



**BLAND SHIRE COUNCIL**  
*west wyalong*

# **BLAND SHIRE COUNCIL**

## **DISABILITY INCLUSION ACTION PLAN**

2017 - 2021



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# 1 Message from the Mayor



I take great pleasure in presenting Bland Shire Council's Disability Inclusion Action Plan 2017-2021. This Plan outlines Council's actions over the next four years to make the Bland Shire more inclusive of people with a disability.

The plan forms part of other major reforms within the disability sector, to encourage positive change to the lives of people with disability and supports the full participation of all community members in all aspects of the community.

Council has already implemented a range of programs and strategies to remove access barriers and increase participation of people with disability in our community. This Plan builds on our previous work and seeks to strengthen the capacity of all Bland Shire residents.

As an all encompassing planning tool, the Plan has four major focus areas:

1. Positive attitudes and behaviour;
2. Liveable communities;
3. Employment; and
4. Systems and Processes

Adopting a broad focus across all of these areas will ensure the Bland Shire is continually striving for improvement to ensure our community is inclusive and offers opportunities for the full participation of all community members.

Engaging the community is vital to the Plan's success and I urge community members and other local stakeholders to support its implementation.

An inclusive Bland Shire will benefit everyone and strengthen our community.

## 2 Message from the General Manager



I am proud to champion the implementation of the Bland Shire Disability Inclusion Action Plan (DIAP) 2017-2021.

Council continues to work towards creating a more accessible and inclusive community which provides opportunities for all residents to fully participate and contribute to community life.

Included in this plan is a commitment to improve accessibility to Council services, facilities, programs and events. Council will also take a leadership role in the community by reviewing our own practices, internal systems and processes to ensure they support enhanced access and inclusion outcomes for our residents.

The Bland Shire DIAP provides the framework for a four year delivery program to progress our aims and objectives and support increased opportunities for People with Disability.

Along the way Council will regularly report back to the community to promote the progress and achievements of the Plan as part of our efforts to ensure quality outcomes for all Bland Shire residents.

I would like to thank everyone involved in the development of the Bland Shire Disability Inclusion Action Plan and look forward to many positive outcomes for our community as the delivery of the plan unfolds.

### **3 Background**

For the first time all levels of government across Australia have committed to a unified, national approach to improving the lives of people with disability, their families and carers through the development of the National Disability Strategy. In this strategy the State and Federal Governments have committed to a person centred approach where the individual is the 'centre' of focus and not their disability. In August 2014 the NSW Disability Inclusion Act 2014 was passed. This Act requires Council to develop a Disability Inclusion Action Plan to help remove barriers and enable people with disability to participate equally in their communities.

The Bland Shire Disability Inclusion Action Plan was endorsed at Council's May 2017 meeting and placed on public exhibition. The plan was formally adopted by Council at the June 2017 meeting.

### **4 Purpose**

The purpose of the Disability Inclusion Action Plan is to set out the strategies and actions that Council will deliver in the next four years to enable people with disability to have greater participation in and access to Council services, facilities and information. The Plan includes actions for all areas of Council and will guide us in making our services and facilities more inclusive. Implementation of the actions in this Plan will benefit many people in our community including older people, people with a temporary injury and parents with young children.

The Plan is underpinned by the following principles which support the United Nations Convention on the Rights of Persons with Disabilities (2006):

- Focusing on abilities and not disabilities
- Fundamental rights for all people
- Genuine dialogue and participation
- Improving access and inclusion for all
- Prudent use of resources
- Recognising the benefits of collaboration
- Access is everyone's business

### **5 Disability in our community**

Disability is an issue that affects us all, in different ways. Most disabilities (nearly 90%) are invisible. However, all affect the ability of that person to live autonomously, to work and be welcomed in their community. The families, carers and friends of a person with a disability can also find that their ability to participate in community life and their acceptance within the community can be affected.

In 2015:

- Almost one in five Australians reported living with disability (18.3% or 4.3 million people).

- The majority (78.5%) of people with disability reported a physical condition, such as back problems, as their main long-term health condition. The other 21.5% reported mental and behavioural disorders.
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In the Bland Shire Council area, 5.34% of residents or 288 people self-reported, in the 2011 Census, that they required assistance to complete the core activities of their daily living.

### **Bland Shire residents need for assistance with core activities 2011**

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## **6 Consultation**

Council offered an opportunity for open ended feedback to be provided through Council's website in conjunction with IPR consultation that was undertaken for a period of 6 months from late 2016 to early 2017. Messages from Council's General Manager were displayed at community movie nights encouraging community members to have their say and report any issues or areas of concern to Council.

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As background to the consultation and to confirm issues which have been previously identified in the Bland Shire LGA, a review of existing documents and previous consultation was undertaken:

Key areas of importance or concern that were identified as a result of the review include:

- Council's Mobility Access Map is to continue to be updated and distributed on a regular basis
- Accessing hospitality outlets within the community is a huge concern as a number of local hospitality outlets are inaccessible to people with mobility issues
- Continue promotion of Councils Access Incentive Scheme, particularly to Main Street businesses and hospitality outlets
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- The provision of access friendly public toilets

## 7 What are the guiding principles?

This plan is aligned with the principles underpinning the United Nations Convention of the Rights of Persons with Disabilities (UNCRPD) which acknowledges that people with a disability have the same human rights as those without disability. This approach requires that services are provided in a way that does not directly or indirectly prevent people with disability fully participating.

It further accords with the National Disability Inclusion Act (DIA) which commits the NSW Government to making communities more inclusive and accessible for people with disability now and into the future.

The National Disability Strategy 2010-2020 sets out a plan for improving the lives of people with disability, their families and carers. The NSW Disability Inclusion Plan aligns with this strategy.

Our approach has been developed around the four key outcome areas in the NSW Disability Inclusion Plan:

1. **Liveable communities**  
Identifying and removing barriers to the environment, services and facilities for people with disability.
2. **Employment**  
Increasing employment and inclusion in the workplace for people with disability.
3. **Attitudes and behaviours**  
Developing positive attitudes by increasing awareness and inclusion practices.
4. **Systems and processes**  
Identifying and removing barriers caused by our systems and processes.

This Disability Inclusion Action Plan (DIAP) 2017-2021 is consistent with The Local Government NSW Disability Inclusion Action Planning Guidelines.

## 7.1 Definition of disability

Guiding our understanding and approach is the definition of disability articulated in the *Disability Inclusion Act 2014 (NSW)*:

*'The 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.'*

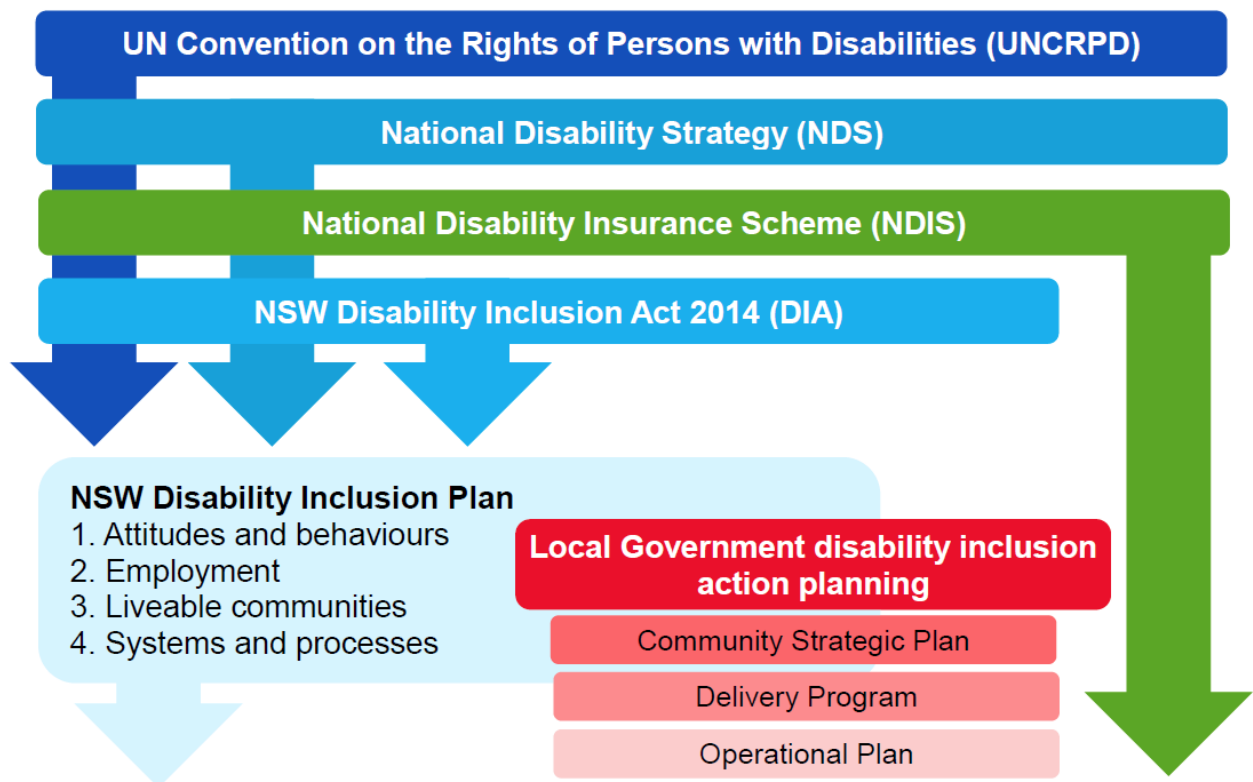
This definition reinforces the importance of viewing disability as a result of interaction between people living with a range of impairments and their physical and social environment. Disability is not just about impairment. The responsibility to break down barriers rests with the whole community.

We have also adopted the scope of disability from *Disability Discrimination Act 1992 (Commonwealth)* which describes disability as including:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities
- physical disfigurement
- the presence in the body of disease causing organisms

## 8 What is the policy and legislative context?

Figure 1 The relationships between the relevant policy and legislative instruments



Source: *NSW Disability Inclusion Action Planning Guidelines*

This plan has been developed within the context of the following legislation:

- 1. *Disability Inclusion Act 2014 (NSW) (DIA)***  
This continues the Government's commitment to improving the lives of people with disability and reaffirms the state-wide focus on building a truly inclusive community.
- 2. *Government Sector Employment Act 2013 (NSW) (GSE)***  
The associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management. Strategies for workforce diversity are now required to be integrated with workforce planning across the government sector.
- 3. *Disability Discrimination Act 1992 (Commonwealth) (DDA)***  
This Act recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful.
- 4. *Web Accessibility National Transition Strategy 2010***  
The Web Accessibility National Transition Strategy sets a course for improved web services, paving the way for a more accessible and usable web environment that will more fully engage with, and allow participation from, all people within our society.
- 5. *NSW Anti Discrimination Act 1977 (ADA)***  
This legislation prevents discrimination on the basis of race, including colour, nationality, descent and ethnic, ethno-religious or national origin, sex, including pregnancy and breastfeeding, marital or domestic status, disability, homosexuality, age, transgender status, and carer responsibilities.



## 9 Key outcome areas and actions:

### 9.1 Liveable communities

*People with disability live in accessible and well designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.*

Aim	What Council will do	Timeframe	Action manager	Performance Indicator	Measurement
<b>9.1.1</b> <b>Service users are consulted and provide input on the accessibility of services.</b>	<b>9.1.1.1</b> Consult and engage with the community about accessibility and inclusion planning for park facilities, visitor facilities, visitor experiences, services, consultation and communication processes. Incorporate feedback into future processes where possible.  Consult the community in accordance with IPR and customer satisfaction survey.	2017 and ongoing	Community Development Officer	% of community who are satisfied with the accessibility of Council public spaces	Community consulted around accessibility issues on an annual or bi-annual basis  Community satisfaction levels.
<b>9.1.2</b> <b>The physical environment is accessible and inclusive of service users and customers.</b>	<b>9.1.2.1</b> Review and improve processes to ensure that new Council builds and renovations align with the appropriate building codes and best practice in Disability (Access to Premises - Buildings) Standards.	2017 and ongoing	Manager Facilities and Risk	Increase in % of new works or renovations of existing facilities that align with appropriate building codes and best practice standards.	Council data
	<b>9.1.2.2</b> Mobility Access Map to be updated and made available to the community in hard copy format and accessible on Councils webpage.	2018	Community Development Officer	Map created, made available on Councils website, promoted within the community through social media,	Council data, access survey

				Council Notices and community radio. Map available from Council offices and distributed to locally businesses and community groups.	
	<b>9.1.2.3</b> Information on compliance with access design requirements under the Australia Standards 1428 are to be readily available to the community when required, particularly builders, designers and developers.	2017 and ongoing	Manager Development Services	Increase in the Availability of design requirement information.  Information to be included online.	Council data
	<b>9.1.2.4</b> Promotion and administration of Councils Access Incentive Scheme to improve access to local businesses and community organisation premises with Main Street hospitality outlets prioritised.	Ongoing	Community Development Officer	Minimum of two businesses and/or community facilities upgraded each year pending the receipt of at least 2 applications that meet guidelines.  Minimum of two external advertisements annually.	Number of projects funded
	<b>9.1.2.5</b> Review Council facilities, sites, parks, footpath, parking, sport and recreation facilities and library to identify barriers to inclusion and accessibility and ensure access is a considered when renewing and building new facilities.	2017 and ongoing	Manager Facilities and Risk	Increase in the accessibility of Council facilities, sites, parks, footpaths, parking, sport and recreation facilities and library.	Council Data

	<b>9.1.2.6</b> Ensure the provision of accessible toilets and amenities within the community.	2017 and ongoing	Manager Facilities and Risk	Increase in the % of community who are satisfied with Councils public Toilets and amenities	Council data  Community satisfaction levels
	<b>9.1.2.7</b> Funds are allocated within Councils annual budget to implement the Access Incentive Scheme Grant.	2017 and ongoing	Bland Shire Counsellors	Annual funds made available in budget	Review of Council budget
	<b>9.1.2.8</b> Review and progressively improve accessibility of Councils existing facilities	Review annually	Manager Facilities and Risk	One upgrade completed annually	Council data
<b>9.1.3</b> <b>Provide support and assistance to local groups and organisations advocating on behalf of people with a disability</b>	<b>9.1.3.1</b> Regularly liaise with disability advocacy groups servicing the local area to provide assistance and support as required.	Ongoing	Community Development Officer	Disability advocacy group representatives invited to attend all interagency meetings.  Number of organisations liaised with and the outcomes of support provided.	Interagency attendance records  Council data
	<b>9.1.3.2</b> Work with the Community Reference Group to advocate for improved access and inclusion for people with disabilities.	Ongoing	Community Development Officer	The Community Reference Group is maintained with agenda items and support provided as necessary. Meetings held on a bi-monthly	2 agenda items to be included each year

				basis	
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## 9.2 Employment

Aim	What Council will do	Timeframe	Action manager	Performance Indicator	Measurement
<b>9.2.1 Ensure the provision of a safe and accessible workplace for all Council staff, Councillors and visitors.</b>	<b>9.2.1.1</b> Review access features and barriers and conduct an audit to identify and assist in the removal barriers and improving access.	2017 and ongoing	Manager Facilities and Risk	Increase in the accessibility of Council Workspaces  % of staff happy with accessibility	Council data
	<b>9.2.1.2</b> Ensure Fire Wardens are trained in assisting people with a disability during emergency evacuation procedures. Ensure that a range of disabilities are included.	Ongoing	WHS Officer	Increase in the number of training sessions/staff trained in assisting people with disability in emergency situations	Training has occurred
	<b>9.2.1.3</b> Offer training for people with disabilities to assist them in the workplace.	2017 - 2018	HR	Increase in the inclusivity of the Bland Shire recruitment process	Training is made available
<b>9.2.2 The recruitment process is accessible.</b>	<b>9.2.2.1</b> Review and update the recruitment and selection process (including application, assessment and orientation processes) to ensure it is	2017 - 2019	HR	Updates undertaken with initiatives to improve inclusion considered and	Council data

	accessible for people with disability.			adopted as required.	
	<b>9.2.2.2</b> Design position descriptions and recruitments processes to optimise the opportunities given to all applicants to demonstrate their merits against job requirements.	2017 - 2019	HR	% of PD's updated to consider and include disability and diversity.	Council data

### 9.3 Attitudes and behaviours

Aim	What Council will do	Timeframe	Action manager	Performance indicator	Measure
<b>9.3.1</b> <b>Senior management and staff are to sponsor and champion a commitment to access and inclusion internally and externally.</b>	<b>9.3.1.1</b> Disability awareness and competence training is to be provided for senior staff and management.	Ongoing	HR	Increase in level of training offered and number of senior staff and management trained in disability awareness and competence.	Council data
	<b>9.3.1.2</b> Senior leaders raise the profile of access and inclusion in their communication by promoting the implementation of the Disability Inclusion Action Plan (DIAP) within their teams.	Ongoing	All Senior Staff	All senior staff are familiar with the DIAP and ensure that all staff are working in accordance with the actions specified in the plan.	Council data
<b>9.3.2</b> <b>Staff are trained in inclusive practice and disability</b>	<b>9.3.2.1</b> Provide disability awareness training to Council employees with priority given	Ongoing	HR	Increased % of staff trained in disability	Council data

<b>access and awareness</b>	to staff that have a high level of contact with the public.			awareness	
<b>9.3.3 Involve people with a Disability in the development of communication campaigns regarding disability inclusion</b>	<b>9.3.3.1</b> People with a disability are to be consulted and included in the development of communication campaigns regarding disability inclusion.	Ongoing	Community Development Officer	Increase in the % of people consulted regarding disability inclusion	Council data  Consultation has occurred
<b>9.3.4 Improve community attitudes and awareness of access issues and disability inclusion.</b>	<b>9.3.4.1</b> Promote access awareness and deliver community education around disability inclusion	Ongoing	Community Development Officer	A minimum of two promotional items are to be circulated annually.	Information has been published and distributed
	<b>9.3.4.2</b> Partner with local organisations to deliver education programs within schools/community.	Ongoing	Community Development Officer	A minimum of one educational activity to be held annually.	Activity has been held
	<b>9.3.4.3</b> Include features in Council's community newsletter about accessibility in and around the Shire.	Ongoing	Community Development Officer/ Community Relations Officer	Include accessibility in at least one community newsletter/Council notices page annually.	Information has been published and distributed
	<b>9.3.4.4</b> Council hosts an annual event to celebrate international Day of People with Disability.	Annually	Community Development Officer	One event to be held annually	Event has been held

## 9.4 Systems and Processes

Aim	What Council will do	Timeframe	Action manager	Performance indicator	Measure
<b>9.4.1 Promote available technology and assistance offered</b>	<b>9.4.1.1</b> Promote through all Council channels including social media, news paper, website, in library and through customer service staff describing available technologies and assistance offered	Ongoing	Community Development Officer/ Community Relations Officer	Promotion to occur at least two times per year across all promotional channels.	Information has been published and distributed
<b>9.4.2 Ensure sector information is up to date</b>	<b>9.4.2.1</b> Engage and consult with disability peak bodies to gather information and better understand the abilities and needs of people with different types of disability.	2017 - 2019	Community Development Officer	Number of partnerships maintained or increased.	Council data
<b>9.4.3 Ensure Councils website is accessible</b>	<b>9.4.3.1</b> Council website is reviewed annually with all upgrades to include accessible features and requiring web content compliance with at least conformance level AA in the W3C's Web Content Accessibility Guidelines.	2017 and ongoing	Community Development Officer/ Community Relations Officer	Web content compliance maintained and/or improved.	Review undertaken
<b>9.4.4 Council is to work towards the provision of accessible documents provided in a number of different formats.</b>	<b>9.4.4.1</b> Council staff are to consider disability access guidelines when developing new and reviewing existing documentation	2017 and ongoing	All staff	Investigate methods and new technologies to assist in providing information to residents in more accessible formats.  Increase in the %	Investigations undertaken and changes adopted to increase accessibility of Council information as required

				of Council documents provided in an accessible format	
<b>9.4.5 Quality service delivery provided to all customers</b>	<b>9.4.5.1</b> Service quality monitoring is to be conducted on an annual basis	Ongoing	All staff	Customer satisfaction levels maintained or increased	Customer satisfaction survey
<b>9.4.6 Ensure that all public consultation opportunities provided by Council are inclusive and accessible.</b>	<b>9.4.6.1</b> Event Accessibility Checklist is utilised when planning public forums/events around consultation. Accessibility is considered when planning consultation and developing consultation methods.	Ongoing	Community Development Officer/ Community Relations Officer	Increase in the accessibility of council events  % of responses received from service users with a disability.	Council data
<b>9.4.7 Ensure internal processes are flexible to meet the needs of service users and/or staff with disability</b>	<b>9.4.7.1</b> Internal processes are adapted to meet the individual needs of service users or staff as required.	Ongoing	HR	Satisfaction of staff and service users maintained or increased	Council data
<b>9.4.8 Ensure a coordinated approach to disability inclusion is adopted and maintained across all areas of the organisation</b>	<b>9.4.8.1</b> All staff are to be familiar with the DIAP ensuring directives outlined in the plan are adhered to and a coordinated and sensitive approach to disability inclusion is maintained across the organisation.	Ongoing	All staff	% of staff operating effectively in accordance with the directives specified in the DIAP.	Council data
<b>9.4.9 Ensure recognition of the DIAP in Councils IPR documentation</b>	<b>9.4.9.1</b> The DIAP is to be acknowledged in Councils IPR documentation.	Ongoing	Executive level staff	The DIAP is acknowledged in Councils IPR documentation.	Review of IPR Documentation.





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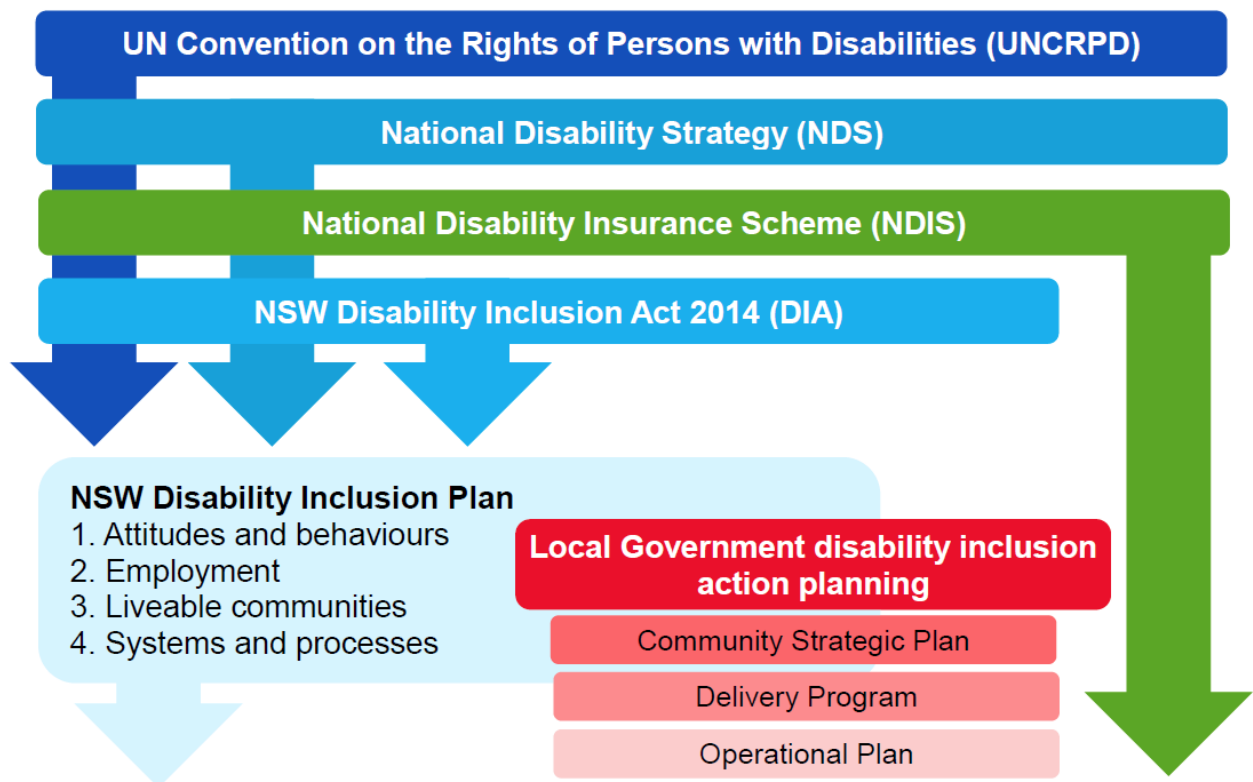
This definition reinforces the importance of viewing disability as a result of interaction between people living with a range of impairments and their physical and social environment. Disability is not just about impairment. The responsibility to break down barriers rests with the whole community.

We have also adopted the scope of disability from *Disability Discrimination Act 1992 (Commonwealth)* which describes disability as including:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities
- physical disfigurement
- the presence in the body of disease causing organisms

## 8 What is the policy and legislative context?

Figure 1 The relationships between the relevant policy and legislative instruments



Source: *NSW Disability Inclusion Action Planning Guidelines*

This plan has been developed within the context of the following legislation:

- 1. *Disability Inclusion Act 2014 (NSW) (DIA)***  
This continues the Government's commitment to improving the lives of people with disability and reaffirms the state-wide focus on building a truly inclusive community.
- 2. *Government Sector Employment Act 2013 (NSW) (GSE)***  
The associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management. Strategies for workforce diversity are now required to be integrated with workforce planning across the government sector.
- 3. *Disability Discrimination Act 1992 (Commonwealth) (DDA)***  
This Act recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful.
- 4. *Web Accessibility National Transition Strategy 2010***  
The Web Accessibility National Transition Strategy sets a course for improved web services, paving the way for a more accessible and usable web environment that will more fully engage with, and allow participation from, all people within our society.
- 5. *NSW Anti Discrimination Act 1977 (ADA)***  
This legislation prevents discrimination on the basis of race, including colour, nationality, descent and ethnic, ethno-religious or national origin, sex, including pregnancy and breastfeeding, marital or domestic status, disability, homosexuality, age, transgender status, and carer responsibilities.



## 9 Key outcome areas and actions:

### 9.1 Liveable communities

*People with disability live in accessible and well designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.*

Aim	What Council will do	Timeframe	Action manager	Performance Indicator	Measurement
<b>9.1.1</b> Service users are consulted and provide input on the accessibility of services.	<b>9.1.1.1</b> Consult and engage with the community about accessibility and inclusion planning for park facilities, visitor facilities, visitor experiences, services, consultation and communication processes. Incorporate feedback into future processes where possible.  Consult the community in accordance with IPR and customer satisfaction survey.	2016 and ongoing	Community Development Officer	% of community who are satisfied with the accessibility of Council public spaces	Community consulted around accessibility issues on an annual or bi-annual basis  Community satisfaction levels.
<b>9.1.2</b> The physical environment is accessible and inclusive of service users and customers.	<b>9.1.2.1</b> Review and improve processes to ensure that new Council builds and renovations align with the appropriate building codes and best practice in Disability (Access to Premises - Buildings) Standards.	2016 and ongoing	Manager Facilities and Risk	Increase in % of new works or renovations of existing facilities that align with appropriate building codes and best practice standards.	Council data
	<b>9.1.2.2</b> Mobility Access Map to be updated and made available to the community in hard copy format and accessible on Councils webpage.	2016	Community Development Officer	Map created, made available on Councils website, promoted within the community through social media,	Council data, access survey

				Council Notices and community radio. Map available from Council offices and distributed to locally businesses and community groups.	
	<b>9.1.2.3</b> Information on compliance with access design requirements under the Australia Standards 1428 are to be readily available to the community when required, particularly builders, designers and developers.	2016 and ongoing	Manager Development Services	Increase in the Availability of design requirement information.  Information to be included online.	Council data
	<b>9.1.2.4</b> Promotion and administration of Councils Access Incentive Scheme to improve access to local businesses and community organisation premises with Main Street hospitality outlets prioritised.	Ongoing	Community Development Officer	Minimum of two businesses and/or community facilities upgraded each year pending the receipt of at least 2 applications that meet guidelines.  Minimum of two external advertisements annually.	Number of projects funded
	<b>9.1.2.5</b> Review Council facilities, sites, parks, footpath, parking, sport and recreation facilities and library to identify barriers to inclusion and accessibility and ensure access is a considered when renewing and building new facilities.	2016 and ongoing	Manager Facilities and Risk	Increase in the accessibility of Council facilities, sites, parks, footpaths, parking, sport and recreation facilities and library.	Council Data

	<b>9.1.2.6</b> Ensure the provision of accessible toilets and amenities within the community.	2016 and ongoing	Manager Facilities and Risk	Increase in the % of community who are satisfied with Councils public Toilets and amenities	Council data  Community satisfaction levels
	<b>9.1.2.7</b> Funds are allocated within Councils annual budget to implement the Access Incentive Scheme Grant.	2016 and ongoing	Bland Shire Counsellors	Annual funds made available in budget	Review of Council budget
	<b>9.1.2.8</b> Review and progressively improve accessibility of Councils existing facilities	Review annually	Manager Facilities and Risk	One upgrade completed annually	Council data
<b>9.1.3</b> <b>Provide support and assistance to local groups and organisations advocating on behalf of people with a disability</b>	<b>9.1.3.1</b> Regularly liaise with disability advocacy groups servicing the local area to provide assistance and support as required.	Ongoing	Community Development Officer	Disability advocacy group representatives invited to attend all interagency meetings.  Number of organisations liaised with and the outcomes of support provided.	Interagency attendance records  Council data
	<b>9.1.3.2</b> Work with the Community Reference Group to advocate for improved access and inclusion for people with disabilities.	Ongoing	Community Development Officer	The Community Reference Group is maintained with agenda items and support provided as necessary. Meetings held on a bi-monthly	2 agenda items to be included each year

				basis	
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## 9.2 Employment

Aim	What Council will do	Timeframe	Action manager	Performance Indicator	Measurement
<b>9.2.1</b> Ensure the provision of a safe and accessible workplace for all Council staff, Councillors and visitors.	<b>9.2.1.1</b> Review access features and barriers and conduct an audit to identify and assist in the removal barriers and improving access.	2017 and ongoing	Manager Facilities and Risk	Increase in the accessibility of Council Workspaces  % of staff happy with accessibility	Council data
	<b>9.2.1.2</b> Ensure Fire Wardens are trained in assisting people with a disability during emergency evacuation procedures. Ensure that a range of disabilities are included.		WHS Officer	Increase in the number of training sessions/staff trained in assisting people with disability in emergency situations	Training has occurred
	<b>9.2.1.3</b> Offer training for people with disabilities to assist them in the workplace.	2016 - 2017	HR	Increase in the inclusivity of the Bland Shire recruitment process	Training is made available
<b>9.2.2</b> The recruitment process is accessible.	<b>9.2.2.1</b> Review and update the recruitment and selection process (including application, assessment and orientation processes) to ensure it is		HR	Updates undertaken with initiatives to improve inclusion considered and	Council data

	accessible for people with disability.			adopted as required.	
	<b>9.2.2.2</b> Design position descriptions and recruitments processes to optimise the opportunities given to all applicants to demonstrate their merits against job requirements.	2016 - 2019	HR	% of PD's updated to consider and include disability and diversity.	Council data

### 9.3 Attitudes and behaviours

Aim	What Council will do	Timeframe	Action manager	Performance indicator	Measure
<b>9.3.1</b> <b>Senior management and staff are to sponsor and champion a commitment to access and inclusion internally and externally.</b>	<b>9.3.1.1</b> Disability awareness and competence training is to be provided for senior staff and management.	Ongoing	HR	Increase in level of training offered and number of senior staff and management trained in disability awareness and competence.	Council data
	<b>9.3.1.2</b> Senior leaders raise the profile of access and inclusion in their communication by promoting the implementation of the Disability Inclusion Action Plan (DIAP) within their teams.	Ongoing	All Senior Staff	All senior staff are familiar with the DIAP and ensure that all staff are working in accordance with the actions specified in the plan.	Council data
<b>9.3.2</b> <b>Staff are trained in inclusive practice and disability</b>	<b>9.3.2.1</b> Provide disability awareness training to Council employees with priority given	Ongoing	HR	Increased % of staff trained in disability	Council data

<b>access and awareness</b>	to staff that have a high level of contact with the public.			awareness	
<b>9.3.3 Involve people with a Disability in the development of communication campaigns regarding disability inclusion</b>	<b>9.3.3.1</b> People with a disability are to be consulted and included in the development of communication campaigns regarding disability inclusion.	Ongoing	Community Development Officer	Increase in the % of people consulted regarding disability inclusion	Council data  Consultation has occurred
<b>9.3.4 Improve community attitudes and awareness of access issues and disability inclusion.</b>	<b>9.3.4.1</b> Promote access awareness and deliver community education around disability inclusion	Ongoing	Community Development Officer	A minimum of two promotional items are to be circulated annually.	Information has been published and distributed
	<b>9.3.4.2</b> Partner with local organisations to deliver education programs within schools/community.		Community Development Officer	A minimum of one educational activity to be held annually.	Activity has been held
	<b>9.3.4.3</b> Include features in Council's community newsletter about accessibility in and around the Shire.		Community Development Officer/ Community Relations Officer	Include accessibility in at least one community newsletter/Council notices page annually.	Information has been published and distributed
	<b>9.3.4.4</b> Council hosts an annual event to celebrate international Day of People with Disability.	Annually	Community Development Officer	One event to be held annually	Event has been held

## 9.4 Systems and Processes

Aim	What Council will do	Timeframe	Action manager	Performance indicator	Measure
<b>9.4.1 Promote available technology and assistance offered</b>	<b>9.4.1.1</b> Promote through all Council channels including social media, news paper, website, in library and through customer service staff describing available technologies and assistance offered	Ongoing	Community Development Officer/ Community Relations Officer	Promotion to occur at least two times per year across all promotional channels.	Information has been published and distributed
<b>9.4.2 Ensure sector information is up to date</b>	<b>9.4.2.1</b> Engage and consult with disability peak bodies to gather information and better understand the abilities and needs of people with different types of disability.	2016 - 2019	Community Development Officer	Number of partnerships maintained or increased.	Council data
<b>9.4.3 Ensure Councils website is accessible</b>	<b>9.4.3.1</b> Council website is reviewed annually with all upgrades to include accessible features and requiring web content compliance with at least conformance level AA in the W3C's Web Content Accessibility Guidelines.	2016 and ongoing	Community Development Officer/ Community Relations Officer	Web content compliance maintained and/or improved.	Review undertaken
<b>9.4.4 Council is to work towards the provision of accessible documents provided in a number of different formats.</b>	<b>9.4.4.1</b> Council staff are to consider disability access guidelines when developing new and reviewing existing documentation	2016 and ongoing	All staff	Investigate methods and new technologies to assist in providing information to residents in more accessible formats.  Increase in the %	Investigations undertaken and changes adopted to increase accessibility of Council information as required

				of Council documents provided in an accessible format	
<b>9.4.5 Quality service delivery provided to all customers</b>	<b>9.4.5.1</b> Service quality monitoring is to be conducted on an annual basis		All staff	Customer satisfaction levels maintained or increased	Customer satisfaction survey
<b>9.4.6 Ensure that all public consultation opportunities provided by Council are inclusive and accessible.</b>	<b>9.4.6.1</b> Event Accessibility Checklist is utilised when planning public forums/events around consultation. Accessibility is considered when planning consultation and developing consultation methods.	Ongoing	Community Development Officer/ Community Relations Officer	Increase in the accessibility of council events  % of responses received from service users with a disability.	Council data
<b>9.4.7 Ensure internal processes are flexible to meet the needs of service users and/or staff with disability</b>	<b>9.4.7.1</b> Internal processes are adapted to meet the individual needs of service users or staff as required.	Ongoing	HR	Satisfaction of staff and service users maintained or increased	Council data
<b>9.4.8 Ensure a coordinated approach to disability inclusion is adopted and maintained across all areas of the organisation</b>	<b>9.4.8.1</b> All staff are to be familiar with the DIAP ensuring directives outlined in the plan are adhered to and a coordinated and sensitive approach to disability inclusion is maintained across the organisation.	Ongoing	All staff	% of staff operating effectively in accordance with the directives specified in the DIAP.	Council data
<b>9.4.9 Ensure recognition of the DIAP in Councils IPR documentation</b>	<b>9.4.9.1</b> The DIAP is to be acknowledged in Councils IPR documentation.	Ongoing	Executive level staff	The DIAP is acknowledged in Councils IPR documentation.	Review of IPR Documentation.



