



Queanbeyan–Palerang Regional Council Disability Inclusion Action Plan 2022–2026

March 2022



Acknowledgement of Country

Queanbeyan-Palerang Regional Council acknowledges the Traditional owners on the land where we live and work. QPRC pay our respects to the Elders past, present and emerging, and to all Aboriginal and Torres Strait Islander peoples. We recognise and celebrate their cultures, traditions and protocols and its rich diverse history.

Queanbeyan-Palerang Regional Council
Disability Inclusion Action Plan 2022 – 2026
March 2022

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Contents

Acknowledgement of Country	2
Message from the Mayor	5
Introduction	7
Why inclusion is important	7
Defining disability	9
There are many different types of disability	9
How the DIAP was developed	9
The roles of Council, community and partners in inclusion	11
The roles of Council in supporting access and inclusion	11
Building on our achievements	13
Policy and planning context	17
Disability in Queanbeyan–Palerang	19
What our community told us	19
How we engaged	19
Who we spoke to	19
What you told us	21
Our action plan	27
Focus area 1: Encourage positive community attitudes and behaviours	27
Focus area 2: Create liveable communities	29
Focus area 3: Support access to meaningful employment	33
Focus area 4: Providing accessible systems and processes	34
Implementing the DIAP	35



Message from the Mayor

I am proud to present Queanbeyan-Palerang Regional Council's new Disability Inclusion Action Plan 2022 – 2026.

This is Council's second Action Plan, building on the achievements of the first Disability Inclusion Action Plan 2017 – 2021. This Plan was developed with our community to ensure the Queanbeyan-Palerang region is accessible, inclusive and liveable for all of us.

Inclusion is about identifying and removing barriers, so that everyone can participate in community life to the best of their ability. In turn, accessibility is about the opportunity to dramatically improve people's lives – whether that is by making footpaths easier and safer to walk on, increasing disability parking, or installing playgrounds where everyone can play, regardless of age or ability. These are just some examples of practical actions we can take.

Through this plan, Council will work to create more liveable communities, develop positive community attitudes and behaviours towards people with disability, improve access to services and support meaningful access to employment.

Thank you to everyone who helped to develop this Plan, especially those people with disability, families and carers who have shared their lived experience.

As Chair of QPRC's Disability Access Committee for the last two years, I would like to acknowledge all members' knowledge and lived experience of disability, which has guided the development of many of these actions. This group will also guide Council as we go through the implementation process.

Council would also like to thank our local disability services – the work you do each day to support the inclusion of people with disability and their families in our community is incredibly important.

I support Council's leadership in improving the lives of our residents with disabilities and I look forward to seeing what we can achieve together as a community over the next five years.



Kenrick Winchester

Mayor

Queanbeyan-Palerang Regional Council

The Disability Inclusion Action Plan 2022–2026 sets out a roadmap for Queanbeyan–Palerang Regional Council, partners and our community to work together to build a more inclusive and accessible Queanbeyan–Palerang for people with disability, recognising that this will benefit everyone in our community.



Introduction

The Disability Inclusion Action Plan 2022–2026 sets out a roadmap for Queanbeyan-Palerang Regional Council, partners and our community to work together to build a more inclusive and accessible Queanbeyan–Palerang for people with disability, recognising that this will benefit everyone in our community.

At the time of the 2016 Census, the Queanbeyan–Palerang local government area was home to nearly 2,200 people reporting a need for assistance in their day to day lives due to disability, long-term health condition or old age. Our community also includes more than 5,000 unpaid aged and disability carers. People with disability contribute to our communities in many ways as valued workers, volunteers, advocates, carers, friends and family members. Their knowledge, skills, perspectives and talents help make our community stronger.

Queanbeyan–Palerang Regional Council (Council) is committed to providing appropriate, equitable and accessible services for people of all abilities. As our community grows and changes, our vision is that all residents can participate in and contribute and achieve their full potential.

The Disability Inclusion Action Plan 2022–2026 (the DIAP) outlines the actions that Council will take over the next four years to remove physical barriers, promote positive attitudes and improve access for people with disability so they can participate in and contribute to all areas of community life. It sets out actions under the following four action areas:

1. Encourage positive community behaviours and attitudes.
2. Create liveable communities.
3. Support access to meaningful employment.
4. Improve systems and processes.

Council has previously provided leadership and planning through its first Disability Inclusion Action Plan, 2017–2021. Our aim for our second DIAP is to set out achievable and sustainable strategies and actions that will help to address the needs of our community.

This Plan aligns with the objectives of our Community Strategic Plan 2018–2028 which outlines our community's vision and aspirations for the future of Queanbeyan–Palerang, including the strategic direction to be a well-connected community with good infrastructure enhancing quality of life.

Why inclusion is important



Community

Our community is stronger and more resilient when we include and learn from people with a diverse range of life experiences, perspectives and skills.



Health Care

Exclusion often leads to disadvantage and discrimination which has a negative impact on a person's health, welfare, education and employment. This affects the health and wellbeing of individuals, families and the wider community.



Built Environments

An accessible built environment enables people with diverse abilities to go about their daily activities independently. This also benefits older people and parents or carers with prams.



Business

Ensuring easy access to local shops can support the local economy by increasing the customer base of local businesses.



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.

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

The NSW Disability Inclusion Act 2014 reflects this understanding of disability.



Defining disability

There are many different kinds of disability. Disability may be acquired at birth or early in life, or may be the result of an accident, illness, trauma or ageing. Some people require a high level of support in their day-to-day lives, while many others live totally independently. Disability may affect mobility, ability to learn things, or ability to communicate easily, and some people may have more than one. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

The *NSW Disability Inclusion Act 2014* reflects this understanding of disability. The Act defines disability as including:

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

The social model of disability teaches us that a person isn't disabled by having an impairment but by the barriers in society that make them less able to do things. Removing these barriers creates equality and offers people with disability more independence, choice and control.

There are many different types of disability

Intellectual

Affects a person's ability to learn and perform certain daily life skills e.g. down syndrome, tuberous sclerosis fetal alcohol spectrum disorder.

Physical

Affects a person's ability to perform physical activities, such as mobility or dexterity e.g. quadriplegia, amputee and cerebral palsy.

Sensory

Affects a person's ability to hear and/or see e.g. hearing impairment, vision impairment.

Development and Learning Disability

Affects a person's ability to complete a task or use certain skills e.g. autism and dyslexia.

Neurological

Affects the person's brain and central nervous system e.g. acquired brain injury, epilepsy, dementia, multiple sclerosis and Parkinson's disease.

Mental Illness

Affects a person's thinking processes e.g. anxiety, depression and post-traumatic stress disorder.

How the DIAP was developed

This DIAP was developed in collaboration with the Queanbeyan-Palerang community and local stakeholders and partners. The process included:



Research

We looked at demographic data to understand who our community is today and what it might look like in the future. We reviewed our previous DIAP and researched what other councils are doing to improve inclusion and access.



Engagement

We asked people with disability and their families, friends and carers about what could be improved to make our area and community more inclusive and accessible. We heard from 80 people via an online survey and online workshops.



Collaboration

Building on what we learnt through research and engagement, we collaborated across Council teams to develop the strategies and actions in this DIAP. We want to ensure everything we do as an organisation contributes to making our area more inclusive.

Council is committed to strengthening and maintaining an inclusive community in which people of all abilities are able to connect, participate and thrive free from exclusion or discrimination.



The roles of Council, community and partners in inclusion

Under the *Disability Inclusion Act 2014*, all local councils are required to develop a Disability Inclusion Action Plan outlining their commitment to improving access to services, facilities and jobs, and changing perceptions about people with a disability

Council is committed to strengthening and maintaining an inclusive community in which people of all abilities are able to connect, participate and thrive free from exclusion or discrimination.

As a regional council with limited resources, it is important that we build capacity and work in partnership with other levels of government, the community, private sector and other stakeholders.

We know that the Queanbeyan–Palerang community has many strengths to build on, including a connected and supportive community. This Plan outlines opportunities for collaboration and partnership, recognising that we all have a role to play in creating an inclusive community.



The roles of Council in supporting access and inclusion



Lead and Advocate

- Promote positive attitudes and behaviours in the community.
- Listen to people with diverse abilities to understand their needs.
- Advocate to other agencies and levels of government.



Build Partnerships and Capacity

- Unlock capacity within our community by sharing information and resources.
- Partner with organisations and our community to achieve shared goals, including increasing access to meaningful employment.



Plan and Regulate

- Develop policies that respond to the diverse needs of our community, including people with disability.
- Align decision-making to the diverse needs and aspirations of our community.



Deliver Infrastructure and Services

- Ensure Council services and programs are inclusive of people with disability.
- Plan and deliver public places and spaces that are accessible for all.



Building on our achievements

Council is proud of some of our ongoing initiatives and leadership in support of people with disability in our community.

QPRC Disability Access Committee



In May 2017, QPRC adopted their first Disability Inclusion Action Plan. One of the key actions identified was to establish an 'Access Committee'. The purpose of the QPRC Disability Access Committee is to provide informed advice to Council on the development, implementation, monitoring and review of policy, strategies and plans to advance the accessibility of our local government area and the inclusion of people with disability.

The Committee meets quarterly to discuss challenges, ideas and opportunities for improvement for access and inclusion in our community. Members routinely provide advice and recommendations on major projects, recent examples include consultation on the new Queanbeyan Cultural and Civic Precinct (QCCP) and the Monaro St upgrade.

QPRC Diversity and Inclusion Group

"Research shows that organisations which are more inclusive are more productive. This is because when we are inclusive, we are all happier, because we are all more comfortable and feel at home when we are at work. Inclusive organisations are high performance organisations."

Simon Upward, Deputy Chair of QPRC Diversity & Inclusion Group

The newly established QPRC Diversity and Inclusion Group is made up of a number of committed and passionate staff who work to highlight the importance of inclusion, respect and equity.

The group provides a forum for targeted discussion and review of inclusion, respect and equity related matters in the workplace. It aims to support a commitment to inclusion, respect and equity that fosters an environment for all staff to thrive. The group will provide an avenue for staff to bring attention to related matters and to seek direction and support.



Ryrie Park, Braidwood



Our play spaces and parks are valued by locals and visitors and we have been working hard to build new inclusive play spaces, such as the fabulous new Ryrie Park in Braidwood, which was funded by the Everyone Can Play grant program.

Ryrie Park caters to all ages and abilities with equipment such as a basket swing, accessible carousel, double flying fox with an inclusive seat and the signature windmill combination climber.

Upgrades also included water play equipment, wheelchair friendly picnic tables, seating and pathways.

Monaro St Upgrade and Access Audit, Queanbeyan



The redevelopment of Monaro Street aims to improve the safety, accessibility, and amenity of the street for residents, visitors and local businesses.

An independent accessibility audit of the proposed designs and the existing street will be undertaken as part of the project to capitalise on the development of the street and provide a space that is accessible for all.

Footpaths will be refurbished with new paving, lighting, greenery and seating. Where possible, footpaths will be widened to provide additional space and accessibility for pedestrians. The proposed introduction of a 40kph zone and reduction in kerb height will provide greater safety and comfort for all road users.

The proposed designs include the area of Monaro Street between Lowe Street and Collett Street however construction will take place only on the section of Monaro Street between Lowe and Crawford Street.



Annual Seniors Week Pop Up Expos



Each April, QPRC holds a series of pop up expos to celebrate NSW Seniors Week. A diverse range of service providers, community groups and businesses that support seniors come along to connect people aged 60+ with new services, groups and activities.

Morning tea, lunch and fun activities are also provided to allow people to celebrate and enjoy reconnecting with their broader community.

During 2022, expos were held across multiple towns in the Queanbeyan–Palerang region, including Queanbeyan, Bungendore, Braidwood and Majors Creek.



Zero Barriers Initiative



During 2021, Queanbeyan-Palerang Regional Council partnered with the Multicultural Network to implement the Zero Barriers project. Zero Barriers aims to work with local businesses and services to make them inclusive and accessible for people with disability and those that need help in their day-to-day lives. Key goals include the following:

- Educate businesses and services about accessibility and inclusion barriers encountered by people with disability
- Support businesses and services to become more disability friendly
- Recognise and promote businesses and services that are committed to eliminating barriers for people with disability.

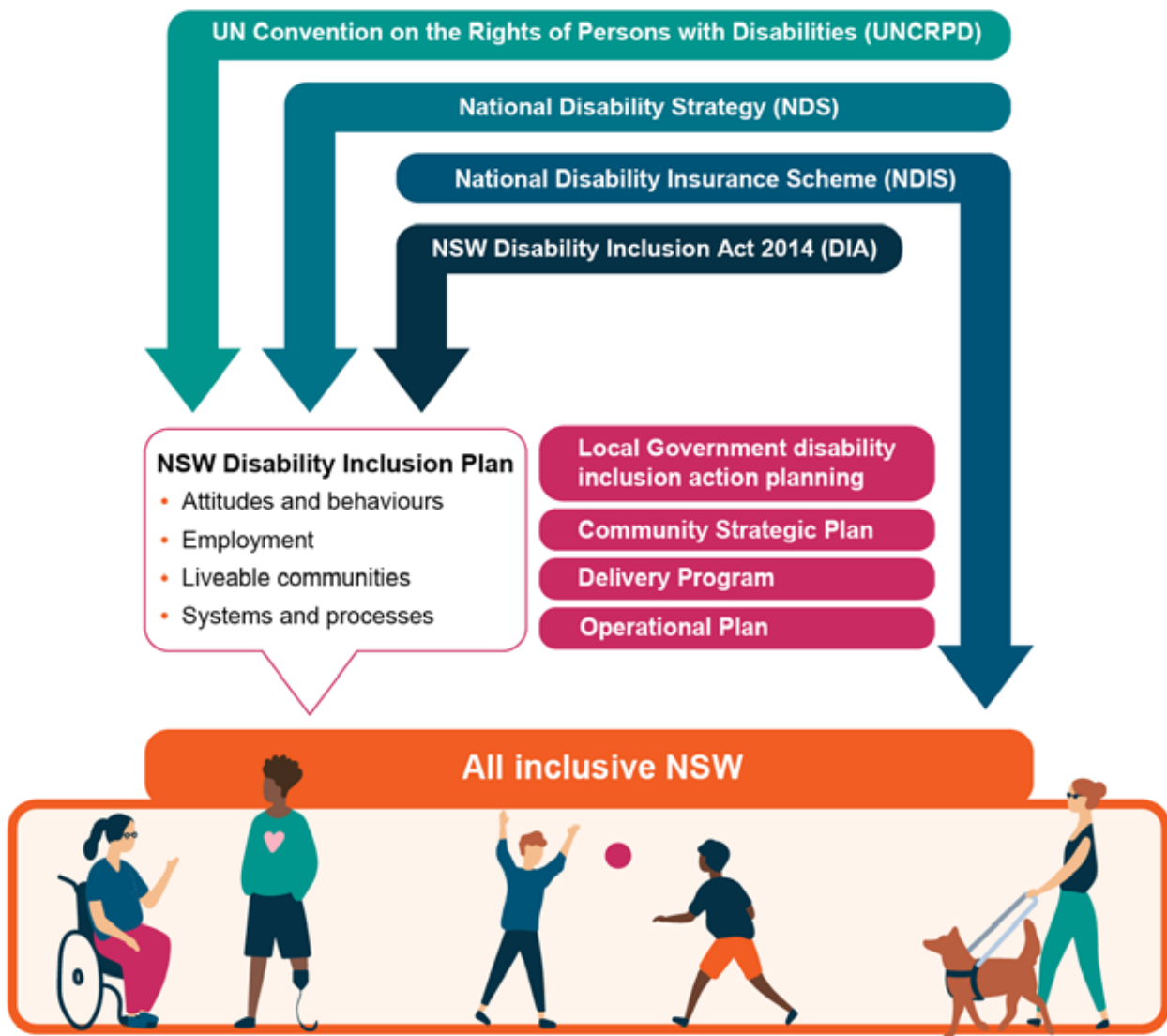
Council has been working to encourage local businesses and services in our region to get involved. Businesses are provided with free support from Council and volunteer 'Zero Barriers' officers who will continue to do visits in each town across our LGA during 2022. The program is free, and once businesses become 'Zero Barriers certified', they receive a Zero Barriers sticker to display in their shopfront, as well as being featured in the online directory on the website. Businesses also have the opportunity to be nominated for a 'Zero Barriers' award at the 2022 Business Excellence Awards.



Policy and planning context

Council's role in planning for and supporting people with disability is governed by a range of international, national and state legislation and standards.

Figure 1 - Policy and legislation framework (source: Graphics by Cred Consulting)



**The number of people
with disability in
Queanbeyan–Palerang
increased by 413 people
between the 2011 and
2016 Census.**



Disability in Queanbeyan–Palerang

4%

Or 2,158 people living in Queanbeyan–Palerang reported needing help in their day-to-day lives due to disability. This is slightly lower compared to Regional NSW at 6%.

+413

The number of people with disability increased by 413 people between the 2011 and 2016 Census.

11%

Or 5,018 people living in Queanbeyan–Palerang provide unpaid assistance to a person with a disability, long term illness or old age.

52%

Of people with disability are aged 75 years or older – but there is also a growing number of children and young people with disability.



Some suburbs have a higher proportion of residents with disability, including Queanbeyan (7.5%), Braidwood (5.1%) and Karabar (4.9%).

6%

Or 129 Aboriginal and Torres Strait Islander people living in Queanbeyan–Palerang reported a need for assistance with core activities.

Data Source: Australian Bureau of Statistics (2016), Census of Population and Housing 2016. Compiled using id Profile (Usual residence data)

What our community told us

How we engaged

We engaged with our community to understand what they think Council does well when it comes to planning for disability inclusion and access, what could be improved and their ideas and priorities for the future.

Who we spoke to

- 68 local people with disability and/or carers completed our online survey
- 11 local people with disability and/or carers participated in our online workshop
- 5 local service providers participated in an online workshop
- One on one engagement with agencies
- Ongoing feedback from and engagement with our Disability Access Committee.

“

We need more communication and information about a range of disabilities and the inclusion of people in all aspects of our community.”

Verbatim comments from survey respondents

Kristy Milligan from Bungendore



What our community told us

What you told us

People with disability, their families, friends, carers and champions shared their experiences and ideas. Across all conversations, the following key findings were identified under each focus area:

Encouraging positive attitudes and behaviours

You told us that to shape positive attitudes and behaviours towards people with disability, there is a need to:

- Increase community awareness of different types of abilities including invisible disabilities.
- Increase awareness of the different barriers people with disability may face in public spaces such as streets, playgrounds and buildings.
- More inclusive behaviours and practices from public facing council staff including parking rangers.
- Build on the strength of local community connections in Queanbeyan-Palerang to create more awareness of the importance of inclusion and accessibility in our community.

“

Sometimes people walking by stare and don't know how to be fully inclusive when it comes to my students in the community.

It would be good for our community as a whole to have a better understanding about a variety of different disabilities and how they impact my students lives.”

”

Verbatim comments from
survey respondents

“More communication and information about a range of disabilities and the inclusion of people in all aspects of our community.”

“90% of disability is invisible. If a disabled person says they're disabled, believe us. Education is needed to teach the public and our services that accommodating disabilities is the law and not an inconvenience you can whine about. It's not something to look for loopholes to avoid. We have the same legal rights as you.”

“

“What isn't really working well is access to parks for kids, especially children with autism, or physical disability. There's no way for them to communicate while we're there. Big visual boards and aids like other councils have put in would be fantastic.”

”

“Lack of disabled parking and steep narrow dangerous access to buildings like the post office make mobility impossible.”

“Young people with disabilities but too old for school need inclusion activities and programs at the pools and recreational centres throughout QPRC.”

“In a heritage town there is much difficulty accessing buildings and retro-fitting those buildings to be able to cope with wheelchairs, vision impaired, etc.”

“More opportunities for people with disabilities to be included and present in events the council and private company's host.”

**Verbatim comments from
survey respondents**

Liveable communities

You told us that to make our community truly liveable, there is a need to:

- Improve accessibility of local town centres Queanbeyan, Bungendore and Braidwood and streetscapes, including improved footpaths, road crossings and bus stops. Improved access to Braidwood town centre, shops and services was a priority – however participants noted that heritage listing is a challenge.

“

The public swimming lane should be made available and always be the one that has the accessible steps that go down into it. It shouldn't be the one on the other side of the swimming pool.

”

“Today I walked around town a lot with my guide dog and I had to avoid no less than 16 obstacles on the footpath. For me it means walking on a road with a guide dog.”

- Make it easier to get around the region to support access to employment and services, including increased accessible public transport connections, increased disability parking and desire for community transport.
- Increase accessibility of public recreation spaces, including swimming pools, parks and fenced inclusive play spaces that cater to people with diverse types of disability for all ages.
- Increase the number of accessible public toilets and change rooms across the LGA, including at Council facilities and popular public spaces and parks.
- Wider range and promotion of events and things to do to support people with disability to participate in community life and recreation.
- Reduce barriers to health and wellbeing services, including hydrotherapy.



What our community told us

“

Another massive barrier is lack of transport to get to jobs. This could be improved by establishing a volunteer driving team to help transport people to their jobs for the first couple of weeks, until they have enough wages coming in to pay for other options.

”

Meaningful employment

You told us that to increase access to employment for people with disability, there is a need to:

- Improve access to local employment and skill development opportunities, as well as internships, apprenticeships and part time roles. Improved accessibility of office buildings and alternative recruitment practices were identified as opportunities.
- Increase awareness amongst local business of the resources and support they can access when employing people with disability.
- Increase employment opportunities for people with disability at Council.

“Perhaps volunteering throughout council run facilities could be a start. Most don't want to get paid they just want to be included somewhere. Maybe conduct a volunteering program that young people with disabilities could apply to be included in.”

“Businesses and organisations need to be more willing to take people with a disability on. Perhaps incentives or targets to be set within organisations for hiring staff with disability.”

“Council could show the way with employing people with disability.”

**Verbatim comments from
survey respondents**

Traineeships for people living with disability at QPRC



When I applied for this role at council, it was only open for a person with disability which is a fantastic opportunity for someone living with a disability like myself. Throughout the interview process, Council staff took the time to make sure the right people were on the panel and the interviews felt comfortable and accessible. Since starting with QPRC, everyone has treated me with kindness, support and helped me along the way. They have shown an understanding and patience towards my learning abilities.

I have felt continuous support from the training and development team, particularly when they organised someone from the training company to come out and sit with me every few months so I can ask them questions and talk things through. I feel very supported here with QPRC and am looking forward to a bright future with council. I think it would be fantastic to see these opportunities offered more across council in the future.

A quote that resonates with me as a person living with a disability is:

"Council staff should represent the community, that's why it is important to hire people from a diverse background."

Karissa Knox, on her experiences working at Queanbeyan–Palarang Regional Council



Systems and processes

You told us that to ensure systems and processes are accessible to all, there is a need to:

- Increase awareness and skills of Council staff in relation to disability inclusion and access, in particular for staff in public-facing roles (e.g. at libraries, swimming pools, parking rangers).
- Increased targeted consultation with people with disability and carers, including around accessibility of public spaces.
- Improved accessibility of Council documents, forms and website, including easy read materials.
- Increase reporting on what Council is doing to improve access and inclusion to the community.

“

Starts with official services such as council being proactive and firm about diversity and inclusion. QPRC needs a dedicated Diversity & Inclusion Project Officer and active projects and consultation with community and with leading organisations.

”

“Our community could commit to providing a range of communication strategies/ visuals at different venues for people with non-verbal communication skills in order for them to have a voice.”

“Encourage community members with disability or caring for those with disability to provide a representative voice.”

**Verbatim comments from
survey respondents**

Our action plan

Focus area 1: Encourage positive community attitudes and behaviours

Queanbeyan–Palarang Regional Council is committed to encouraging positive community attitudes and behaviours towards people with disability by celebrating the contributions of people with disability to our community, raising awareness about the importance of inclusion and educating people about different types of disabilities.

Focus area 1: Encourage positive community attitudes and behaviours						
#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 1.1: Increased community awareness about disability and the importance of inclusion						
1.1.1	Continue to work with the QPRC Disability Access Committee to raise awareness in the community about diverse types of disability and inclusion related issues.	Increased awareness in the community of disability and inclusion related issues.	Hold at least 4 meetings each year.	High	Community & Education	Ongoing
1.1.2	Continue to implement and promote the 'Zero Barriers' initiative and ensure there is a Zero Barriers awards category in the local annual Business Awards.	Increased knowledge and skills of local businesses related to improving accessibility and inclusion.	Continued implementation.	Medium	Community & Education Business and Innovation	Ongoing
1.1.3	Ensure Council publications, social media and marketing materials reflect and celebrate the diversity of our community including positive imagery and stories of people with diverse types of disability in QPRC.	Council communications materials are representative of the diverse QPRC community.	Council publications, social media and marketing materials that represent people with disability.	High	Communications & Engagement	Ongoing
1.1.4	Work with Access Committee to develop and deliver an annual public awareness campaign to encourage inclusive behaviours in public spaces (e.g. play spaces, town centres, parking).	More inclusive behaviours towards people with disability in public spaces.	1 targeted communication item featuring people with disability and disability services per quarter.	High	Communications & Engagement	Annual



Focus area 1: Encourage positive community attitudes and behaviours

#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 1.2: Increased awareness and knowledge of QPRC staff about disability and the importance of inclusion						
1.2.1	Provide disability awareness training and information for all Council staff and Councillors.	Induction includes a disability awareness module.	Over 60% of Council staff and Councillors attending training.	High	Workplace & Governance	
1.2.2	Deliver targeted training or guidelines on inclusive practices and communication for public-facing Council staff (including staff at aquatic centres, libraries, customer service centres and parking rangers). This could be achieved through a "train the trainer" model.	Increased knowledge and skills of public-facing staff about ensuring accessible and inclusive Council services and facilities.	Develop guidelines on inclusive practices and communication. 2 targeted training sessions delivered to public-facing Council staff per year.	High	Community & Education	
1.2.3	To engage an annual inspirational speaker for Council staff, such as a Paralympian for either Road Safety Week or International Day of People with Disability.	Increased knowledge and awareness of council staff of the lived experiences of people with disability.	1 annual event with inspirational speaker for Council staff per year.	Medium	Community and Education	



Focus area 2: Create liveable communities

Queanbeyan–Palarang Council is committed to ensuring that people of all abilities can participate in community life and access the services they need to thrive. To achieve inclusion, we know there is much work to be done in our area to improve the accessibility of the public domain, buildings and open spaces, as well as of events and activities. We will collaborate with external stakeholders to address our priority access challenges, working within our limited resources and constraints such as heritage-listed items in main streets in Queanbeyan, Braidwood and Bungendore.

Focus area 2: Create liveable communities						
#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 2.1: Ensure new and upgraded Council facilities and open spaces meet access requirements under the Building Code of Australia (BCA) and the Disability Discrimination Act (DDA)						
2.1.1	Develop a prioritised list of existing Council buildings and facilities requiring access upgrades. This should include swimming pools, community halls, visitor centre etc. Incorporate priority projects in Capital Work Program, Asset Management Policy and Financial Plans.	Increase accessible Council buildings and facilities.	Develop prioritised list. Include 3 or more items in the Works Improvement Program each year *Subject to budget.	High	Recreation & Culture	Y1-ongoing
2.1.2	Continue to upgrade parks and playgrounds to comply with current access legislation and incorporate accessible and inclusive play elements for a range of abilities and ages, including fenced areas.	Develop and implement a time-framed plan to increase accessible sports facilities, grounds, parks and reserves.	Upgrade at least 2 playgrounds / reserves for accessible play each year.	Medium	Urban Landscapes	Ongoing
2.1.3	Consult with the community, Disability Access Committee and industry experts to ensure the design of all new Council-managed facilities and open spaces (including community facilities, swimming pools, parks and playgrounds) consider the needs of people with disability and, as a minimum, comply with current access legislation	All new Council-managed facilities and open spaces comply with the Disability Discrimination Act (DDA) and Building Code of Australia (BCA) standards.	100% of new Council buildings and open spaces are designed to satisfy access requirements.	Medium	Project teams, via the Disability Access Committee	Ongoing
2.1.4	Investigate funding to provide Universal Design Principles training for senior staff involved in planning, design, development and delivery of Council assets (e.g. engineers, town planners, project managers, assets staff etc).	Workplace to identify provider and incorporate into annual Training Plan and budget.	Secure funding to provide staff training. 1 staff awareness training session completed in each relevant Council department per year.	High	Workplace & Governance	
2.1.5	Ensure Council website provides up to date information about the accessibility of recreation, aquatics and community facilities and parks and playgrounds.	Council website provides up to date and complete information.	Website and community directory updated each year.	High	Communications & Engagement and other areas as relevant	Ongoing

Focus area 2: Create liveable communities

#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 2.2: Improve accessibility of town centres and streetscapes						
2.2.1	Working with the Disability Access Committee, continue to advocate on behalf of the community to address access issues in private and non-Council premises, including as a priority health services, voting venues and shops including Braidwood Post Office.	Effective communication with private and non-Council landlords regarding current access issues.	Minimum of 5 advocacy actions undertaken each year.	High	Community & Education	Y1-Y2
2.2.2	In line with the QPRC Pedestrian and Mobility Plan (PAMP) and other accessibility priorities, increase the number of continuous accessible paths of travel that include footpaths, road crossings and kerb ramps in our town centres and to key destinations such as recreation and community facilities.	Continuous accessible pathways support travel throughout key destinations.	Implement projects identified in the PAMP and apply for Grant funding for any other priority accessibility projects.	Medium	Transport & Facilities	Ongoing
2.2.3	Implement recommendations from Monaro Street Access Audit into the detailed design for Monaro St Upgrade project, with a focus on pedestrian accessibility and designing accessible parking with easy access through main alleyways onto Monaro Street.	Audit results in actions informed by recommendations for improved access on Council managed land.	Recommendations implemented.	High	Contracts & Projects team	Y1-Y2
2.2.4	Apply for grant funding to undertake an access audit of Braidwood CBD.	Undertake an access audit by an accredited auditor, in consultation with the Access Advisory Committee and implement the recommendations of the audit.	Applications made for grant funding.	High	Community & Education	Y1-Y2



Focus area 2: Create liveable communities

#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 2.3: Ensure planning embeds inclusion and accessibility principles						
2.3.1	Include an objective in Local Environmental Plans and Development Control Plans that requires the consideration of access and inclusion for people with disability.	Access and inclusion for people with disability are considered in all major LEPs and DCPs.	LEPs and DCPs updated.	Medium	Land Use Planning & Development	Ongoing
2.3.2	Consideration of disability access in planning documents such as master plans, local planning agreements, and areas to be dedicated and used for open space and/ or community facility purposes.	Council planning document consider accessibility requirements and improves access of people with disability in across the local government area.	100% of plans or documents prepared include focus on disability access or the needs of people with disabilities.	Low	Land Use Planning & Development	Ongoing
2.3.3	Undertake research to see how much accessible/adaptable housing is required across our local government area and update planning controls to help deliver this type of housing as part of future developments.	Increased provision of accessible and adaptable housing.	Information obtained and results produced.	Medium	Land Use Planning	Y2
2.3.4	Manage compliance of builders, developers and others to ensure new buildings, fit outs or significant modifications comply with the current design for access/disability standards.	Private development and modifications adhere to Disability Discrimination Act (DDA) and Building Code of Australia (BCA) standards.	All new developments adhere to DDA and BCA standards.	Medium	Development	Ongoing
2.3.5	Include and promote a disability access best practice checklist within the online development application information on website.	Developers consider best practice accessibility standards and requirements.	Checklist provided on website.	Medium	Development	Y3
2.3.6	Prioritise and include access when renewing and building new Council facilities for staff and customers.	Ensure accessibility requirements are considered for staff and customers.	Accessibility requirements are considered for staff and customers in 100% of new Council facilities.	Medium	Transport & Facilities	Ongoing
2.3.7	Engage architects with disability access expertise, or if necessary, an access consultant to support the planning of accessible new community facilities.	Ensure accessibility requirements are considered in the planning stage of all new community facilities.	All new community facilities have demonstrated input by a disability expert or access consultant.	High	Transport & Facilities	Ongoing

Goal 2.4: Increase access to parking and transport

2.4.1	Increase provision of and advocate for accessible parking spaces in key areas around the local government area, including near schools, hospitals and clinics in the area and in town centres.	Increased number of accessible parking spaces within 200m of key social infrastructure.	Comply with Australian standard requirements for the number of accessible car parking spaces across Queanbeyan-Palerang.	Medium	Transport & Facilities	Y2-Y3
2.4.2	Advocate to Transport NSW, Regional NSW, Cross-Border Commissioner, and CRJO forum to improve the accessibility of public transport on behalf of the community including: <ul style="list-style-type: none"> Increased provision of wheelchair accessible taxis in Queanbeyan and surrounds. Increased community transport including to and from Braidwood. 	Council has raised issues on transport accessibility identified in consultations on this Plan with Transport NSW. Potential solutions explored. Transport accessibility improved.	Increase number of wheelchair accessible taxis. A minimum of 3 advocacy actions per year based on community feedback.	Medium	Transport & Facilities	Y2-Y3

Focus area 2: Create liveable communities						
#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 2.5: Increase participation at events and activities						
2.5.1	Audit accessibility of event facilities (e.g. showgrounds) and source funding for upgrades.	Increasing accessibility of community events.	Based on findings of review, increase accessibility of event facilities.	Medium	Transport & Facilities	Y3
2.5.2	Include information about accessibility at our community events and activities in our marketing and promotional material.	Information about community events and activities is easily accessible.	Council communications promote accessible events and activities.	Medium	Performing Arts & Culture	Y1-ongoing
Goal 2.6: Increase access to community and recreation services						
2.6.1	Ensure the new QPRC Library Strategy addresses issues related to disability inclusion, including opportunities to improve access to facilities, programs and collections; targeted training for council library staff in Auslan. Increased collaboration with local service providers to support the delivery of programs and activities for families and children with disability.	Increased participation by people with disability in library programs.	Plan addresses issues related to disability inclusion.	Medium	Community & Education	Y1-ongoing
2.6.2	Source grant funding to increase swimming pool accessible equipment and programs (e.g., amphibious wheelchairs, special needs classes, family change rooms).	Information provided about accessible sport and recreation equipment and programs that support greater participation.	Increased utilisation of accessible equipment and programs.	Medium	Recreation & Culture	Ongoing
Goal 2.7: Increase the number of accessible public toilets and change rooms across the LGA						
2.7.1	Undertake a review of the distribution and appropriateness of accessible public toilets and change rooms across the LGA. Develop a prioritised list of priority areas for upgrade or increased provision and incorporate within Capital Works program to meet access requirements as per the Disability (Access to Premises — Buildings) Standards 2010.	Based on the recommendations of the Review, increase the provision of accessible toilets and adult change table facilities in the LGA.	Based on findings of review, increase the provision of accessible toilets (# of new toilets). Develop a priority list.	Medium	Transport & Facilities	Y2-Y3



Focus area 3: Support access to meaningful employment

Queanbeyan–Palarang is committed to increasing access to meaningful employment opportunities for people with disability.

Focus area 3: Access to meaningful employment						
#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 3.1: Increase employment of people with disability within Council						
3.1.1	Provide people with disability, including young people with disability, with work experience through volunteering, traineeship or internship opportunities across different Council services, programs and events.	Increase opportunities for meaningful and suitable employment opportunities for people of all ages with disability.	# of disability identified positions offered by Council per year. # of candidates applying for positions who identify as disabled.	High	Workplace & Governance	Y1-Y4
3.1.2	Review how Council collects data on disability and carer status and requirements as part of the onboarding of new staff and report on number of people with disability employed.	Improved understanding of disability employment baseline and progress.	Improved data collection and reporting.	Medium	Workplace and Governance	Y2
3.1.3	Improve the accessibility of intranet content management system to improve access to information for staff.	Increase accessibility of intranet content management system.	Review intranet content management system each year.	Medium	Communications & Engagement	Y2-Y3
3.1.4	Review HR policies and recruitment processes to ensure inclusion practices.	More inclusive recruitment process.	Diversity and Inclusion Plan includes processes to support staff with disabilities by June 2023.	Medium	Workplace & Governance	Y2
Goal 3.2: Increase employment of people with disability in local businesses						
3.2.1	In partnership with Zero Barriers, share information and resources with local businesses about employing people with disability and creating more inclusive workplaces.	Increased knowledge of local businesses.	4 resources shared each year. 1 promotional activity undertaken each year.	High	Community & Education	Ongoing - August each year



Focus area 4: Providing accessible systems and processes

Queanbeyan-Palerang Regional Council is committed to ensuring equitable access to Council information and services for people with disability.

Focus area 4: Accessible systems and processes						
#	Actions	Outcomes	Targets	Priority	Council team	Timing
Goal 4.1: Increase access to information and Council services						
4.1.1	Increase accessibility of Council documents including: <ul style="list-style-type: none"> • Develop Easy Read versions of key Council documents. • Incorporate accessibility guidelines in Council's Style Guide. 	Council delivers essential information in a variety of formats which meet varying communication needs in the community.	100% of key documents are available in easy read versions. Include document accessibility requirements in Style Guide.	Medium	Communications & Engagement	Y1-ongoing
4.1.2	Improve accessibility of all Council external communications channels including: <ul style="list-style-type: none"> • Improving alt text for images on social media and website. • Captioning of external video content. • Providing large print digital copy for QPRC News upon request. • Work towards website Web Content Accessibility Guidelines (WCAG) 2.0 level AA rating. 	Information on Council website and other communications channels is easily accessible for people with disability.	All Council external communication channels provide accessible formats.	Medium	Communications & Engagement	Y2,3,4
4.1.3	Council's website provides up to date and effective information about access and inclusion in the LGA, including inclusive play spaces and a link to the National Public Toilet Map.	Council's website is increasingly used as a source of information on access and inclusion.	Review and update website at least annually.	High	Communications & Engagement	Ongoing
4.1.4	Provide regular updates about access and inclusion improvements and upgrades to Council services and facilities.	Information is provided via Council website and social media.	Posts as required on website and social media to promote accessible services and facilities at least annually.	High	Communications & Engagement and other areas as relevant	Ongoing
4.1.5	Review and update cultural and community grants guidelines to include disability inclusion as a preferred selection criteria.	Community grants encourage applications from disability inclusive organisations.	Grant guidelines reviewed each year where required.	Medium	Business & Innovation	Y2 - ongoing
Goal 4.2: Monitor and report on this Disability Inclusion Action Plan						
4.2.1	The newly established QPRC Diversity & Inclusion group to help oversee, evaluate and report on the implementation of this Disability Inclusion Action Plan.	Diversity & Inclusion Group meets quarterly to discuss implementation.	Hold at least 4 meetings each year.	High	Community & Education	Y1-Y4

Implementing the DIAP

Over the four years of this DIAP, Council is committed to making a difference to the inclusion of people with disability in Queanbeyan–Palerang.

Reporting on our Plan

Consistent with the legislative requirements for Disability Inclusion Action Plans, we will:

- Submit this plan to the NSW Disability Council.
- Register the Plan with the Australian Human Rights Commission.
- Monitor its internal implementation.
- Report on the progress of our Disability Inclusion Action Plan as part of the Delivery Program and Operational Plan.
- Submit the report to the appropriate Minister in the State Government.



