people with disabilities.</p> <p>Improves acceptance of people with disabilities participating in all aspects of community life.</p>	5.4	Manager - Customer and Communication	Annual operating program	<p>KPI: Stockpile of images maintained.</p> <p>KPI: No of publications featuring people with disabilities produced annually.</p>

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FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	Promote the resource of the images to Staff throughout Council.					
Hosts exhibitions of artwork by people with disabilities at The Q	Incorporates exhibitions by artists with disabilities into the Annual Operating Program of exhibitions held at The Q.	Supports access to culture and the arts by artists with disabilities. Raises awareness of disability within the broader community.	3.4	Cultural Development Officer	Annual operating program	KPI: Program of exhibitions by people with disability at The Q. Statistic: No of artists with disabilities participating annually.
Assists community organisations to deliver the Festival of Ability, annually.	Assists community organisations to deliver the Festival of Ability, annually.	Assists to build community capacity in implementing accessible community events. People with disability can participate in community life and connect with others in their community. Presents opportunities for interaction and awareness of skills and abilities of people with disabilities.	1.7	Manager - Community and Education Community partner organisations.	Staffing resource. Community partner funded.	KPI: Assistance provided to the Festival of Ability annually.

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HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Expand inclusive community engagement processes and activities.	<p>Update the community engagement policy and toolkit to include:</p> <ul style="list-style-type: none"> • Inclusive engagement tools and methods; and • A checklist for use in engagement design to improve reach with target audiences. <p>Produce written materials that comply with Guidelines for Producing Clear Print, (2011) Round Table on Information Access for People with Print Disabilities.</p> <p>Provide equipment to improve vision and hearing during community engagement processes.</p>	<p>People with disabilities are included in Council's planning process for services and facilities.</p> <p>People with disabilities are aware of and included in Council's services and facilities.</p> <p>Reduces discrimination against people with disability.</p>	1.9	<p>Manager - Customer and Communication</p> <p>Manager - Community and Education</p>	Annual Operating Program	<p>KPI: Range of inclusive engagement tools in use.</p> <p>KPI: Community engagement printed materials comply with Guidelines for Producing Clear Print, (2011) Round Table on Information Access for People with Print Disabilities at http://printdisability.org/guidelines/</p>
Improve the delivery of inclusive community events.	Develop and implement an event site access audit checklist.	Events are inclusive.	1.7	Manager - Community and Education	Annual Operating Program.	KPI: No of event access audits completed.

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FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<p>Hire portable accessible toilets where a site has no accessible toilets.</p> <p>Hire accessible pathways to key event facilities and areas such as toilets and stage audience areas.</p> <p>Include information on access in event promotional material.</p> <p>Include a checklist in the event promotion strategy to ensure distribution to target audiences: E.g. disability, multicultural, Indigenous, older or younger people or families and children.</p>	<p>People with disability have opportunities to participate in community life and connect with others in their community.</p> <p>Inclusive events promote visibility and acceptance by the broader community of people with disability as they participate in daily activities.</p>		<p>Manager - Business and Innovation</p> <p>Manager - Recreation and Culture</p>		<p>KPI: % audit recommendations implemented.</p>
<p>Present articles in the 'City Life' and use QFM community radio station to showcase people with disabilities in a positive way.</p>	<p>Present articles in the 'City Life' and use QFM community radio station to promote the abilities and achievements of individuals with disability and disability groups and services.</p>	<p>Increase awareness of the skills, capacities, abilities and achievements of people with disabilities.</p> <p>Increase awareness of the contributions made to the community by people with disabilities.</p>	1.9	<p>Manager - Customer and Communication</p> <p>Manager - Community and Education</p>	<p>Annual Operating Program</p>	<p>KPI: No of articles included in the City Life.</p> <p>KPI: No of segments on QFM community radio station.</p>

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FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Conduct education and awareness campaigns targeted at less visible disabilities such as mental health conditions, acquired brain injury and auto immune conditions.	<p>Link to recognised National education and awareness campaigns targeted at less visible disabilities such as mental health conditions, acquired brain injury and auto immune conditions.</p> <p>Use print media, library displays, radio and on-line channels to provide information to the broader community.</p> <p>Partner with Schools to deliver education and awareness campaigns.</p>	<p>Increased community awareness of the facts on less visible disabilities.</p> <p>Reduce stigma associated with mental health conditions, brain injuries and auto immune conditions.</p>	5.4	Manager - Community and Education	Annual Operating Program	<p>KPI: No of articles produced</p> <p>KPI: No of segments on QFM community radio station.</p>

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY

Goal: To implement the principles of universal design in the development of community purpose buildings, spaces, facilities, programs and services, to create an inclusive community in which people with disabilities have opportunities to participate fully in community life.

Universal design promotes the use of community environments, services and programs by all people of different ages and abilities, over time, to the greatest extent possible, without the need for adaptation or specialised design.

Link to the Community Strategic Plan 2013-23

Theme 1: Image and Influence

1.9 Promote and encourage an engaged community.

Theme 3 – Culture and Leisure

3.2 Create excellence in recreation and lifestyle opportunities

Theme 4 – Infrastructure Access and Transport

4.1 Undertake planning to ensure infrastructure is prepared for future growth.

Theme 5 – The Community

5.2 Strengthen partnerships between Council, Federal and State agencies and community groups.

5.3 Provide quality services to the community.

5.4 Develop programs to target specific groups in the community.

Link to the Active Ageing Strategy 2014-17

Strategic Area 1: Creating environments that support active ageing

Strategic Area 4: Encouraging community participation and inclusion.

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WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<p>Manage compliance with the plans, codes and standards listed below, through its development application process:</p> <ul style="list-style-type: none"> • Building Code of Australia Australian Standard (AS 1428) – Design for Access and Mobility; and • Queanbeyan City Council Development Control Plan. 	<p>Council monitors compliance of works undertaken by developers of public and private buildings against requirements for access and mobility to meet the needs of people with disabilities. For example: accessible doorways, ramps, bathrooms, toilets, lifts and car parking.</p> <p>Enforcement of the Australian Standard (AS 1428) – Design for Access and Mobility for new and remodelled buildings.</p> <p>Councils Development Control Plan (DCP) requires one adaptable dwelling per ten dwellings in multi-dwelling housing developments. The DCP also provides ratios for the provision of disabled car parking spaces.</p>	<p>Provides appropriate, accessible housing for people with disabilities.</p> <p>Provides community and commercial premises that are accessible for people with disabilities so they may participate more fully in community life.</p>	4.1	Manager - Development	Annual Operating Program	KPI: No of community purpose development applications with requirements for access under AS1428 and Council's DCP.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<p>Complies with legislative requirements and development application procedures for disabled access when:</p> <ul style="list-style-type: none"> • Designing and constructing new Council owned premises and • Undertaking significant modifications to existing Council owned premises. 	<p>Council submits development applications and complies with legislative requirements for disabled access when:</p> <ul style="list-style-type: none"> • Designing and constructing new Council owned premises and • Undertaking significant modifications to or repurposing existing Council owned premises. 	<p>Provides accessible new buildings and public facilities.</p> <p>Reviews and upgrades older buildings to meet access standards based on criteria such as community purpose and traffic volume, specific requests from people with disabilities, maintenance and repair or replacement contained in asset management plans.</p>	4.1	<p>Manager - Assets and Facilities</p> <p>Manager - Transport</p>	Annual Operating Program	<p>KPI: No of development applications for new or significantly modified Council owned buildings.</p> <p>KPI: No of Council building upgrades to comply with AS1428.</p>
<p>Councils Local Environment Plan allows for secondary residential dwellings.</p>	<p>Council's Local Environment Plan (LEP) allows for secondary residential dwellings as alternative housing for the elderly or people with disabilities (and others).</p>	<p>Provides housing, often for the elderly or for people with disabilities that is affordable, flexible and is in close proximity to carers and family.</p>	4.1	Manager - Landuse Planning	Annual Operating Program	<p>KPI: Maintain provision for secondary dwellings in Council's LEP.</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Council negotiates voluntary planning agreements with residential developers for affordable housing as opportunities arise.	<p>Implement a voluntary planning agreement with residential developers to increase the stock of affordable housing.</p> <p>Continue to negotiate voluntary planning agreements with residential developers for affordable housing as opportunities arise.</p>	<p>Provides affordable housing for people on lower incomes, assisting people with disabilities to obtain housing.</p>	4.1	Manager - Development	<p>On a project by project basis.</p> <p>Staffing resources.</p> <p>Facilities funded under VPA.</p>	<p>KPI: Continue to negotiate for voluntary planning agreements which deliver affordable housing.</p> <p>Statistic: No of affordable dwellings delivered under VPA per annum.</p>
Provides disabled car parking spaces within Council owned car parks.	Provides disabled parking spaces in compliance with Australian Standard (AS 1428) – Design for Access and Mobility and with ratios established in Council's Development Control Plan.	<p>Improves access to a wide range of goods, services and facilities for people with disabilities.</p> <p>Supports connection to and participation in community life.</p>	4.1	Manager - Transport	Annual Operating Program	<p>KPI: Continue to provide disabled parking in accordance with AS 1428 and ratios established in Council's DCP.</p> <p>KPI: % of disabled car spaces across Council owned carparks.</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Develops and implements a Pedestrian Access Mobility Plan (PAMP).	<p>Develops and implements a Pedestrian Access and Mobility Plan (PAMP) and capital works program to improve footpaths, pedestrian crossing points, perambulator ramps and other pedestrian infrastructure.</p> <p>Conducts community engagement processes in the development of the PAMP.</p> <p>Obtains feedback through the customer request system (CARS) to guide the works completed under the PAMP.</p>	<p>Enables access to key services and facilities by people with disabilities (and others).</p> <p>Provides connectivity between key destination points.</p> <p>Improves independence in mobility and daily tasks and to improve participation in community life.</p>	4.1	Manager - Transport	Annual Operating Program	<p>KPI: Maintain the development and implementation of a capital works program under the PAMP.</p> <p>KPI: % of tasks implemented under the PAMP.</p> <p>Statistic: No of pram ramps improved or provided per annum.</p> <p>Statistic: Amount (km's) of footpath improved or provided per annum.</p> <p>Statistic: No. of pedestrian crossing points improved or provided per annum.</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<p>Council's Community Connections Section has staff who are trained in the requirements of AS1428 - Design for Access and Mobility</p> <p>These staff are available to assist managers of Council community buildings to oversee small contracts for building modifications that require compliance with AS1428. Staff are able to request assistance through the on-line program "Pathway".</p>	<p>Provides support to staff who manage small contracts for modifications to existing Council buildings, to meet requirements under Australian Standard (AS 1428) – Design for Access and Mobility.</p> <p>For example: modifications to entry doorways, counters or toilets within the Youth Centre, Community Centres, Indoor Sports Stadium, Aquatic Centre, Libraries, The Q, etc.</p>	<p>Increased staff awareness of the requirements for providing access and mobility to people with disabilities within their facility.</p> <p>Improved access to a broad range of Council services and facilities for people with disabilities.</p>	4.1	Manager - Assets and Facilities	Annual Operating Program	KPI: No. of Council building modifications completed to comply with AS1428.
Complies with legislative requirements and employs best practice principles in the design and delivery of new parks and recreational spaces.	Complies with legislative requirements and employs best practice principles in the design of its parks and recreational spaces. Best practice principles are drawn from multiple sources including:	<p>Improved access and mobility and safety for people using parks and recreational spaces.</p> <p>Provides inclusive active and passive parks so</p>	3.2	Manager - Urban Landscapes	Annual Operating Program	KPI: Maintain compliance with Australian Standards and best practice guides when designing and delivering parks

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<ul style="list-style-type: none"> • State-wide best practice manuals. • Australian Standards for access-mobility (AS1428) 2010 and playgrounds (AS4686). • Kidsafe best practice guides for playgrounds. • Safer by Design (CPTED) principles for lighting and improving visibility and natural surveillance. • Touched by Olivia Foundation Guidelines for all abilities playgrounds. 	<p>people with disabilities can participate in recreation.</p>				and recreational spaces.
Complies with legislative requirements and employs best practice principles in the design and delivery of new sporting fields, courts and facilities	<p>Provides sporting fields, courts and facilities that have:</p> <ul style="list-style-type: none"> • Accessible change rooms; toilets and club houses. • Accessible viewing areas for spectators • Disabled car parking; and • Disabled access to some grounds and all club houses. 	<p>Improved access and mobility for people using sporting facilities.</p> <p>Provides opportunities for people with disabilities to view and participate in a range of sports.</p>	3.2	Manager - Urban Landscapes	Annual operating program	KPI: Maintain compliance with Australian Standards and best practice guides when designing and delivering parks and recreational spaces.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Implements a program of upgrades to parks, recreation and sporting facilities.	Upgrades existing parks, recreation and sporting facilities to improve safety and accessibility and update equipment based on criteria including: <ul style="list-style-type: none"> • Age, condition and safety of equipment; • Usage • Specific needs identified by community members. 	Improved access and mobility and safety for people using parks and recreational spaces. Provides inclusive active and passive parks so people with disabilities can participate in recreation.	3.2	Manager - Urban Landscapes Manager - Recreation and Culture	Annual operating program	KPI: Maintain a program of capital works to upgrade disabled access to parks, recreation and sporting facilities.
Provides accessible facilities at the Aquatic Centre and Indoor Sports Stadium.	Provides accessible toilets and change rooms, disability parking and disabled access within the Aquatic Centre and the Indoor Sports Stadium. Provides a mobile wind down hoist to the indoor pool and outdoor pool at the Aquatic Centre. Staff are available to support the use of the lift.	Improved access to recreational facilities for people with disabilities. Supports connection to and participation in community life.	5.3	Manager - Recreation and Culture	Annual Operating Program	KPI: Maintain the provision of accessible facilities at the Aquatic Centre. KPI: No of complaints received in customer action request system (CARS).
Provides accessible swim programs at the Queanbeyan Aquatic Centre.	Provides swim programs to people with disabilities in a range of formats:	Improved access to recreational facilities for people with disabilities.	5.3	Manager - Recreation and Culture	Annual Operating Program	KPI: Maintain the provision of accessible swim

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<ul style="list-style-type: none"> • Individual classes on a one:one basis tailored to specific needs. • Group aqua fitness classes for disability services. • Inclusive classes, integrated within regular classes. 	Supports connection to and participation in community life.				<p>programs at the Aquatic Centre.</p> <p>KPI: No of complaints received in customer action request system (CARS).</p>
Provides accessible community centres in Queanbeyan, Bungendore and Braidwood.	Provides accessible community centres in accordance with AS1428, incorporating accessible toilets; access to and within the premises and disabled parking at Council owned community facilities.	<p>Improved access to community centres for people with disabilities.</p> <p>Supports connection to and participation in community life.</p>	5.3	Manager - Recreation and Culture	Annual Operating Program	<p>KPI: Maintain the provision of community centres which comply with AS1428.</p> <p>KPI: No of complaints received in customer action request system (CARS).</p>
Provides accessible public toilets that comply with Australian Standard (AS 1428) – Design for Access and Mobility.	Provides accessible public toilets in a range of parks. The National Public Toilet Map lists the following accessible toilets for our region:	Improved access to public toilets for people with disabilities.	5.3	Manager – Urban Landscapes	Annual Operating Program	KPI: Maintain the provision of accessible public toilets in accordance with AS1428.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<ul style="list-style-type: none"> • Queanbeyan Park • Tourist Information Centre • Ray Morton Park • Queen Elizabeth Park • Queen Elizabeth II Park • Crawford St Park • Campese Oval • Queanbeyan Showground • Morisset St Bus Interchange • Bungendore Park • Council Library Carpark Braidwood • Ryrie Park, Braidwood <p>Accessible toilets with MLAK entry are located at:</p> <ul style="list-style-type: none"> • Campese Oval. 	Supports connection to and participation in community life.		Manager – Asset and Facilities		<p>KPI: % of public toilets that are accessible.</p> <p>KPI: No of complaints received in customer action request system (CARS).</p>

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HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Engage an access consultant to assess Council's community purpose buildings and facilities and recommend improvements.	Engage an access consultant to assess community facilities and buildings in a staged approach. <ul style="list-style-type: none"> • Public toilets. • Community venues. • Council offices to which the public have access. • Council owned infrastructure across the LGA. • Community halls in regional localities. 	Identifies areas of priority for improvements to access and mobility: <ul style="list-style-type: none"> • on entry to, exit from and within Council's facilities and services; and • around key public spaces and thoroughfares. 	4.1 5.3	Manager - Urban Landscapes Manager - Assets and Facilities	One off or staged assessment resulting in a four year program to align with delivery plan. Additional budget bid in 2017/18	KPI: Budget allocation provided. KPI: Access audit report(s) produced. KPI: % of recommendations contained in access audit report(s) completed.
Establish an Access Committee.	Establish an Access Committee with broad representation to work with Council to identify and address access issues for people with diverse range of disabilities.	Identifies areas of priority for improvements to access and mobility within the Local Government Area.	4.1 1.9 5.3	Manager - Community and Education Manager – Transport and Facilities		KPI: Committee established and meeting regularly.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Consult with the community on the development of Pedestrian Access and Mobility Plan (PAMP).	<p>Conduct a community engagement process in the development of a four year PAMP, which aligns with Council's delivery plan.</p> <p>Continue to revise the PAMP in response to community feedback received through the customer request system. (CARS).</p> <p>Implement a checklist to ensure consultation reach extends to people with disability (amongst other target audiences).</p>	<p>Identifies areas of high use by people with disability, the elderly and parents with prams and assign priorities for works.</p> <p>Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams.</p> <p>Improves access and mobility to key services and facilities and connectivity between key destinations.</p>	4.1 1.9	Manager – Transport and Facilities	<p>One off engagement process resulting in a four year program to align with delivery plan.</p> <p>2017/18 Annual Operating Plan.</p>	<p>KPI: Range of community engagement strategies used for the development of the Pedestrian Access and Mobility Plan (PAMP).</p> <p>KPI: No of complaints from customer request system (CARS).</p>
Explore options for introduction of a Clear Pathways policy.	Review examples of effective clear pathways policies and explore their validity in the various townships and localities with the LGA.	Support ease of movement by people with vision impairment around public footpaths, laneways and public spaces.	3.2 4.1 5.3	<p>Manager – Transport and Facilities</p> <p>Manager – Urban Landscapes</p>	2017/18 Annual Operating Plan.	Review of Clear pathways policies conducted and agreed approach within LGA implemented.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Review the use of no parking and drop off zones outside key community facilities and public places.	Review the use of no parking and drop off zones outside key community facilities and public places to ensure that individuals who need assistance to enter a premises are able to receive assistance without the driver incurring an infringement notice.	Improve access to key services and facilities within the LGA.		Manager – Transport and Facilities Road Safety Officer	2017/18 Annual Operating Plan.	KPI: Reviews conducted.
Extend the Pedestrian Access Mobility Plan (PAMP) to encompass Braidwood, Bungendore and Captain's Flat.	Extend the Pedestrian Access Mobility Plan (PAMP) to encompass Braidwood, Bungendore and Captain's Flat. Ensure best practise recommendations on shared use of footpaths are followed.	Improves access and mobility to key services and facilities and connectivity between key destinations in Braidwood and Bungendore.	4.1	Manager - Transport	2017/18 Annual Operating Plan.	KPI: PAMP extended to include town centres of Bungendore, Braidwood and Captain's Flat.
Promote Council's Customer Request System (CARS) to the Scooter Cruisers Group and encourage them to provide feedback on Queanbeyan's footpath network.	Work with the Scooter Cruisers Group to obtain feedback on Queanbeyan's footpath network through Council's Customer Request System. Ensure best practise recommendations on shared use of footpaths are followed.	Improves access and mobility to key services and facilities and connectivity between key destinations in Queanbeyan.	5.4	Manager - Community and Education	Annual Operating Plan.	KPI: Scooter Cruiser Group engaged.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<p>Consult with the community including people with disabilities on the development of future community purpose buildings and spaces owned by Council.</p> <p>Engage an architect that specialises in accessible design for community purpose buildings.</p>	<p>Conduct a community engagement process including people with disabilities in the development of new community purpose buildings and spaces owned by Council.</p> <p>Engage an architect that specialises in accessible design for larger or complex community purpose buildings.</p> <p>Incorporate the following in the design for new community purpose buildings:</p> <ul style="list-style-type: none"> • Parking areas for mobility scooters, walkers and prams. • Mobility scooter charging stations. • Dimension requirements larger than those in AS1428 for mobility scooter access. 	<p>Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams.</p> <p>Improves access to and mobility within new Council services and facilities.</p>	4.1 1.9	<p>Manager - Assets and Facilities</p> <p>Manager - Community and Education</p>	<p>On a project by project basis.</p> <p>On a project by project basis.</p>	<p>KPI: Community engagement process implemented on the design of new Council owned community purpose buildings.</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Monitor the supply of aged and disability accommodation in Queanbeyan, Bungendore and Braidwood and encourage development to meet shortfall.	Research the supply and demand for aged and disability accommodation in Queanbeyan, Bungendore and Braidwood accounting for varying levels of support to meet disability needs. Encourage development to meet shortfall.	There is an appropriate number and range of housing for frail-aged and people with disabilities.	4.1	Manager - Landuse Planning	Annual Operating Plan	KPI: Research completed
Include resources on universal design and best practice in disabled access for community and retail centres and public spaces on Council's on-line development application webpage.	Include resources on universal design and best practice for community and retail centres and public spaces on Council's on-line development application webpage. Universal design principles guide the development of inclusive public buildings and spaces that can be used by all people.	Provides developers of community and retail facilities with information to help improve disabled access to community buildings and spaces. Improves access to goods and services and participation in community life for people with disabilities.	4.1 5.3	Manager - Development	Annual Operating Plan	KPI: Resources on universal design and access best practice located on Council's website.
Improve disabled access to and provide an adult change facility within the public toilets at Queen Elizabeth II Park.	Seek funding opportunities and conduct community engagement to improve disabled access and provide an adult change facility in the public toilets at Queen Elizabeth II Park.	Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams.	5.3	Manager - Urban Landscapes	External grant.	KPI: No of grant applications completed.

Disability Inclusion Action Plan 2017-2021

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
		Improves access and mobility to new Council services and facilities. Supports connection to and participation in community life.				
<p>Conduct research into and prepare a report to Council on the development of a low sensory park in Queanbeyan for children with autism.</p> <p>Recommend that this project be targeted for development in partnership with the community.</p>	<p>Conduct research into the development of a low sensory play area and, if feasible, present a report to Council for consideration, which encompasses:</p> <ul style="list-style-type: none"> • Community need. • Design requirements. • Potential locations. • Costs. • Potential to partner with services and organisations • Potential funding sources. 	<p>Provide a play area appropriate for children with autism so they may participate in recreation.</p>	3.2	Manager - Urban Landscapes	<p>2017/18 Research completed.</p> <p>External Grants and resources.</p> <p>Community partners: Lions Club, Ability Links, ASPECT.</p>	<p>KPI: Research & Council report completed on the feasibility of providing a low sensory play area for children with autism.</p>
<p>Advocate to the Business Enterprise Centre (BEC) for the provision of a Business Excellence Award for Best Practice in Access and Inclusion.</p>	<p>Advocate to the Business Enterprise Centre (BEC) for the provision of a Business Excellence Award for Best Practice in Access and Inclusion.</p>	<p>Promotes access and mobility within local businesses for people with disabilities.</p> <p>Provides people with disabilities with access to a broad range of services and facilities and to</p>	5.2	<p>Manager - Business and Innovation</p> <p>Manager - Community and Education</p>	<p>2016/17 Advocacy completed.</p> <p>QCC staffing resources. BEC funded.</p>	<p>KPI: Position paper on proposed Award for Best Practice in Access and Inclusion and small grant program for improvements to</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<p>Include the proposed award within the existing framework implemented by the BEC to deliver the Business Excellence Awards.</p> <p>Prepare a position paper for referral to the BEC containing award criteria, process and potential funding sources for consideration of the BEC.</p>	<p>improve their participation in community life.</p> <p>Assists local businesses to expand their reach (to people with disabilities, the elderly and parents with prams).</p>			<p>Community partner: Queanbeyan Business Enterprise Centre (BEC).</p> <p>Funding sources: \$500 from local business.</p>	<p>disabled access within local businesses.</p> <p>Advocacy to expand the Business Excellence Awards to include an award for best practice in Access and Inclusion.</p>
<p>Prepare a report to Council proposing a small grant program to support local business with minor modifications to improve disabled access to and within their premises.</p>	<p>Prepare a report for Council's consideration on a proposal to establish a small grant program for minor improvements to disabled access to, from and within local business premises.</p> <ul style="list-style-type: none"> • Grant eligibility criteria. • Grant application and selection process. • Total grant pool. • Potential funding sources. 	<p>Promotes access and mobility within local businesses for people with disabilities.</p> <p>Assists local businesses to expand their reach (to people with disabilities, the elderly and parents with prams).</p>	5.2	Manager - Community and Education	<p>2018/19 Report produced.</p> <p>50% Council Budget bid.</p> <p>50% Matched by Businesses.</p>	<p>KPI: Report prepared for Council proposing a small grant program to support local business with minor modifications to improve disabled access to and within their premises.</p>

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Facilitate the establishment of a community operated disability carers support group in Bungendore	<p>Conduct community engagement to identify skills, resources and interest in establishing a community run carer's support group in Bungendore.</p> <p>If there is sufficient community interest, assist carers support group to establish.</p>	Provides community connection and support between people with disabilities.	5.4	Manager - Community and Education	<p>Annual Operating Plan</p> <p>Community Grants</p>	<p>KPI: Community engagement conducted.</p> <p>KPI: Engagement outcomes implemented.</p>
Advocate to QCity Transport to provide an accessible bus for transport between Queanbeyan and Woden.	Advocate to QCity Transport to provide an accessible bus for transport between Queanbeyan and Woden.	Provides people with disabilities with access to a broad range of services and facilities and to improve their participation in community life.	5.2	Manager - Community and Education	Annual operating plan.	KPI: Advocacy completed.
Advocate to Transport NSW: Railcorp and the NSW Minister for Transport to improve disabled access at Queanbeyan Rail Station.	<p>Advocate to Transport NSW: Railcorp and the NSW Minister for Transport to improve disabled access at Queanbeyan Railway Station by providing:</p> <ul style="list-style-type: none"> • A disabled access ramp to bridge the gap between the platform and rail carriage; • Accessible seating configuration to 	Provides people with disabilities with accessible public transport which enables them to access services outside of Queanbeyan and improves their participation in community life.	5.2	Manager - Community and Education	Annual operating plan	KPI: Advocacy completed.

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FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	accommodate more than two wheelchairs or mobility scooters.					
Request that NSW Roads and Maritime Services adjust the timing of pedestrian traffic lights to provide more time for elderly and disabled people to cross the road in Queanbeyan CBD.	Request that NSW Roads and Maritime Services to adjust the timing of pedestrian traffic lights to provide more time for elderly and disabled people to cross the road in Queanbeyan CBD.	Provides people with disabilities and the frail aged with more time and improved safety when crossing the road at traffic lights in the Queanbeyan CBD.	5.2	Manager - Transport	Annual operating plan	KPI: Advocacy completed.

FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Goal: The retention and attraction of a diverse Council workforce, which reflects the community it services. Support the goals within the National Local Government Workforce Strategy 2013-20 and QCC Resourcing Strategy: Workforce Management Strategy 2013-17.

Links with the Community Strategic Plan 2013-23

Theme 2: Business and Industry

2.3 Promote local employment and training opportunities.

Theme 5: The Community

5.2 Strengthen partnerships with Federal and State agencies and community groups.

Links with the Resourcing Strategy: Workforce Management Strategy 2013-17.

Section 2: Action Plan, Promoting local government as an employer of Choice.

Section 3: Action Plan, retention and attraction of a diverse workforce that reflects the community it serves.

Section 4: Action Plan, Creating a contemporary workplace

Links with the Active Ageing Strategy 2014-17

Nil

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WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
Council uses merit based recruitment and employment systems in accordance with legislative and policy requirements.	<p>Has established employment selection criteria contained in position descriptions and tasks contained within model job demands.</p> <p>Assesses job applicants against objective position descriptions, selection criteria and model job demands.</p> <p>Obtains a medical assessment of the successful job candidate's capacity to perform tasks contained within model job demands.</p> <p>Completes reasonable adjustment to the job or worksite to support an employee to fulfil job requirements.</p> <p>Data is collected on staff who self-identify as having a disability during the</p>	<p>Provides an objective process to assess the capacity of job applicants to perform job requirements.</p> <p>Provides a work environment that supports an employee with a disability to successfully perform the tasks required for their job.</p>	2.3	<p>Manager - Workplace</p> <p>Recruitment and selection panel members.</p>	Annual Operating Program	<p>KPI: Maintain a merit based recruitment and employment systems in accordance with legislative requirements.</p> <p>Statistic: % of staff who self-identify as having a disability during the recruitment process. Source: Aurion.</p>

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
	recruitment process and is held in the Aurion staff management software application.					
Promotes a diverse workforce through compliance with legislative, policy and planning requirements for staff recruitment and management.	<p>Complies with legislative and policy requirements for the recruitment and ongoing management of Council staff. Operates within the parameters of:</p> <ul style="list-style-type: none"> • Local Government State Award (2014), • Industrial Relations Act and Regulations (1996) NSW • Work Health & Safety Act and Regulations (2011) NSW • Anti-Discrimination Act (1977) NSW, • Disability Inclusion Act (2014) • Local Government Act 1993 • Council's Resourcing Strategy: Workforce Management Plan 	<p>Supports an inclusive and safe work environment.</p> <p>Provides Council with an additional source of skilled employees within the labour market.</p> <p>Provides opportunities for people with disabilities to access meaningful employment.</p>	2.3	<p>Manager - Workplace</p> <p>Managers and Team Leaders responsible for recruitment and management of staff.</p>	Annual Operating Program	KPI: Maintain compliance with legislative and policy requirements for the recruitment and management of staff.

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
	<ul style="list-style-type: none"> • Council's Equal Employment Opportunity Policy and Plan • Council's Code of Conduct. 					
Provides training in anti-discrimination legislation and Council's Equal Employment Opportunity Policy and Code of Conduct within the Supervisor Development training module.	<p>Provides initial overview and raises staff awareness of anti-discrimination legislation and EEO policies in staff induction programs.</p> <p>Provides training on anti-discrimination legislation and Council's EEO policy and Code of Conduct within Council's Supervisor Development training module.</p> <p>The training is targeted to supervisors, to ensure that the culture of inclusiveness is maintained across Council.</p>	<p>Provides a work environment that supports an employee with a disability to successfully perform the tasks required for their job.</p> <p>Promotes inclusive and respectful customer service.</p>	2.3	Manager - Workplace Supervisors.	Annual Operating Program	<p>KPI: Training program on workplace diversity and inclusion maintained.</p> <p>Statistic: % supervisors trained in legislation and policy on workplace diversity and inclusion.</p> <p>Statistic: No. of staff grievances relating to discrimination.</p> <p>Statistic: No. of customer complaints relating to discrimination.</p>

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
Worksite assessments for staff as required under Work Health Safety legislation.	Trained providers conduct worksite assessments and modifications and assess equipment needed to meet staff needs.	Improves access to and ongoing support with employment for people with disabilities. Supports the health and safety of employees.	2.3	Manager - Workplace. Managers and Team Leaders responsible for management of staff.	Annual Operating Program	KPI: Continue to engage trained providers to conduct worksite assessments. Statistic: No and % worksite assessments and modifications completed.
Inclusive and non-discriminatory behavioural capabilities are included in Council's position descriptions and Code of Conduct.	Council position descriptions contain behavioural capabilities for inclusive and respectful behaviour. Behaviour is monitored and managed continuously and within an annual performance appraisal process. Action plans are developed and implemented for staff who do not meet the behavioural capabilities.	Staff are managed to display inclusive and respectful behaviour towards each other and community members.	2.3	Manager - Workplace Managers and Team Leaders responsible for managing staff.	Annual Operating Program	KPI: All position descriptions to contain criteria on EEO and WHS requirements. KPI: Annual performance appraisals completed for all staff. Statistic: Change in results from the Staff Cultural Survey question on discrimination within the organisation.

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
<p>Provides flexible working arrangements and a contemporary workplace through measures like:</p> <p>Flexible and part-time work hours, job sharing arrangements, working from remote locations</p>	<p>Provides staff with access to a range of flexible and contemporary working arrangements that support the needs of people with disability such as:</p> <p>Reduced and flexible work hours, through part-time or job sharing arrangements.</p> <p>Working from remote locations, such as home.</p> <p>Providing technology that supports working from home and that supports specific needs.</p> <p>Work arrangements are negotiated based on employee and organisation requirements.</p>	<p>Supports reasonable adjustment to jobs to enable the employment of people with disabilities.</p> <p>Provides a range of options that can be implemented to support modifications to tasks once needs have been identified for staff with disabilities.</p>	2.3	Managers and Team Leaders responsible for managing staff.	Annual Operating Program	<p>KPI: Maintain a range of flexible working arrangements for staff.</p> <p>Statistic: No and % worksite assessments and modifications completed.</p>
Gathers data on workforce diversity within its human capital management software package Aurion ESS.	On recruitment, staff are provided with the opportunity to self-identify as having a disability and requirements for worksite or task modification.	Supports workplace diversity. Supports a work environment that enables an employee with a disability to successfully	2.3	Manager - Workplace	Annual Operating Program	KPI: Maintain the collection of data on workforce diversity through Aurion ESS.

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
	<p>The data is held in Council's human capital software package Aurion ESS.</p> <p>The data is available to evaluate progress towards workforce diversity.</p>	perform the tasks required for their job.				Statistic: % of staff that self – identify as having a disability and/or requiring worksite and/or task modifications.
Provides a staff intranet as a central location for information on all employee related matters.	<p>Provides the staff intranet as a source of information on policies, resources and programs to support staff.</p> <p>Promotes the intranet within the new employee information package and on staff induction.</p>	<p>Staff have easy access to information on a wide range of employment related matters.</p> <p>Provides information on the supports available to staff with disabilities.</p>	2.3	Manager - Workplace	Annual Operating Program	KPI: Maintain the provision of a staff intranet as central location for information on supports available to staff with disabilities (amongst other things).
<p>Provides staff with access to counselling through the Employee Assistance Program.</p> <p>Provides a Peer Support Program to Staff.</p>	<p>Provides free counselling and support under the Employee Assistance Program (EAP) for staff experiencing personal and work related difficulties.</p> <p>Trains members of the Peer Support Group who provide general support and information on resources to help colleagues who are experiencing a range of difficulties.</p>	Improves health, wellbeing and work outcomes for staff.	2.3	Manager - Workplace	Annual Operating Program	<p>KPI: Maintain the provision of the Employee Assistance Program.</p> <p>KPI: Maintain the provision of the Peer Support Program</p>

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project Leader	Resourcing Strategy	KPI's & statistics
	EAP and the Peer Support Program are promoted in new employee information package, on staff induction and on the Staff intranet.					
Assists the Queanbeyan Business Enterprise Centre to provide the Business Excellence Awards. The program offers an award for the Disability Inclusion Employer of the Year.	Assist the Queanbeyan Business Enterprise Centre to provide the Business Excellence Awards contain the category 'Disability Inclusion Employer of the Year'.	Acknowledges and encourages local businesses that provide employment for people with disabilities. Promotes the skills and experience of people with disabilities who are employed locally.	5.2	Manager - Business and Innovation	Annual Operating Program QCC staffing resources allocated. Community partner funded program.	KPI: Continue to assist the Queanbeyan Business Enterprise Centre to deliver the Disability Inclusion Employer of the Year Award.

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery Plan & Resourcing	KPI's
Adopt a pro-active approach to eliminate barriers to recruitment for applicants with disability.	Include a statement on all advertisements stating "Applications from people with disability are welcomed"	Identifies that Council is willing to support the application and employment of people with disability.	2.3	Manager - Workplace.	Annual Operating Program	KPI: Statement incorporated in standard recruitment advertising.
Research local accessible forms of transport and place the information on the staff intranet.	Gather information on local accessible forms of transport. Provide information on accessible forms of transport on Council's staff intranet to assist people that have no access to private transport.	Provides information on accessible public transport as a means of getting to and from Council worksites, where employees have no access to private transport.	2.3	Manager - Community and Education.	2017-18 Transport resource produced. Annual Operating Program	KPI: Resource produced on local accessible forms of transport and located on Council's staff intranet.
Update Council's Equal Employment Opportunity Policy (and associated documents) to encompass more recent language and requirements for workplace diversity.	Update Council's Equal Employment Opportunity Policy to encompass current language and requirements for workplace diversity. Review and update Council's documents containing references to and requirements of Equal Employment Opportunity to encompass current language and requirements for workplace diversity.	Supports workplace diversity.	2.3	Manager - Workplace.	2017-18 EEO policy reviewed. Annual Operating Program	KPI: Council's Equal Employment Opportunity Policy (and associated documents) revised to encompass workplace diversity.

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery Plan & Resourcing	KPI's
Establish an E-learning awareness module on the value of a diverse workforce, incorporating a disability awareness module	<p>Establish an E-learning awareness module on the value of a diverse workforce, incorporating a disability awareness module.</p> <p>Offer the e-learning session to all staff biannually.</p>	<p>Provides a work environment that supports an employee with a disability to successfully perform the tasks required for their job.</p> <p>Supports inclusive and respectful customer service.</p>	2.3	Manager - Workplace.	<p>2018-19 e-learning resource established.</p> <p>Budget bid in 2018-19 operating plan.</p>	<p>KPI: E-learning workplace diversity module is developed and offered to all staff biannually.</p> <p>Statistic: % staff completed workplace diversity E-learning module.</p>
Explore opportunities to establish a working relationship with disability employment services (DES) to offer job placements in Council.	<p>Identify worksites that have jobs or tasks available that are able to be modified to meet individual and organisational needs.</p> <p>Identify Managers willing to champion the process.</p> <p>Develop agreements, policies and procedures required to support working relationships with Disability Employment Services (DES).</p> <p>Test and evaluate the process to support a relationship with DES.</p>	<p>Provides opportunities for people with disabilities to gain employment skills and experience.</p>	2.3	Manager - Workplace.	<p>2018-19 Investigate relationship with DES.</p> <p>Annual operating program.</p>	<p>KPI: Contact details for Council's relevant DES are included in the recruitment and selection process.</p> <p>KPI: Process for establishing working relationships with disability employment organisations investigated.</p>

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FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery Plan & Resourcing	KPI's
Include information on Beyond Blue, Lifeline & OzHelp Foundation within the Employee Assistance Program and Peer Support Program.	Include information on a range of mental health support organisations in the: <ul style="list-style-type: none"> • New employee information package; • Promotional material for the Employee Assistance Program; and • Resources provided to Peer Support Program staff. 	Provides staff with mental health conditions with information and support. Improves general health, wellbeing and work outcomes for staff	2.3	Manager - Workplace	Annual Operating Program	KPI: Maintain the provision of the Employee Assistance Program. KPI: Maintain the provision of the Peer Support Program.
Advocate to NSW Education to provide transition to work programs for young people with disability at local high schools.	Advocate to NSW Education to provide transition to work programs for young people with disability who are leaving local high schools to enter the workforce.	Better prepares young people with disability to transition from school to work.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Advocacy completed.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES

Goal: To provide inclusive Council services and information, which helps to reduce the barriers faced by people with disabilities when navigating Councils systems and processes. Council will provide quality customer service, accessible services and accessible options for communicating, accessing information or providing input or feedback to Council.

Links to the Community Strategic Plan 2013-23

Theme 1: Image and Influence

1.9 Promote and encourage an engaged community.

Theme 5: The Community

5.2 Strengthen partnerships between Council, Federal and State agencies and community groups.

5.3 Provide quality services to the community

5.4 Develop programs to target specific groups in the community.

Links to the Active Ageing Strategy 2014-17

Strategic Area 2: Encouraging healthy lifestyles and access to services

2.1 Older residents have access to suitable support to enable them to age in place.

Strategic Area 4: Encouraging community participation and inclusion

4.1 To promote opportunities for older people to participate in community life.

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WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery plan & Resourcing	KPI's & statistics
Accommodates customer requests for accessible resources at the Queanbeyan, Braidwood and Bungendore Libraries.	Provides accessible library resources in accordance with the interests and needs of people with disabilities. Provides free access to Wi-Fi and internet.	Enables independent and free use of resources at the library for people with disability. Supports access to information and services for people on low incomes.	5.4	Manager - Community and Education	Annual Operating Program	KPI: Maintain the provision of accessible resources at Council's libraries.
Provides a home library service to people with limited mobility and experience barriers that prevent them from attending the library.	Provides a home library service to people with barriers like limited mobility, health conditions and transport disadvantage that prevent them from attending the library.	Enables independent and free use of resources at the library for people with disability.	5.4	Manager - Community and Education	Annual Operating Program	KPI: Maintain the operations of the home library service. KPI: No of clients.
Operates a hearing loop in the Council Chambers.	Supports the attendance at Council meetings and functions by people with hearing impairment.	Council meetings are inclusive of people with hearing impairment.	5.4	Manager Recreation and Culture	Annual Operating Program	KPI: Maintain the provision of a hearing loop in the Council Chambers.

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery plan & Resourcing	KPI's & statistics
Provides individual hearing systems and wheelchair seating in The Q Performing Arts Centre.	Provides individual hearing systems and wheelchair seating in The Q Performing Arts Centre.	Performances and functions held at The Q are inclusive of people with hearing and mobility impairment. Provides people with disabilities with access to culture and the arts and improves their participation in community life.	5.3	Manager - Recreation and Culture	Annual Operating Program	KPI: Maintain the provision of individual hearing equipment and disabled seating at The Q.
Operates a telephone system that supports technology held by customers who are hearing or vision impaired. For example enables amplification or the conversion of voice to text.	Operates a telephone system that supports technology held by customers who are hearing or vision impaired. For example enables amplification or the conversion of voice to text.	Enables communication on Council business with people with hearing impairments.	5.3	Manager - Digital.	Annual Operating Program	KPI: Maintain the provision of technology that supports customers who are hearing and vision impaired.
Operates Council's customer service counter as a central and first point of information on all Council facilities and services.	Provides a central and first point of information at its customer service counter. The building provides good disabled access and front-line staff are trained in quality customer service.	Supports direct and easy access to information on Council services and facilities in a centralised location and as a point of	5.3	Manager - Customer and Communication	Annual Operating Program	KPI: Maintain Council's customer service counter as a central and first point of information on all Council facilities and services.

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery plan & Resourcing	KPI's & statistics
<p>Provides MyCommunity on-line community service directory linked to Council's website.</p> <p>Provides a community noticeboard and programmed space for community information in the Queanbeyan, Bungendore and Braidwood Libraries.</p>	<p>Provides MyCommunity on-line community service directory linked to Council's website.</p> <p>Provides a community noticeboard and programmed space for community information in Regional Libraries. Information is provided to People with disabilities to coincide with key awareness raising campaigns such as International Day of People with a Disability.</p>	<p>primary contact with Council.</p> <p>Provides face-to-face contact, reducing barriers associated with accessing information in on-line or telecommunications formats, such as lack of access to technology or lack of experience in its use.</p> <p>Provides an on-line directory of community services that is centrally located for all residents within the LGA.</p>				<p>Statistics: No of staff trained in quality customer service.</p> <p>KPI: Maintain the provision of MyCommunity on-line directory.</p> <p>KPI: Maintain the provision of community information related to people with disabilities at the regional libraries.</p>
<p>Supports communication with the Community through a range of formats.</p>	<p>Supports communication with the Community using a range of electronic formats including a website and Facebook and Twitter accounts.</p>	<p>Reduces barriers that prevent access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.</p>	5.3	Manager – Customer and Communication	Annual Operating Program	<p>KPI: Maintain communication through a range of electronic formats.</p> <p>KPI: Continue to work towards compliance with WCAG 2.0 A at http://www.w3.org/WAI/WCAG20</p>

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery plan & Resourcing	KPI's & statistics
Supports communication with the Community through a range of formats.	<p>Uses webcasting equipment at the Queanbeyan and Bungendore Council Chambers to broadcast Council meetings on-line.</p> <p>Recordings or a livestream of the Council meetings can be accessed at webcast.qprc.nsw.gov.au</p>	<p>Increases the accessibility of Council meetings.</p> <p>Includes people with disabilities in Council's decision making processes and provides access to information on Council services and facilities.</p>	5.3 1.9	Manager - Customer and Communication	Annual Operating Program	KPI: No and % of Council meetings broadcast on-line.
Supports communication with the Community through a range of formats.	<p>Provides information in printed format through 'The City Life' community newsletter.</p> <p>Mails The City Life to the homes of Queanbeyan residents on a quarterly basis.</p>	Improves access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.	5.3	<p>Manager - Customer and Communication</p> <p>Manager -Digital</p>	Annual Operating Program	KPI: Work towards compliance with Guidelines for Producing Clear Print: 2011 Round Table on Information Access for People with Print Disabilities at http://printdisability.org/guidelines/
Delivers a road safety education program for drivers over 65 years of age.	Delivers a road safety education program for drivers over 65 years on maintaining their licence beyond 75 and 85 years; or transitioning to alternative transport.	Provides current information on changes to road rules and licensing requirements to drivers over 65 years of age.	5.4	<p>Manager - Transport</p> <p>Road Safety Officer</p>	Annual Operating Program	KPI: Road safety education program delivered.

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Delivery plan & Resourcing	KPI's & statistics
	<p>The program includes the impacts of dementia, other health conditions, limited mobility and medications on driving.</p> <p>A printed resource is provided on local public and community transport options.</p>	<p>Assists decisions regarding maintaining a license beyond age 65 and making alternative transport arrangements.</p> <p>Provides current information on local public and community transport options.</p>				

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Review Council's Corporate Style Guide to embed the principles of the <i>Guidelines for Producing Clear Print: 2011 Roundtable on</i>	Promote the use of the <i>Guidelines for Producing Clear Print</i> to staff that develop community purpose printed materials, by:	Enables communication on Council business with people with print disabilities.	5.3	Manager - Customer and Communication	2017-18 Annual Operating Program	KPI: Council's Style Guide reviewed and link included to http://printdisability.org

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<i>Information Access for People with Print Disabilities.</i>	<ul style="list-style-type: none"> Embedding the guideline principles within Council's Corporate Style Guide; and Providing a link on the staff intranet to the Guidelines at http://printdisability.org/ 					
Review Council's Website and work towards compliance with WCAG 2.0 A at http://www.w3.org/WAI/WCAG20	Review Council's Website and work towards compliance with WCAG 2.0 A at http://www.w3.org/WAI/WCAG20	Improves access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.	5.3	Manager – Customer and Communication	Annual Operating Program	Work towards compliance with WCAG 2.0 A at http://www.w3.org/WAI/WCAG20
Review Community Satisfaction Survey to incorporate measures of satisfaction with access and inclusion in Council's business.	Review the Community Satisfaction Survey to incorporate measures of satisfaction with access and inclusion in Council's business	The level of community satisfaction with access and inclusion in key areas of Council business is monitored and used to make improvements.	1.9	Manager – Customer and Communication Manager - Community and Education	Annual Operating Program	KPI: Community Satisfaction Survey incorporates measures of satisfaction with levels of access and inclusion in key areas of Council business.
Consult with people with disabilities to guide the provision of programs and	Consult with people with disabilities on their needs and interests for library resources and programs.	People with disabilities are able to access library resources and	5.4 1.9	Manager - Community and Education	2017-18 conduct engagement	KPI: Maintain a range of accessible resources at Council's libraries.

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
resources at the Queanbeyan, Bungendore and Braidwood libraries.	<p>Consult through relevant organisations and groups and the broader community.</p> <p>Link information from consultations to the library acquisitions program.</p>	<p>programs that suit their interests and needs.</p> <p>Supports participation in local community life.</p>			Annual Operating Program.	KPI: Community engagement session delivered for people with disabilities to inform the provision of regional library resources and programs.
<p>Produce access maps for Council and the Visitor Centre websites for:</p> <ul style="list-style-type: none"> • Queanbeyan • Bungendore • Braidwood 	<p>Produce an access map which incorporates a range of accessible services and facilities such as:</p> <ul style="list-style-type: none"> • Public toilets • Bus routes and taxi services • Parks and playgrounds • Cafes and restaurants • Health services <p>Promote on-line map(s) on Council and Visitor Information Centre websites and Facebook accounts.</p> <p>Produce printed versions.</p>	<p>Supports participation in local community life for residents of and visitors to Queanbeyan, Bungendore and Braidwood that have a disability.</p> <p>Improves economic activity within Queanbeyan, Bungendore and Braidwood.</p>	5.4	<p>Manager - Community and Education</p> <p>Manager - Business and Innovation</p>	2018-19 Budget bid in 2018-19 operating plan.	<p>KPI: Access maps produced for Queanbeyan, Bungendore and Braidwood.</p> <p>Statistics: No of hits to webpage.</p>

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
<p>Modify the road safety education program for drivers over 65 years to include information on mobility scooter use and deliver this to:</p> <ul style="list-style-type: none"> • Targeted disability organisations and services; and • The broader community. 	<p>Modify the road safety education program for drivers over 65 years to incorporate information on the rights and responsibilities of pedestrians, mobility scooter users, cyclists and motorists when using footpaths, public spaces and roads.</p> <p>Target audiences within the disability community and the broader community.</p>	<p>Encourage cooperation between pedestrians, mobility scooter users, cyclists and motorists when using footpaths, public spaces and roads.</p>	5.4	<p>Manager - Transport</p> <p>Road Safety Officer</p>	<p>Annual Operating Program</p>	<p>KPI: Education program modified to encompass use of mobility aids and program delivered.</p>
<p>Promote Q City's Local Link Service and 850 Bungendore Service and Valmar Community Transport services on Council's Facebook and Website.</p>	<p>Provide links and promotion on Councils website and Facebook page for:</p> <ul style="list-style-type: none"> • Q City's Local Link Route 840 operates from timetabled locations in the CBD and operates as an on demand service. Travel can be booked from your home to the CBD 	<p>To enable people with disability to travel independently to services, appointments and facilities.</p>	5.2	<p>Manager - Community and Education</p> <p>Partners: QCity Transit and Valmar Services</p>	<p>2017-18 Update web content.</p> <p>Annual operating program.</p>	<p>KPI: Links included on Council's website and promoted on Facebook.</p>

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	<p>or elsewhere within the Queanbeyan area.</p> <ul style="list-style-type: none"> • Q City's 850 Service between Bungendore and Queanbeyan. • Valmar Community Transport Service. 					
Advocate to Q City Transport to provide bus services to Braidwood and Captain's Flat.	Advocate to QCity Transport to provide bus services to Braidwood and Captain's Flat.	To enable people with disability to travel independently to services, appointments and facilities.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Advocacy completed.
Advocate to Valmar Community Transport for an increase in community transport services to Bungendore, Braidwood, Captain's Flat and regional localities within the LGA. Advocate to the NSW Transport to fund the above additional community transport services.	<p>Request that Valmar Community Transport increase community transport services to Bungendore, Braidwood and Captain's Flat.</p> <p>Advocate to the NSW Transport to fund the above additional community transport services.</p>	To enable people with disability to travel independently to services, appointments and facilities.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Advocacy completed.

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
Promote MyCommunity on-line directory for community service information as a central and accessible point of information on community services.	Promote the MyCommunity Directory annually to residents of the Region and establish links between Council and community association websites and promote in regional community directories and newsletters.	Provides information on community services to people with disabilities.	5.3	Manager - Community and Education	Annual Operating Program	KPI: Promotion completed annually.
Request that the National Disability Insurance Scheme (NDIS) Local Area Coordinator, Uniting Queanbeyan, attend local service inter-agency meetings to provide information on the NDIS.	Request that the National Disability Insurance Scheme (NDIS) Local Area Coordinator Uniting Queanbeyan attend local service inter-agencies (Queanbeyan Agency Network Group and Braidwood Agency Network Group) to provide information on the NDIS.	Provides information on the National Disability Insurance Scheme (NDIS) to the community services that support people with disabilities.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Request made to Uniting Queanbeyan Local Area Coordinator for the NDIS to attend QuANG and BANG. Statistic: NDIS Local Co-ordinator attendance at QuANG and BANG completed.
Advocate to NSW Health for outreach services to operate from the new Multi-purpose Health Centre at Captain's Flat.	Advocate to NSW Health for outreach services to operate from the new Multi-purpose Health Centre at Captain's Flat. Health services should reflect the needs of older	Provides access to disability services that are targeted towards the needs of older people with disabilities for the residents of Captain's Flat.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Advocacy completed. Statistics: Number and range of outreach services operating at the Captain's Flat Multi-purpose Health Centre

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FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	Action	Outcome	CSP Theme	Project leader	Resourcing Strategies	KPI's & Statistics
	and disabled residents, E.g. community nursing, podiatry, dementia support, diabetes clinic, dental health consultant and a medical script filling service.	Decreases travel costs and difficulties with transport arrangements between Captains Flat and Queanbeyan or the ACT.				
Inform carers in the Queanbeyan-Palerang Region that they can register with Carers ACT to receive services and support.	<p>Promote that Carers ACT offers their services and support to carers in the Queanbeyan-Palerang region.</p> <p>Promote through disability services, carer support groups and networks, interagency networks and the broader community.</p>	Provides access to services and support for people providing unpaid care to people with disabilities.	5.2	Manager - Community and Education	Annual Operating Program	KPI: Carers ACT service promoted to carers in the Queanbeyan-Palerang Region.

Monitoring, evaluation and reporting

Section 13 of the Disability Inclusion Act 2014 (DIA), stipulates that Councils in NSW must report on the implementation of their disability inclusion plan within in their Annual Reports and forward a copy of the relevant part of the Annual Report to the Minister.

The NSW Disability Inclusion Action Planning Guidelines for Local Government (2015) pg. 33, state that “Regular monitoring of disability inclusion actions will enable councils to:

- Amend their objectives and actions to reflect achievements and adapt and respond to new inclusion challenges;
- Redirect attention and resources to areas where changes prove difficult to achieve;
- Provide accurate and timely reporting; and
- Demonstrate how their disability inclusion action plans support the goals of the NSW Disability Inclusion Plan

Key performance indicators (KPI’s) and sources of data or statistics have been identified by Council staff during the strategy development process. Most of the KPI’s are linked to data sets that Council is currently collecting within its integrated planning and annual reporting processes, however some new data will need to be collected. Council conducts a community satisfaction survey, which will be reviewed to incorporate some indicators on satisfaction with access and inclusion.

Section Managers have been identified for each strategy within this Plan as the person who will be responsible for the strategy’s implementation, monitoring and reporting. These managers will feed information on the implementation of this Plan into Council’s annual reporting process.

Section 14 of the DIA also requires councils to review their disability inclusion action planning process every four years. The development of this Plan aligns with the timeframes for Council’s next community strategic plan and delivery plan. The review of this Plan will be incorporated into the development of the community strategic plan and delivery plan in 2021.

Section 12 of the DIA mandates that councils disability inclusion action plans must be readily available to the public. This Plan will be promoted on Council’s website and printed copies will be available at the City library and Council customer service counter. A copy will also be provided to the Disability Council of NSW and each of the disability services and organisations listed within the local community service database. The Plan will also be promoted to Council staff and located on the staff intranet as a planning and service delivery resource.