



Disability Inclusion Action Plan

June 2017





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Document Control

Policy	Draft Disability Inclusion Action Plan	Policy Number	TBA
Author/Reviewer	Director of Sustainable Growth	Review Period and Date	Reviewed within 12 months of election/4 yearly - September

This policy shall be reviewed: -

- This policy shall be reviewed within 12 months of an election, and thereafter at four yearly intervals at least, to ensure it meets all statutory requirements and the needs of council. It may also be reviewed at other times as determined by council.
- Subject to the provisions of the Local Government Act and/or Regulation, this policy may be amended or cancelled by council at any time without prior notice or obligation to any person.

Document History

Date	Status	Version	Resolution	Description
26 April 2017	Draft	0.1		Presented to Hilltops Council for endorsement, public exhibition 28 days
26 April 2017	Draft	0.2	17/74	Endorsed for public exhibition 28 days
28 June 2017	Draft	0.3		Presented to Hilltops Council for adoption
28 June 2017	Final	1.0	17/153	Adopted



Message from The Interim General Manager

I am pleased to present our Disability Inclusion Action Plan 2017-2021. The plan aims to change perceptions of people with disability and promote inclusiveness and accessibility within Hilltops Council communities. A range of barriers have been considered such as access to information, services, buildings and facilities. This plan explains how we will improve the lives of people with disability in our community.

All Councils in New South Wales are required to undertake disability inclusion action planning by June 2017 as part of their commitment to improving access for those with a disability. As a new Council, we have prepared a standalone Disability Inclusion Action Plan. Following election of Councillors in September 2017, we will integrate our strategies and actions into our Integrated Planning and Reporting framework.

Disability Inclusion Action Planning for amalgamated Councils is an eight-step process. We have reviewed Council's policies and services, and identified potential barriers and improvements across Council's portfolio. We asked the community about the barriers they face and their ideas for improvement.

Strategies and actions were prepared with consideration to legislation and plans, as well as to the unique needs of our newly formed local government area. Our Disability Inclusion Action Plan went on public exhibition to seek feedback and comment from the community.

Council executive will have accountability and ownership of our plan, and will play a key role in championing inclusion throughout Council. The Hilltops Healthy Shires and Access Committees will support the development, implementation and evaluation of our plan.

This Disability Inclusion Action Plan is an important step in building strong communities that meet the needs of all residents and visitors.

Anthony McMahon
General Manager



Vision for Inclusion

It is important to the people of Hilltops that our community grows together to become an inclusive and accessible place where all people can participate equally.

Everyone in our community deserves equal economic, political and social rights and opportunities. We prioritise becoming an inclusive community that embraces diversity and responds to community need.

Council understands its role in advancing human rights and commits to applying social justice principles to guide Council planning and business. Common understanding of these social justice principles is important to realising our vision for inclusion.

Equity: We are committed to overcoming unfairness caused by unequal access to economic resources and power. We will support fair allocation of resources and entitlements without discrimination.

Access: We support fair access to the resources, services, and opportunities essential to meet their basic needs and to improve their quality of life.

Participation: We provide opportunities for people to genuinely participate in discussions about decisions affecting their lives.

Rights: We believe in equal rights of all members of our community.

Council applies these principles in its decision-making and considers each of the four elements when considering projects and services. The social justice principles have been applied across the eight stages of disability inclusion action planning.



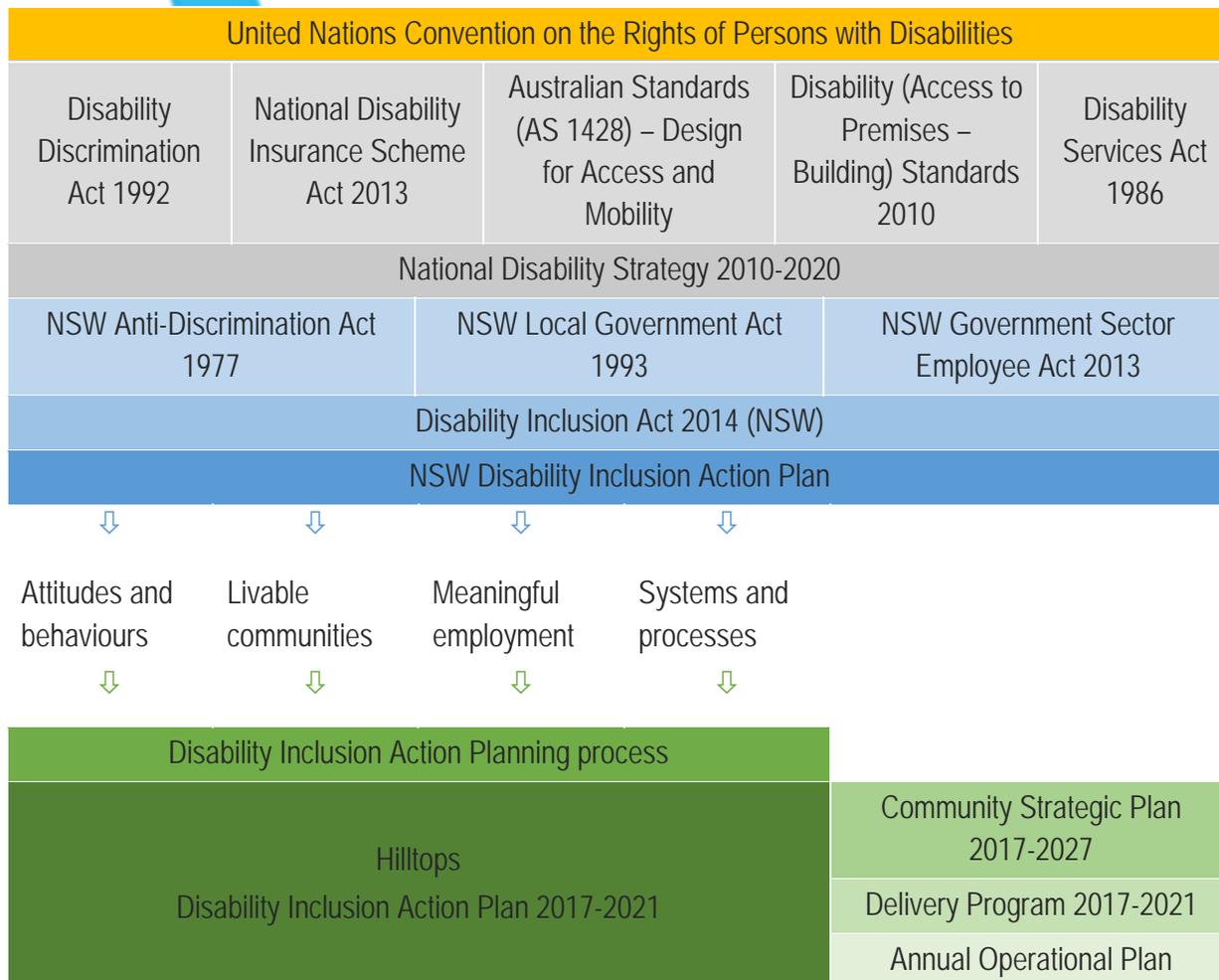
Policy and Legislative Context

State and Commonwealth legislation make it unlawful to discriminate against a person with disability.

The principles of the UN Convention on the Rights of Persons with Disabilities promote and protect equal rights and opportunities for people with disability.

This plan aligns with the National Disability Strategy 2010-2020 and the NSW Disability Inclusion Action Plan, which identifies four priorities for creating an inclusive community:

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



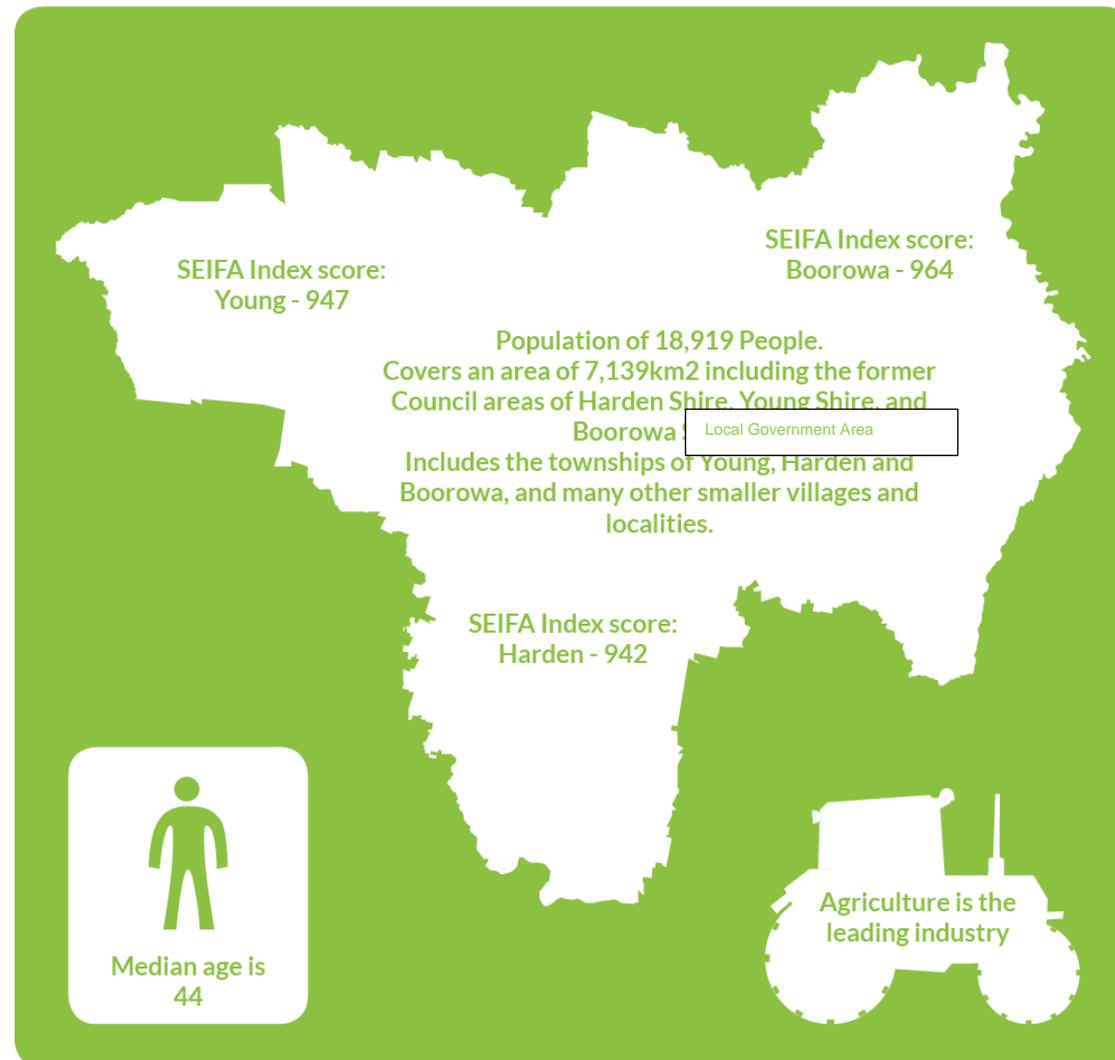


Our Community Profile

The main demographics of our community are summarised here in a snapshot of Hilltops Council. These figures are based on data from:

- 2011 Australian Bureau of Statistics;
- Roads and Maritime Services Mobility Parking Scheme; and
- Public Health Information Development Unit Social Health Atlas of Australia.

It is important to note that some of the figures in this profile are built from the individual results for the former Young Shire, Harden Shire and Boorowa Local Government areas.





DISABILITY INCLUSION

Total population: 18,919 people.
Of these: 5.6% have a profound or severe disability
(1,064 people)
6.0% are HACC clients (1,131 people)

57.7% of the total population are aged 16 to 64 years.
Of these:
9.6% are disability support pensioners
(1,043 people)

20.2% of the total population are aged 65 years and older.
Of these:
14.8% have a profound or severe disability (566 people)
72.8% are age pensioners (2,778 people)

78.0% of the total population are aged over 15 years.
Of these:
6.6% have a current Mobility Parking Scheme (disability parking) permit
(973 people)
12.50% provided unpaid support to persons with disability (1,800 people)
23.7% volunteered with an organisation or group (3,403 people)



Community Consultation Findings

The community engagement activities occurred during February and March 2017, and consisted of:

- Three community meetings for people with a disability, their families and carers (12 attendees);
- One meeting with service providers (13 attendees, representing 5 services);
- Meetings and discussions with Council staff; and
- One community-wide survey, with 49 responses.

A number of key themes were identified from the findings of the community engagement activities. The engagement provides Council with valuable information to assist and guide the development of the Disability Inclusion Action Plan. Below is a summary of the community consultation outcomes.



ATTITUDES AND BEHAVIOURS

WHAT IS WORKING WELL?	WHAT NEEDS IMPROVEMENT?
<p>Attitudes seem to have improved over the past decade.</p> <p>Businesses show understanding of people with disability, eg motels with accessible rooms, and hairdressers catering to the needs of children with autism.</p> <p>Strong social capital with relatives and neighbours looking out for each other, and people feel comfortable and able to ask for help in their immediate township.</p> <p>Existing programs being delivered to break down the social isolation experienced by people with disability and improved community attitudes and behaviours.</p> <p>Programs and activities that are inclusive but not specific to people with disabilities are breaking down barriers and encouraging a unified community that values all participants.</p>	<p>Creating a safe environment so people with a disability can self-identify and get the support they need.</p> <p>Understanding around disability; what it is, what support can be given to improve the lives of people with disability.</p> <p>Focus on sport as a key setting for improving attitudes and behaviours.</p> <p>Celebrating the achievements of people with disability, and businesses and people who support them.</p> <p>Ageing population means that the situation of many community members changes as they transition into requiring support (older people) and providing support (baby boomers and younger).</p>



LIVEABLE COMMUNITIES

WHAT IS WORKING WELL?	WHAT NEEDS IMPROVEMENT?
<p>Community transport service is valued by users.</p> <p>Liberty Swing at Carrington Park in Young is wonderful for our young people.</p> <p>Some local doctors, chemists and supermarkets do home delivery and home visits.</p> <p>Willingness of some business owners to build welcoming and accessible businesses.</p> <p>Progress has been made with ramps. Lambing Flat Enterprises (LFE) and Council have disabled lifts. Ramps at the public schools.</p> <p>Reserve angle parking works well for people with disability and carers.</p> <p>Young Cinema is accessible and supportive.</p> <p>Young pool opening hours are good.</p>	<p>Community transport not branded in a way that it is easy to locate (it's called Flexible Care Service). Needs rebrand and additional promotion.</p> <p>Difficult to access older buildings and businesses. Barriers include poor merchandising, old buildings with steps and no ramps, and heavy doors.</p> <p>Difficult and unsafe to cross roads. Not enough crossings in main areas. Example is crossing Albury Road (Harden) which is a state highway.</p> <p>Moving through and enjoying township areas can be difficult due to poorly connected paths, limited rest areas (seating), pavers used as a street treatment, and poor signage to toilets.</p> <p>Accessible toilets are not easy to access (located in wrong locations, need to travel across grass to access and walk uphill).</p> <p>Access and amenities at swimming pools, including heating pools, providing adult change rooms, and changing lifts/hoists or ramp entry.</p> <p>Transport could be improved by reviewing accessible car parking spaces, and creating or extending loading zones at key public facilities.</p> <p>Inter-town connectivity between main areas in Hilltops Council is limited due to poor public transport, particularly the route between Young and Boorowa.</p> <p>Involvement of people with disability in the development of public facilities. Navigating buildings built by able-bodied people can be difficult.</p> <p>Airlocks needed in public toilets with self-closer mechanisms.</p> <p>Consideration needs to be given to a full size adult change facilities.</p> <p>Fit disabled toilets and liberty swing with MLAK Key to permit any time access to these facilities.</p>



MEANINGFUL EMPLOYMENT

WHAT IS WORKING WELL?	WHAT NEEDS IMPROVEMENT?
<p>There is a bus to Cootamundra to take people to supported employment.</p> <p>LFE runs supported employment programs and provides a variety of mainstream services for businesses such as commercial laundry, window cleaning and garden maintenance.</p> <p>Programs with the PCYC support social interaction and improve opportunities and capacity building.</p> <p>The YAG group provide a Friday gathering for people with disability to build their capacity and skills through home skills and outings.</p> <p>There are a number of mainstream businesses that employ people with disability.</p> <p>Hilltops Community Hub offers volunteering opportunities to people with a disability. The Hub also facilitates a number of events and regular activities that promote social interaction and extension of networks.</p>	<p>Very limited opportunity to find work in our communities.</p> <p>Business operators don't know how they can get involved or about supported wage programs.</p> <p>Council aren't leading by example as a key employer.</p> <p>Lack of skill development and capacity building programs.</p> <p>In general, employer attitudes towards employing people with disability are poor.</p> <p>Stigma still remains in the community.</p> <p>Transport is not available to and from work.</p> <p>Poor celebration of people with disability volunteering and doing work experience.</p>



SYSTEMS AND PROCESSES

WHAT IS WORKING WELL?	WHAT NEEDS IMPROVEMENT?
<p>Good that community is involved in disability inclusion action planning and given the opportunity to brainstorm and contribute to discussions.</p> <p>Good variety of community services available to the Hilltops community.</p>	<p>Information linkages so that people can access a central, publicly available list of what services are available in the community.</p> <p>Make every effort to reduce red tape.</p> <p>Council offices and communication can be improved by altering the height of counters at Council buildings, and installing hearing assistance (hearing loop).</p> <p>Improved understanding of what's on offer within the service system by all people involved. There is poor awareness of services and the breadth on offer (doctors, Centrelink, hospital).</p> <p>Support for people with disability to help access services (support with reading and writing, communication etc).</p> <p>Staff changeover makes sustained connections with services difficult.</p>



Our Strategies and Actions

PROMOTE POSITIVE ATTITUDES AND BEHAVIOURS

STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Work with the community to create a welcoming community.	Provide support and advice to businesses wishing to improve the accessibility of their businesses.	Businesses are accessible to all.	Council Businesses Chamber of Commerce	Ongoing
	Provide disability awareness training to staff, new and current, as well as Councillors.	Staff and Councillors have completed training.	Council	2017/18 Ongoing
	Deliver disability awareness training to businesses and the community.	Annual disability awareness training delivered.	Council Key employers Community leaders	2018/19, then annually
	Advocate for sporting and recreation opportunities for all abilities.	Increased all abilities sporting opportunities available.	Council Service providers Sporting groups	Ongoing
Ensure all events delivered at Council facilities are accessible to all people.	Create accessibility guidelines for events in Hilltops Council.	Accessibility event guidelines distributed.	Council	2017/18
	Include access and inclusion criteria in Event Application Form and approval process.	Event Application Form updated.	Council Event organisers	2017/18 Ongoing



CREATE LIVEABLE COMMUNITIES

STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Improve the accessibility of the township areas within Hilltops.	Work with businesses to reduce physical barriers to inclusion.	Ability to access traders.	Council Businesses Chamber of Commerce	Ongoing
	Implement a program to improve our accessible public toilets.	Public toilets meet Access to Premises Standards. Level of service meets community expectations. Public are aware of locations of accessible toilets	Council	2020/21
	Develop a plan that leads to the provision of connected and accessible pathways in each township.	Pathway plan completed and implementation commenced.	Council	Ongoing
	Increase the availability and standard when replacing of rest (seating) areas along key paths of travel in townships.	Regular rest stops available for people with disability.	Council Chamber of Commerce	2020/21
	Undertake access appraisals of council buildings, infrastructure and facilities and identify priorities and upgrades required.	Council buildings meet Access to Premises Standards.	Council	Ongoing



STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Improve the connectivity of public and community transport options.	Advocate for improved public transport within and between key towns and regional locations.	Public transport meets the needs of users.	Council State Government Businesses Chamber of Commerce Service providers	Ongoing
	Ensure that community transport responds to the needs of users.	Community transport plan established.	Council NSW Govt	2018/19
Invest in improving the accessibility of our swimming pools.	Plan to improve the accessibility of our swimming pools. Consider replacing lifts/hoists with ramps, developing adult change facilities.	Aquatics accessibility strategy developed.	Council	2020/21
Plan for infrastructure that is accessible for all.	Encourage universal design in the planning of new housing, infrastructure and buildings.	Facilities and infrastructure meet Access to Premises Standards.	Council Builders Residents	Ongoing
	Create local disability design reference groups for key new major public facility developments.	All major developments are design friendly.	Council Community	Ongoing



SUPPORT ACCESS TO MEANINGFUL EMPLOYMENT

STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Improve Council employment conditions and opportunities for people with disability.	Establish flexible work practices to encourage an inclusive working environment.	Flexible work practices implemented.	Council	ongoing
Support existing social enterprises to provide broader opportunities for employment for people with disability.	Review Council's procurement policy to address local and social benefit.	Procurement policy reviewed.	Council.	2017/18
Advocate for employment opportunities for people with disability.	Engage key employers to advocate for skill development and employment opportunities for people with a disability.	More employment opportunities for people with disability.	Council Major employers	2019/20
	Celebrate the achievements of people with disability in the workplace.	Number of communications promoting diversity in the workplace.	Council Major employers Chamber of Commerce	Ongoing
	Advocate for improved education and employment pathway programs in the Hilltops community.	Availability of education and employment pathway programs.	Council Service providers State Government	Ongoing



IMPROVE ACCESS TO OUR SYSTEMS AND PROCESSES

STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Better understand, link and promote the service system for collective impact.	Work with service providers to complete a needs analysis and systems mapping of the disability sector.	Needs analysis and systems mapping completed.	Council Service providers	2017/2018
	Provide disability sector information linkages on Council's website, and in hard copy where appropriate, including National Disability Insurance Scheme information linkages.	Clear and connected information on the disability sector provided on Council's website.	Council Service providers	2018/19
	Provide information and linkage support during the implementation and establishment of the National Disability Insurance Scheme.	NDIS information linkages provided.	Council Service providers	2017/18
	Support the ongoing operation of the Interagency Network.	Terms of Reference established for network.	Council Service providers	2017/18, Ongoing
Ensure Council customer service and communication is accessible to all.	Apply access and inclusion principles to Council's communication channels.	Council communication is accessible. Web Content Accessibility Guidelines 2.0 implemented. Hearing assistance provided.	Council	Ongoing
	Create communication guidelines for ensuring that Council activities (consultation, presentations etc) are accessible for people with disability.	Communication guidelines developed and implemented.	Council	2018/19



STRATEGY	ACTION	OUTCOME	RESPONSIBILITY	TIMING
Government services to be accessible to all users.	Review branding of community transport to limit confusion.	Branding of community transport is easy to find in directories.	Council Service Providers	2018/19
	Partner with service provider, Government Agencies and organisations to deliver projects and programs that support access and inclusion.	Increase of programs available for people with disability.	Council State/Federal Governments Service providers	Ongoing
	Continue to maintain health and community care (HACC) service levels to meet the needs of clients. Council to advocate to State and Fed Government who fund services	Current HACC level of service is preserved.	State Government	Ongoing
	Support campaigns and programs that encourage people to access health and community care (HACC) services.	Participation in HACC programs and services increases.	Council Federal Government	Ongoing
	Lobby for funding and services to meet the needs of the community.	Services meet the needs of the community.	Council State/Federal Government	Ongoing
	Promote our Liberty Swing across the region.	Liberty Swing is used frequently.	Council Service providers Tourism operators	Ongoing



Our progress

GOVERNANCE

Council executive will have overall accountability for the Disability Inclusion Action Plan decision making. They will have responsibility and ownership of the development and implementation of the Plan, and will play a key role in championing the importance of inclusion and planning for people with disability throughout Council.

The Hilltops Healthy Shires and Access Committees will play an important role in supporting the development, implementation and evaluation of the Disability Inclusion Action Plan. Further input and carriage will be sought from staff across Council as required.

Delivery of actions within the plan will always be dependent on the adequate allocation of resources by Council on an annual basis.

IMPLEMENTATION

The strategies and actions for the Disability Inclusion Action Plan will be implemented as outlined in this plan. In September 2017/18, new Councillors will be elected to Hilltops Council. We are required to prepare and adopt our new Community Strategic Plan (CSP) and associated Integrated Planning and Reporting documents by 30 June 2018. The Disability Inclusion Action Plan will be retrospectively integrated into our Delivery Program.

MONITORING AND REPORTING

Actions in the integrated DIAP will be summarised in Council's Annual Report and a copy of the implementation given to the Minister for Disability Services.

REVIEW

The Disability Inclusion Action Plan must be reviewed every four years.



Appendix 1: Glossary of terms

The following terms and abbreviations are used in this Disability Inclusion Action Plan.

TERM	MEANS:
Act	<ul style="list-style-type: none"> the NSW Local Government Act 1993.
Annual report	<ul style="list-style-type: none"> a report of the activities of the previous financial year and contains a report of operations, audited financial statements and an audited performance statement.
Budget	<ul style="list-style-type: none"> a plan setting out the services and initiatives to be funded for the financial year and how they will contribute to achieving the strategic objectives in the council plan.
Committee of management (Committees of mgt)	<ul style="list-style-type: none"> a group delegated the authority by local government under section 355 of the Local Government Act 1993 (NSW).
Community Strategic Plan	<ul style="list-style-type: none"> whole of community plan prepared by Council, outlining the long-term objectives towards achieving the community vision.
Council	<ul style="list-style-type: none"> the Hilltops Council.
Delivery Program	<ul style="list-style-type: none"> a plan setting out the medium-term strategies and resources reflecting vision and aspirations of the community, as well as objectives set in the Community Strategic Plan, for the next four years.
Disability	<ul style="list-style-type: none"> Disability, in relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others (Source: Disability Inclusion Act 2014, page 4).
Disability Inclusion Action Planning (DIAP)	<ul style="list-style-type: none"> the process undertaken to understand and plan for the disability inclusion issues and outcomes for the community.
Disability Inclusion Action Plan (DIAP)	<ul style="list-style-type: none"> The plan outlining what Council will do to improve disability inclusion for Hilltops.
Disability Inclusion Act	<ul style="list-style-type: none"> The Disability Inclusion Act 2014 (NSW) which prescribes requirements for Disability Inclusion Action Planning.



TERM	MEANS:
Executive	<ul style="list-style-type: none"> the group comprising the GM and directors of the Hilltops Council.
Financial year	<ul style="list-style-type: none"> the period of 12 months ending on 30 June each year.
Federal Government Agencies	<ul style="list-style-type: none"> all relevant federal Government agencies involved in service provision relevant to this plan
Interim General Manager (GM)	<ul style="list-style-type: none"> Interim General Manager of Hilltops Council.
Health and Community Care (HACC)	<ul style="list-style-type: none"> The service delivered by other service providers to support people to remain in their homes.
Hilltops Council (HC)	<ul style="list-style-type: none"> the Local Government Area subject of this Disability Inclusion Action Plan.
Human resources	<ul style="list-style-type: none"> the staff employed by a council.
Indicator	<ul style="list-style-type: none"> what will be measured to assess performance.
Integrated Planning and Reporting	<ul style="list-style-type: none"> a framework for establishing local priorities and to link this information to operational functions.
Mobility Parking Scheme (MPS)	<ul style="list-style-type: none"> the Scheme delivered by Roads and Maritime Services which issues and manages permits for mobility car parking spaces.
National Disability Insurance Scheme (NDIS)	<ul style="list-style-type: none"> the new way of providing support for Australians with disability, their families and carers. As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.
National Disability Insurance Agency (NDIA)	<ul style="list-style-type: none"> an independent statutory agency whose is responsible for implementing the National Disability Insurance Scheme (NDIS).
NSW State Government Agencies	<ul style="list-style-type: none"> all relevant NSW Government agencies involved in service provision relevant to this plan
Objectives	<ul style="list-style-type: none"> Long term outcomes towards achieving the Community Vision. Objectives appear in the Community Strategic Plan.
Operational Plan	<ul style="list-style-type: none"> an annual action plan for Council.
Services	<ul style="list-style-type: none"> assistance, support, advice and other actions undertaken by a council for the benefit of the local community.
Standards	<ul style="list-style-type: none"> A level or quality of attainment. Often refers to formal Australian Standards.



TERM	MEANS:
Strategic objectives	<ul style="list-style-type: none">• the long-term outcomes the community is seeking to achieve over the next ten years toward achieving the Community Vision.
Strategies	<ul style="list-style-type: none">• four-year focus directed at achieving the objectives in the Community Strategic Plan. Strategies appear in the Delivery Program.