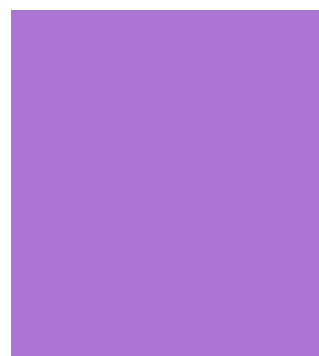
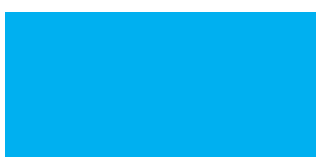


Disability Inclusion Action Plan

Final

June 2017



Universal Design



Quality Information

Document: Disability Inclusion Action Plan - Final

Purpose: Mandatory compliance with NSW State Government requirements for preparation of a Disability Inclusion Action Plan by all NSW local governments; preparation of a standalone plan by Kyogle Council

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Revision History

Revision	Revision Date	Details	Authorised
			Name/Position
1.0	3 May 2017	Preliminary Draft for Council Review	Lachlan Black, Principal Planner; Reviewer
1.1	4 May 2017	Draft Final Report	Graham Kennett, General Manager; Approver
2.0	8 May 2017	Draft Report Adopted for Public Exhibition	Council Resolution
3.0	13 June 2017	Final Adoption by Council	Council Resolution

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Disability Inclusion Action Plan

June 2017

Acknowledgement of Country

Kyogle Council acknowledges the Traditional Lands of the Bundjalung people on which our community is located and we acknowledge Elders both past and present.

Statement of Commitment

Kyogle Council is an organisation committed to disability inclusion in all aspects of its work and relationships with its broader community, visitors and other stakeholders. Disability inclusion is regarded as a key aspect of realising its vision for the local area being “To work together to balance environment, lifestyle and opportunity”.

This Disability Inclusion Action Plan forms the basis for all of the Council's current and future policies and procedures. The Council and its staff commit to have equitable regard for the inclusion of people with disability wherever it is appropriate to do so. The policy is intended to be an adaptive policy that should be regularly reviewed and updated as part of the Council Integrated Planning and Reporting requirements under the provisions of the *Local Government Act 1993* and to meet the changing needs of disability in the Kyogle local government area.

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Photo: Inclusion leading to a brighter community

Mayor's Message



The Kyogle Community has a strong tradition of supportiveness and social resilience. Relying on its diversity and recognising the contributions that can be made by all is a cornerstone of what has made the area great. Reducing social vulnerability by recognising people living with disability and ensuring they remain an important and productive part of the community is entirely consistent with ensuring the area's '*Pathways to Prosperity*' are maintained and realised.

This Disability Inclusion Action Plan (DIAP) forms one part of the Council's formal commitment towards inclusiveness for all members of its community. The Plan is an extension of the Council's Community Strategic Plan in that it shares the same vision but also provides a greater level of clarification regarding how the Council will deal with the special interests of people living with disability.

No plan can effectively live in isolation. In this regard, the Council's DIAP also serves as an extension of the State's own Disability Inclusion Action Plan and is consistent with the objectives of the State Plan.

I hope that this DIAP will help further build awareness amongst the community of the social diversity that exists within it, the benefits of greater inclusiveness and the commitment that can be made by other community members and other stakeholders in building our strengths and prosperity.

Danielle Mulholland

Mayor

June 2017

Photo: Kyogle Pool access steps



General Manager's Message



Since the introduction of Integrated Planning and Reporting requirements for all councils by the NSW Government in 2012, the Council has been undergoing an incremental program of revising its procedures and practices to provide more responsive and community-led outcomes. A fundamental part of this transformation process has been the consolidation of an empathetic and responsive workforce able to readily and confidently act in accord with the greater good of the community and its recognised expectations.

As a Council, we recognise the importance of greater social inclusion, reducing social vulnerability and promotion of diversity as important parts of not only our own values, but also the values of the overall community. This includes recognition and acceptance of people living with disability not only in how we provide readily accessible services but also through ensuring equitable opportunity exists for productive participation in our workforce.

This *Disability Inclusion Action Plan* forms one step in this organisation's journey in recognising, building awareness and creating positive action to more fully include people living with disability in our community. The Plan will become a part of the Council's Integrated Planning and Reporting Framework and will be monitored and reviewed as part of that ongoing process.

Recognition of the DIAP as a key part of the Council's strategic focus highlights its importance and the Council's commitment to its ongoing implementation and incorporation into the organisation's ethics and culture.

Graham Kennett

General Manager

June 2017



Photo: Opening of outdoor gymnasium, Kyogle

1 Introduction

1.1 Background

The *Disability Inclusion Action Plan* (DIAP) for Kyogle Council is in accordance with the requirement of the NSW Government for all NSW Councils to prepare such a plan. The DIAP represents a 'standalone' plan consistent with the *NSW Disability Inclusion Action Planning Guidelines for Local Government* (the Guidelines).

The Council has prepared and adopted a DIAP as a standalone plan as it had already finalised and adopted its *Community Strategic Plan* (CSP) in late 2016 and it was not practicable to include the DIAP within the CSP. While demonstrating a commitment to disability inclusion action planning through many of its objectives, strategies and actions, and forming another in principle acceptable vehicle for the Council's disability action planning, the Council is of the view that the CSP does not fully meet the requirements of the Guidelines and that a standalone plan would provide much greater clarity and compliance with the NSW Government requirements.

The DIAP is consistent with and complements the Council's CSP. It is expected that the DIAP may be fully integrated into the CSP subject to the review and monitoring of its performance and any subsequent Council resolutions to review its CSP as is required under the *Local Government Act 1993*.

1.2 Purpose

The Kyogle DIAP highlights the need to recognise people as having equal expectations and rights to people without disability. The DIAP highlights the strategies and actions that the Council will focus on to promote and facilitate equitable inclusion of people with disability into the broader Council

workforce and general community as important contributing components of our local society. Specifically, the DIAP addresses strategies and actions in the key areas of:

- Attitudes and behaviours
- Liveable communities
- Employment
- Systems and processes

The Plan is based on the principles that form the basis for the United Nations Convention on the Rights of Persons with Disabilities 2005 (the UN Convention) to which the Australian Government is a signatory, being:

- 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.
- Principles of Universal Design.
- Access is everyone's business.

1.3 What is Disability?

The NSW *Disability Inclusion Act 2014* defines 'disability', in relation to a person, as including 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.

1.4 Disability in Kyogle LGA

Key aspects of disability that affect the Kyogle local government area (LGA) and which form the focus of this Plan, include:

- Accessibility
- Lack of services available locally
- Higher and growing proportion of older persons
- Limited public transport opportunities
- Limited employment opportunities

1.5 The Case for Disability Inclusion

The NSW Disability Inclusion Plan states that inclusion benefits everyone and not only those with a disability, as follows:

- As a community, we are stronger with a diverse range of viewpoints and perspectives, and as a whole we are enriched through activities that promote inclusion.
- Inclusion reduces disadvantage, isolation and discrimination. It has far reaching positive impacts across all aspects of life, including health, welfare, education and employment. These impacts are felt beyond the individual, with families and the broader community all being positively impacted by an inclusive society.
- There are strong economic reasons for increasing the inclusiveness of our society. Analysis indicates that there are significant financial gains for both individuals and for the economy by moving people into productive and fulfilling employment.

Inclusion means that all people with disabilities have greater capacity to help family and the community at large by boosting their skills, confidence and contributions through enhanced capability to participate in and be part of 'everyday society'.

Photo: Planning a pathway for the future, Kyogle



1.6 Vision

The DIAP represents a complementary plan to the Council's CSP. As such, the CSP vision is the overall driver for the DIAP. The CSP vision is:

“Working together to balance environment, lifestyle and opportunity”



Community Vision:

*Working together
to balance environment,
lifestyle and
opportunity*

1.7 Council Values

The Council's values, expressed in its CSP, are fundamental to how it undertakes its activities in pursuit of its vision. These are:

- Respect and respond to community needs
- Improve the quality of our services
- Be open and accessible
- Act with honesty and integrity
- Encourage and value people's contribution
- Support the culture of teamwork, cooperation and safety

The Council's values are intended to apply to all of its dealings and are inclusive for all of the community, forming the foundation for its vibrancy, diversity, liveability and sustainability.

1.8 Aboriginal Disability and Cultural Considerations

Aboriginal disability warrants special consideration in the Council's Plan due to the need to have additional awareness and consideration of cultural concerns. Difference in cultural practices can in instances lead to exacerbate disability effects where inclusion in non-Aboriginal opportunities is not practicable due to other Aboriginal cultural obligations or requirements (e.g. during Sorry Business). This Plan seeks to have special regard for Aboriginal cultural considerations as part of its actions for the facilitation of a more inclusive environment for people with disability.

Aboriginal communities represented by the main Land Councils (i.e. Gugin Guddaba Local Aboriginal Land Council, Jubullum Local Aboriginal Land Council and Muli Muli Local Aboriginal Land Council) as well as distinct groups such as the Githabul People represent a significant part of the Kyogle community cultural history and diversity. Inclusion of all Aboriginal people, regardless of disability or otherwise, is to be at the forefront of all Council activities.



Photo: Recognising culture as an important part of disability inclusion

1.9 Objectives

Legislative Objectives

The NSW *Disability Inclusion Act 2014* requires that all councils must:

- a) Specify how it will incorporate the United Nations human rights disability principles into its dealings with matters relating to people with disabilities
- b) Include strategies to support people with disabilities, for example, strategies to:
 - i. Provide access to buildings, events and facilities
 - ii. Provide access to information
 - iii. Accommodate the specific needs of people with disabilities
 - iv. Support employment of people with disabilities
 - v. Encourage and create opportunities for people with disabilities to access services and activities
- c) Include details of its consultation about the plan with people disabilities
- d) Explain how the Plan supports the goals of the State Disability Inclusion Plan (e.g. strategies that support the four key DIAP areas)

Kyogle Council Local DIAP Objectives

- Provide local disability inclusion action planning consistent with NSW *Disability Inclusion Act 2014* principles
- Identify issues around disability inclusion and barriers limiting inclusion
- Specify actions that seek to achieve equitable community inclusion
- Provide effective disability inclusion planning alignment between Council activities and NSW legislation and the NSW Disability Action Plan
- Undertake meaningful and inclusive consultation in the development and ongoing review of the DIAP

1.10 Continual Disability Services Improvements

Council has a record of delivering improved disability access and awareness within the LGA and as part of the region. Initiatives have included:

- Provision of training and a Tradie's Guide highlighting disability access building specifications
- Establishment of a Disability Working Group to advise Council on specific capital works projects and services
- Mobility access audit of the Kyogle main street
- Footpath improvements through the Kyogle Main Street Improvements Master Plan
- Provision of improved disability access to Kyogle pool
- Provision of hearing loops at the Kyogle Council chambers and Kyogle Seniors' Centre
- Installation of outdoor disability gym in Kyogle
- Inclusion of 'Ageing in Place, Disability Services and Respite Care' as a specific theme of the current *Community Strategic Plan 2016-2026*
- Preparation of the Aged Care, Disability Services and Respite Care in the Kyogle Council Local Government Area, 2015 report (Cartwright Report)
- Council representation on aged and disability committees
- Participation in local and regional community disability inclusion surveys
- Improvements in wayfinding signage for persons with a disability
- Provision of State Government services electronic kiosk at Kyogle Council Offices

Kyogle Council's *Pedestrian Access and Mobility Plan* (PAMP) was adopted by Council in 2009 and is a key implementation plan influencing Council's street and footpath improvement works. Council continues to administer statutory requirements through the development assessment process including the upgrade of buildings in accordance with *Disability (Access to Premises - buildings) Standards 2010* where required.



Photo: Universal design recreational facilities, Kyogle

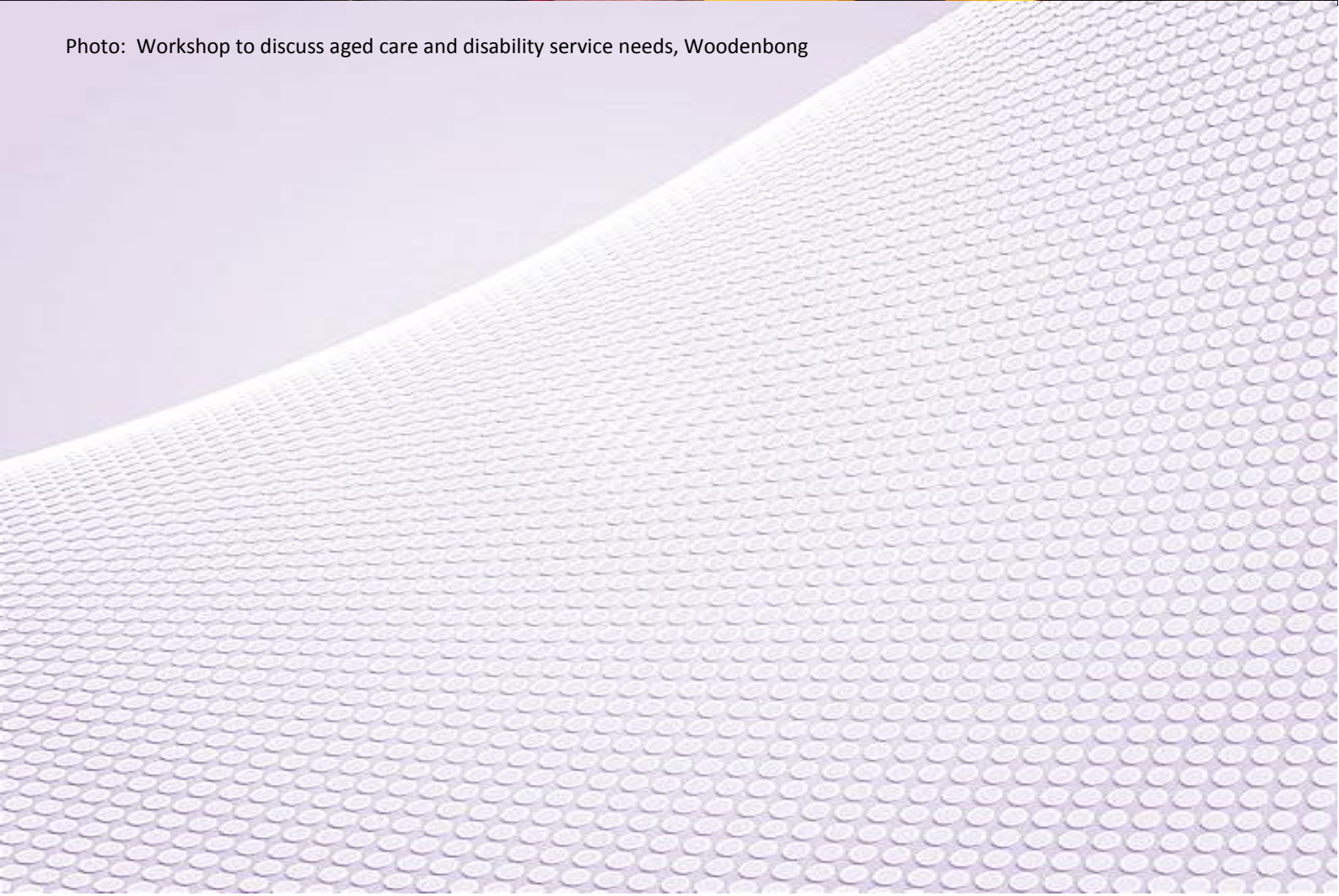
1.11 Developing the Plan

The Council's management identified the preparation of the DIAP as a key strategic project for early 2017 that is to compliment the Council's approved CSP as a standalone document. Preliminary work was undertaken early in 2017 and a Community Reference Group was established in March 2017 to help finalise the draft DIAP.

The Community Reference Group was used to help identify priority strategies and actions for the Plan as well as provide input regarding the Plan's expected implementation and likely workability. The draft Plan was subject to broader community stakeholder consultation to further refine the expected outcomes, strategies and actions as well as provide additional guidance on its proposed implementation.



Photo: Workshop to discuss aged care and disability service needs, Woodenbong



2 Policy and Legislation

2.1 Legislation and Standards

The principles of the UN Convention ensure that people with disability, their families and carers have the same rights as all people to access services and facilities. These rights are part of State and Commonwealth policy and legislation which make it unlawful to discriminate against a person with disability.

The principles of the UN Convention have been agreed to by Australia and translated through to state and territory laws incorporating disability inclusion obligations, consistent with the Australia's UN Convention agreement, onto local governments (i.e. forming part of the processes of the Council of Australian Governments – COAG).

Figure 1 shows the legislative relationship and effects of the UN Convention principles and agreed general implementation at the different levels of government as well as key legislation. Individual local government plans provide a further level of localised detail to ensure that disability inclusion is able to optimally form a part of our communities. Specific legislation and standards that helps inform the Council's processes and disability inclusion responses include:

- Commonwealth Discrimination Act 1992
- Australian Standard (AS 1428) – Design for Access and Mobility
- NSW Anti-Discrimination Act 1977
- NSW Disability Inclusion Act 2014
- Disability Access to Premises Buildings Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Web Accessibility National Transition Strategy 2010

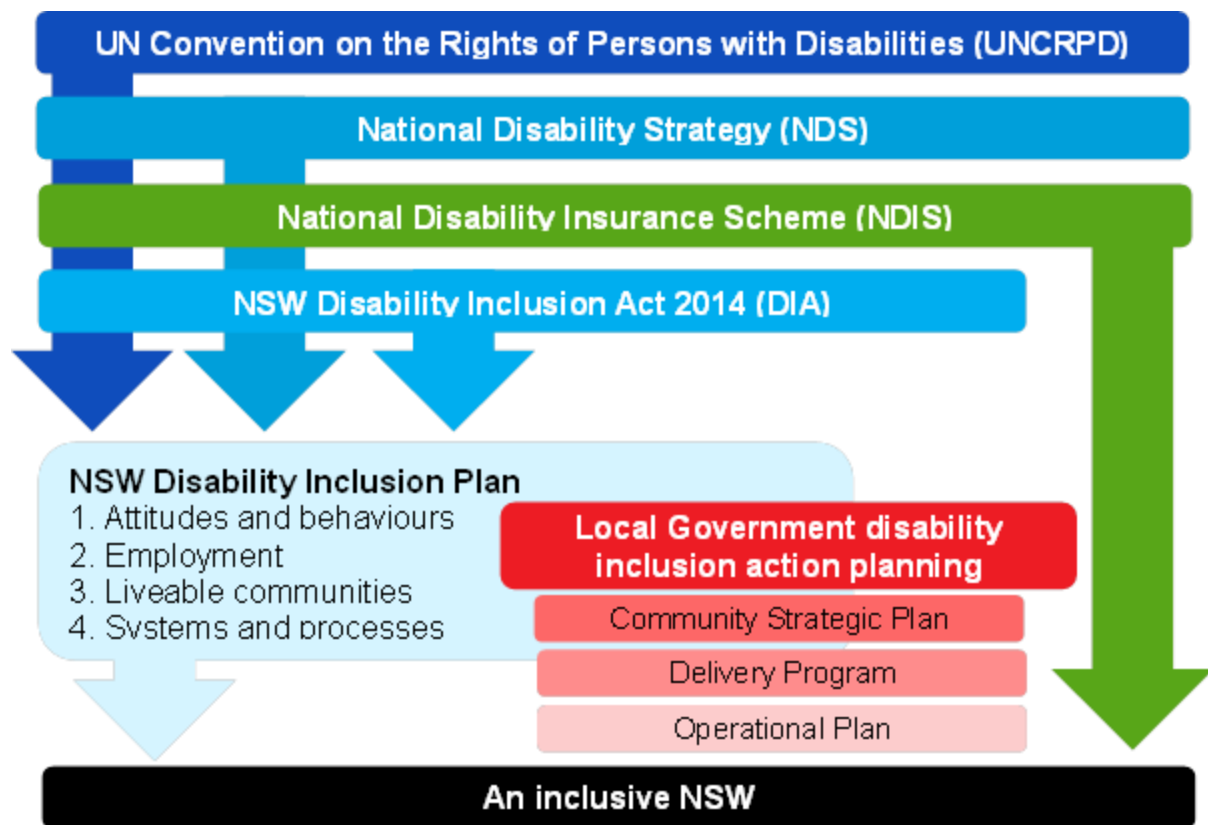


Figure 1 DIAP Relationship with Legislation, UN Principles and Council Policies/Plans

2.2 Relationship with other Council Plans

The DIAP is a specific operational document that affects all of the Council's operations, similar to its CSP. The Kyogle DIAP does not form a formal (adopted) part of the CSP under the Local Government Act 1993. The DIAP can be used as an effective compendium to the CSP regarding specific disability action planning for the Kyogle local government area.

The DIAP ensures that disability inclusion principles, strategies and actions included in the Plan form part of the implementation context for Council's other specific implementation plans. Alignment of these specific plans with the principles, strategies and actions of the DIAP is expected to be further refined over time as the plans are reviewed and updated.

Figure 2 diagrammatically represents the relationship of the DIAP with Council's other policies and operational documents.

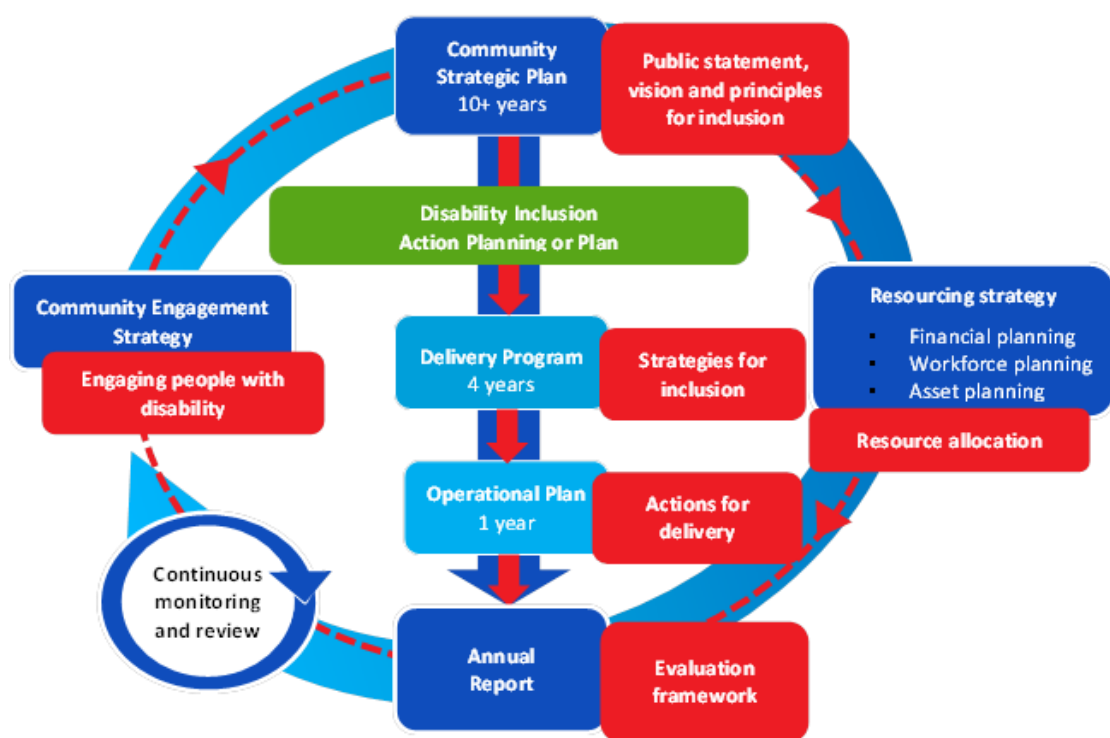


Figure 2 Relationship of DIAP with Council's other Processes

3 Community Profile

3.1 Disability Characteristics

Kyogle's population disability characteristics, like many rural areas, are contributed towards by its:

- Geographic setting and settlement patterns (i.e. with one main town and only a number of other small separated villages)
- Sparse population density
- Limited diversity in employment opportunity and available services
- Relative poor proximity to essential and social services for many people

The comparative level of disability is generally higher than the NSW or Australian averages. Kyogle's overall disability characteristics and factors which can affect disability are shown in Table 1.

Kyogle has a significantly aged population that is a key contributor towards overall social disability. 23.9% of the population are classed disabled and live within private dwellings. The comparative sparse population (2.7 persons per square kilometre) coupled with lower than NSW and Australian household income averages and distance to other services leads to high SEIFA disadvantage indices including access to economic resources focusing on income and wealth.

Income inequality is comparative high in Kyogle, based on the 2011 Census. A significantly larger proportion of the population is also welfare dependent on pensions or other forms of welfare payments.

Lack of access to adequate transport is unsurprisingly a significant issue affecting disability within the Kyogle local government area.

Table 1 Community Snapshot - Factors Affecting Disability

Socio-economic Characteristic		Kyogle	NSW	Australia
% population living with profound or severe disability for all ages (see 1, 2014)		6.5	4.9	10.9
Age				
% population aged 65 years old or over (see 2, 2015)		21.3	15.7	15
Education				
% population aged 25-64 with higher education (see 2, 2011)		55.1	65.9	63.9
Employment/Unemployment				
Employment rate (% of resident population) (see 2, 2011)		90.8	94.1	94.4
Unemployment rate (% of labour force) (see 2, 2015)		11.1	5.8	6.1
Labour force participation (% of labour force) (see 3)		50.4	59.7	61.4
Income				
Median weekly household income (\$) (see 2, 2011)		715	1237	1234
People on pensions or other social security payment (per 1000 pop.) (see 2, 2014)		333.5	214.6	209.3
Income distribution inequality (ratio low to middle range incomes) (see 2, 2011)		0.51	0.4	0.4
% population 15 years old and over undertaking unpaid care work (see 3, 2011)		14.8	11.4	10.9
Households				
% households that own home (see 2, 2011)		74.3	66.5	67.0
% of households living in overcrowded conditions (see 2, 2011)		4	4.7	3.6
% total population with disability living in private dwelling (see 3, 2011) – Kyogle only (nil figures for NSW or Australia)		23.9	-	-
% dwellings with internet (see 2, 2011)		68.3	79	79.4
Transport				
Transport to work mode (% labour force)(see 2, 2011)	Public	0.5	15.9	12.1
	Private	76.8	73.0	76.8
	Active (e.g. walk)	7.3	5.4	5.4
	Other	0.8	0.6	0.7
	Work from home	14.6	5.1	5.0
Socio-economic Indexes for Areas (SEIFA) – 'disadvantage indices'				
Decile Ranking – Comparative Advantage and Disadvantage (see 3, 2011)		2	Not applicable	
Decile ranking – Disadvantage (see 3, 2011)		2		
Decile ranking – Economic Resources (see 3, 2011)		2		
Decile ranking – Education and Occupation (see 3, 2011)		4		

(1) *The Health Needs of North Coast NSW* (2014), North Coast Medicare Local

(2) Regional Profile – Kyogle, Department of Infrastructure and Regional Development, various source dates

(3) Regional Profile – Kyogle; Australian Bureau of Statistics (2011)

4 Community Consultation Outcomes

4.1 CSP Consultation Background

Disability aspects are social characteristics that featured significantly in the Council's preparation of its *Community Strategic Plan* in 2015-2016. This is particularly the case in relation to the elderly. The CSP underwent extensive consultation, including community workshops, specialist focus groups and broader general community consultation with public meetings and consideration of written submissions.

Cartwright Report

The CSP process included a focus group expressly concentrating on - Ageing in Place, Disability Services and Respite Care. A key aspect of the focus group's work was the preparation of a major study for the local government area by Cartwright Consulting Australia Pty Ltd, entitled - *Aged Care, Disability Services and Respite Care in the Kyogle Council Local Government Area, 2015* (Cartwright Report). The Report was adopted by the Council as key information informing its CSP. Recommendations of the Report affected a number of key areas including:

- Kyogle LGA Level of Economic Disadvantage
- Lack of Suitable Housing
- Lack of Suitable and/or Available Transport
- Community Access Difficulties
- Communication Challenges
- Business Opportunities

The Cartwright Report and the CSP strategies and actions form part of the foundation for the strategies and actions of this Disability Inclusion Action Plan.

“Kyogle Local Government Area faces many challenges over the next decade to meet the needs of its residents, including older people and people with disabilities. However, it also has many opportunities and assets, including a beautiful location and ideal climate that can attract retirees, prime agricultural land, a caring community and dedicated service providers, and a Council that is committed to making the community the best it can be.”

Cartwright, 2015



**Aged Care, Disability Services and Respite Care
in the Kyogle Council Local Government Area**

REPORT TO KYOGLE COUNCIL

Cartwright Consulting Australia Pty Ltd

August 2015

4.2 Stakeholder Reference Group

The Council established an informal Stakeholder Reference Group in March 2017, consisting of representatives from:

- Ability Links
- Care Connections
- The Whiddon Group (aged care provider)
- Kyogle Family Support Services Inc.
- Job service providers (e.g. On-Q, ETC, NORTEC and Tursa Employment & Training)
- Local persons with a disability
- NSW Health
- Kyogle Public Transport Working Group

The Stakeholder Reference Group helped: identify key issues affecting disability in the Kyogle LGA, refine objectives for the DIAP, formulated strategies and actions and provided professional insight to the proposed monitoring regime for the DIAP referred to in Section 6.

4.3 Public Exhibition of Draft Plan

The draft DIAP was publicly exhibited between 11 May 2017 and 24 May 2017 inclusively. Hard copies of the draft Plan were available at the Council's Main Office in Kyogle, library facilities within the local government area and at key Council information distribution places within the villages of Cawongla, Wiangaree, Grevillea, Woodenbong, Urbenville, Old Bonalbo, Bonalbo, Tabulam, Mallanganee and Mummulgum. Electronic versions of the draft Plan were also available online on the Council's website and Facebook page with provision to leave comments.

Written and electronic submissions were considered by the Stakeholder Reference Group with final recommendations made to the Council.

4.4 Key Consultation Outcomes

Key outcomes of the broader community consultation process included:

- Formatting of the Plan into an easier to read version
- Consideration of a future ‘easy-to-read’ version of the Plan for people with disability that affects attention spans or ability to comprehend detail
- Reinforced regard for the importance of public and other forms of available transport for people with disability as a key factor in determining opportunity for effective inclusion
- The need for specific consideration of disability inclusion needs amongst Kyogle’s Aboriginal communities, including consideration of cultural factors that may influence people’s ability to with Council at times of cultural significance

5 Strategies and Actions

Key themes required to be addressed by the Council's DIAP are:

- 1) Developing positive community attitudes and behaviours
- 2) Creating liveable communities
- 3) Supporting access to meaningful employment
- 4) Improving access to mainstream services through better systems and processes

Each of the four key areas has a number of 'elements' defined that are specific for the Kyogle LGA. Specific actions for each of the key areas are outlined in the sections below.

The timings for the actions are intended to be indicative only and may be reviewed as part of the Council's annual planning and reporting requirements. The timing periods are represented as follows:

- Short term – within less than 2 years
- Medium term – within 2-3 years
- Long term – greater than 3 years
- Ongoing

5.1 Attitudes and Behaviours

Key Elements

- Community awareness of and support for special needs of people living with a disability
- Council as a leader in disability inclusion
- Cultural and social planning programs that are inclusive of all community, irrespective of levels of ability

Actions	Timing
1 Preparation of an 'Inclusiveness Module' for Induction Training of Council staff	Short
2 Ensure all disability inclusion actions have an awareness and account for Aboriginal cultural sensitivities that may affect opportunity for interaction or participation	Short, then ongoing
3 Delivery of Inclusiveness Training during all Council Inductions for new employees	Ongoing
4 Review and update Council's position descriptions to clearly identify the physical, cognitive and interpersonal requirements inherent to each position	Medium
5 Include representative imagery of people with disability in Council's publications	Ongoing
6 Recognise and incorporate disability inclusion requirements as part of Council's contractor procurement processes	Short, then ongoing
7 Develop public messages and campaigns highlighting disability inclusion requirements and benefits to the community	Short, then ongoing
8 Actively involve people living with disability in Council's communication campaigns	Ongoing
9 Consistent with social equity principles, plan for the inclusion of people with disability service needs in guiding community development	Short

5.2 Liveable Communities

Key Elements

- Disability inclusion as a visible and important part of the area's urban and village character
- Kyogle urban and village communities recognised as supporting disability inclusion as a key part of their urban design and social fabric
- Housing and social services supporting local retention of people living with a disability
- Improved public transport to provide more effective access to disability services

Actions	Timing
1 Establish a working party of local and agency representatives to investigate housing options for older people and people with disability needs in the LGA	Short
2 Through a working party, identify indicative housing options that may be suited to people living with a disability or for older people	Short
3 Market test housing options best suited to the needs of people living with disability in conjunction with service providers and the development industry	Short
4 Investigate options for short and long term incentives to accelerate housing accommodation development for older people and people with disability	Medium
5 Investigate aged and disability housing options for Woodenbong as a case study	Medium
6 Develop social inclusion programs to ensure older people and people with disability needs continue to participate as valued community members	Short
7 Continue to support the local Transport Working Group for local community transport planning purposes	Ongoing
8 Development of a transport information resource kit for community distribution within Kyogle council area	Short
9 Identification of options and implementation strategies to improve bus transport services within Kyogle Council area	Short

Actions	Timing
10 Advocate improved access to key buildings and businesses within the LGA	Ongoing
11 Review of the Council's <i>Pedestrian Access and Mobility Plan</i> (PAMP) with an extended focus on disability inclusion and mobility issues	Medium
12 Ensure disability inclusion is a key part of Council's village planning and projects	Ongoing

5.3 Employment

Key Elements

- Recruitment processes that align with Equal Employment Opportunity guidelines
- Increased understanding of the benefits of attracting and retaining a diverse workforce reflecting our community
- People living with a disability are encouraged to apply for positions with Council
- Provide workforce transitioning opportunity for retention of mature and diverse workforce talent

Actions	Timing
1 Promote the benefits of a diverse workforce, including people living with a disability, to Council's organisation as a whole	Short, then ongoing
2 Reduce procedural barriers to recruiting people from diverse backgrounds, including those living with a disability, without compromising any exist qualification, professional registration or Australian Standards requirements	Short, then ongoing
3 Facilitate succession planning, where practicable, for older employees or those that may develop a disability during their work life with Council	Short, then ongoing
4 Encourage people with a disability to apply for Council positions	Short, then ongoing
5 Provide an explicit diversity commitment, including people with a disability, in job advertisements	Short, then ongoing
6 Pro-actively request the inclusion of a diverse pool of applicants, including appropriately qualified/experienced people with disability for employment shortlists	Short, then ongoing

Photo: Disability inclusion to form a key principle across all Council work areas and activities



5.4 Systems and Processes

Key Elements

- A more inclusively informed community
- Better informed and more representative decision making built on inclusiveness
- More effective use of information technology and access to information
- Inclusive community engagement that is responsive to contemporary information technology opportunities

Actions	Timing
1 Council news and information is provided in a variety of accessible formats, including hard copy and electronic forms	Ongoing
2 Hearing Loop facilities are provided during formal Council Meetings	Ongoing
3 Development of Council's website to be compliant with the Web Content Accessibility Guidelines 2.0 (WCAG 2.0)	Short, then ongoing
4 Council's revised website is, at a minimum, to have a "AA" rating for accessibility in accordance with Australian Government guidelines	Short, then ongoing
5 Development of Customer Service preferred outcomes and targets for the distribution of information through accessible platforms such as the web, Facebook, Twitter and Council's Newsletter	Short
6 Continue to implement e-Business initiatives to enable electronic access to development application and other Council processes	Ongoing
7 Investigate prospects for expanded provision of NSW Government electronic kiosk services to village locations to promote and enhance access to services	Short
8 Provision of accessibility options information for builders and developers interested in developing within the LGA	Short



Photo: Council plans and policies becoming a key part of its disability inclusion planning

6 Monitoring and Evaluation

Governance

The DIAP will be implemented as part of the Council's regular functions and responsibilities. Implementation of the Plan will be the responsibility of the General Manager and Council's Senior Management Team.

A Stakeholder Reference Group may be established by the General Manager to advise over any plan improvements and the Plan's ongoing implementation.

Integration

The DIAP, while operating as a standalone plan, may be integrated into the Council's *Community Strategic Plan* when the CSP is reviewed next, subject to ongoing reviews of the DIAP's performance.

Review and Reporting

The DIAP will be reviewed as part of the Council's Integrated Planning and Reporting requirements under the Local Government Act 1993. This includes reporting of the Plan's performance to the elected Council for any formal considerations.

Ongoing Consultation

Apart from the use of a Stakeholder Reference Group, the Council may seek occasional formal public comment regarding the performance of its DIAP, as considered necessary.

Photo: Kyogle Council meeting





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