

Carrathool Shire

Disability Inclusion Action Plan

Summary document

2017-2021



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Introduction

ABOUT THIS PLAN

We want our community to be a place where all people can participate equally. In preparing this plan we made sure that people with disability were included in making decision about making Carrathool Shire more accessible. We asked the community about the barriers that people with disability face and their ideas for improvement. This plan explains the actions we will take to improve the lives of people with disability in our community.

DEVELOPING OUR PLAN

Local Government is required by the NSW Disability Inclusion Act 2014 (DIA) to undertake disability inclusion action planning by 1 July 2017. We have integrated our DIAP into our Integrated Planning and Reporting (IP&R) framework to ensure disability inclusion is considered by all levels of community and our organisation. Carrathool Shire Council commenced integrated Disability Inclusion Action Planning in January 2017.

In January 2017, we conducted a review of Councils policies and strategies, and delivered three workshops with Council staff to identify and map potential barriers and improvements across Councils portfolio. In February 2017, we held two consultation forums for people with a disability, their families and carers, and disability service providers. We also sought community input through an online survey.

The findings were collated and analysed in March 2017. From here, strategies and actions were prepared and integrated into the Community Strategic Plan and Delivery Program which was adopted in June 2017.

This document is a summary of the disability inclusion action plan items from our Community Strategic Plan.

The Carrathool Community Strategic Plan has five key areas of focus:

- Inclusive and connected community;
- Infrastructure for a sustainable future;
- Growing and diverse economy;
- Natural environment; and
- Leadership and governance.

Each one has been considered and address through the DIAP planning process to establish synergies and connections.

Public Statement of Commitment

At the commencement of its term of office, each new Council is required to review the Community Strategic Plan to ensure that it reflects the changing needs of the community and maintains a 10 year minimum horizon.

The previous Council adopted the Community Strategic Plan 2012-2022 in June 2013 and whilst that plan has served us well, the new council believed a complete review was necessary to make the plan more user-friendly. This new plan focuses on five key themes and spells out what this Council desires to achieve. Some of these elements will be achieved within the life of this Council, whereas others have been identified as long term goals.

A series of community conversation sessions have been held in our towns and villages and the information gathered has driven the development of this plan. It is particularly pleasing to note that a large number of school children have also been part of the consultation process. It is always refreshing to hear the views of our future leaders.

A Community Satisfaction Survey was also promoted as part of the information gathering process and it is heartening that almost 200 responses were returned. The information gathered in this process has been of great value in determining the wants and desires of our community.

New industry and agricultural pursuits have resulted in a changing demographic in our Shire and it is important that we provide services and facilities that will support this growth. This new wave of activities and residents is particularly pleasing as it supports our vision "Promoting our future through diversity".

Council has a key role in making Carrathool inclusive and accessible for everyone, and providing equal opportunity for people with disability to use and enjoy the public spaces and participate in activities of our Council. Prior to developing our Community Strategic Plan: Towards 2030, we have worked with the community to undertake disability inclusion action planning (DIAP). Integrating our DIAP process into this document enables Council to highlight the importance of disability inclusion across our community and provide resources to achieve our desired outcomes.

We commit to prioritising inclusion across all areas of Council business to ensure that people with disability have equal rights and opportunities to participate in the community. This includes delivery of capital works, information and service delivery, support for employment opportunities and promotion of positive community attitudes and behaviour toward people with disability.

Engagement has been a major part in the development of this plan, to ensure this plan is meaningful, and provides a clear direction for a healthy and inclusive community.

I would like to thank all those who contributed to the development of the plan and for providing valuable input in making our Council a better place for all.

There has also been consultation aimed at disability inclusion and the information gathered will result in an integrated action plan.

By working together we, as a community, can build a stronger and brighter future. The Community Strategic Plan and supporting documents are the blueprint that will guide our development for the next 10 years.

I, along with my fellow Councillors, look forward to promoting growth and prosperity in the Carrathool Shire through effective governance, a commitment to strong civic leadership and open and effective communication with the community.

Cr. Peter Laird

Mayor



Vision for inclusion

Council's vision reflects the long-term planning focus of Council.

“To protect and promote quality of life in harmony with economic development and environmental sustainability.”

To protect and promote quality of life, we believe that everyone in our community deserves equal economic, political and social rights and opportunities. Carrathool Shire will be an inclusive community that responds to community need and embraces diversity.

Council understand 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 fully realising our vision in Carrathool Shire.

Equity

We are an equitable community, 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

Everyone in Carrathool Shire should have the maximum opportunity to genuinely participate in discussions about decisions affecting their lives.

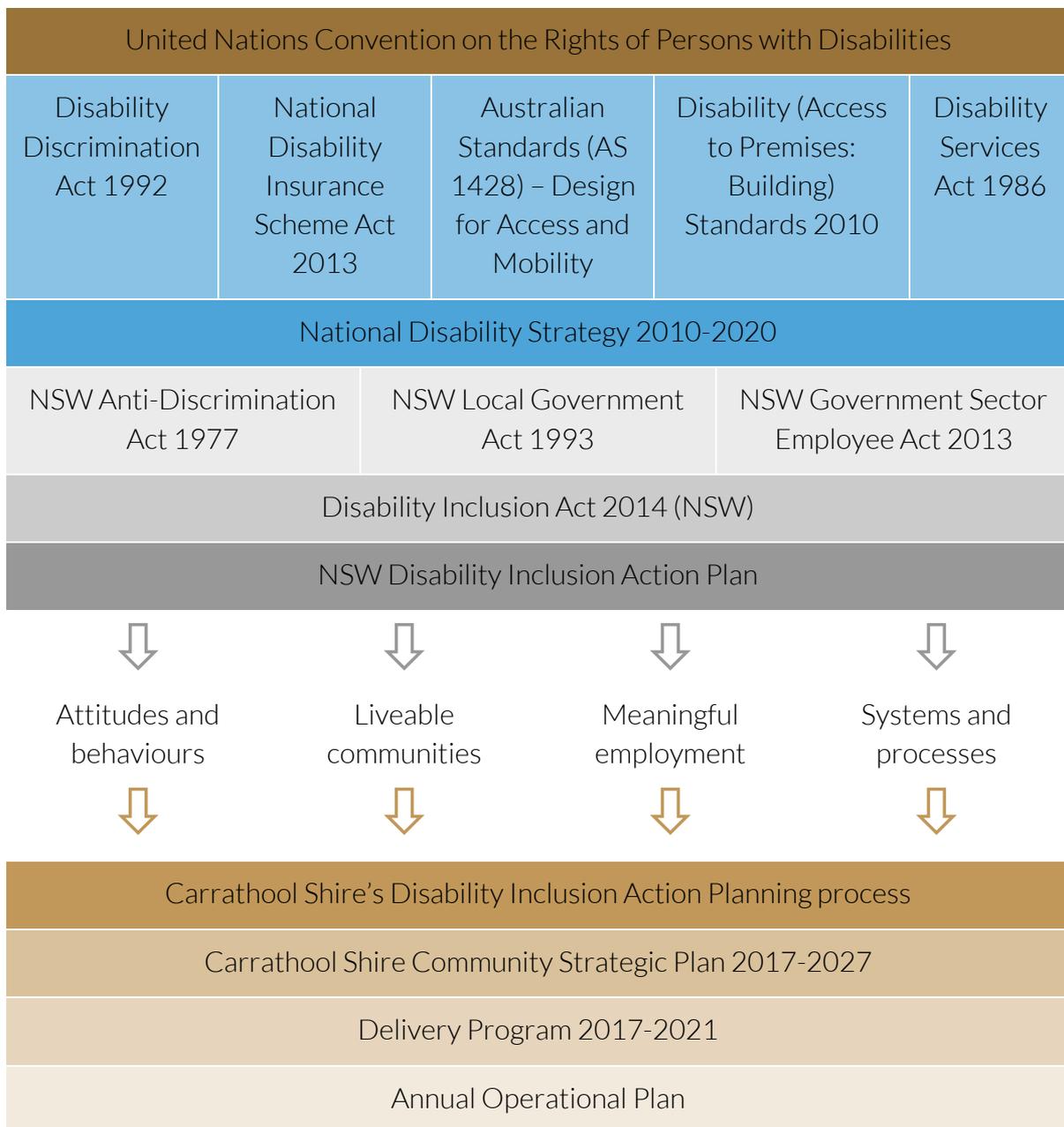
Rights

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

Policy and legislative context

People with disability, their families and carers have the same rights as all people to access services and facilities in their community. The rights are part of State and Commonwealth policy and legislation which make it unlawful to discriminate against a person with disability.

The plan sets out to achieve the principles of the UN Convention on the Rights of Persons with Disabilities and to ensure the equal rights and opportunities for all persons with disability are protected and promoted. This plan is aligned with the NSW Disability Inclusion Action Plan and the National Disability Strategy 2010-2020.



Community profile

Population



Total population:	2,587 people
Male:	52.8%
Female:	47.2%
Aboriginal and Torres Strait Islander:	6.7%
Persons aged 16 to 64 years:	69.0%
Persons aged 65 years and older:	17.3%
Median age:	40 years
Population born in Australia	92.3%

Family Types



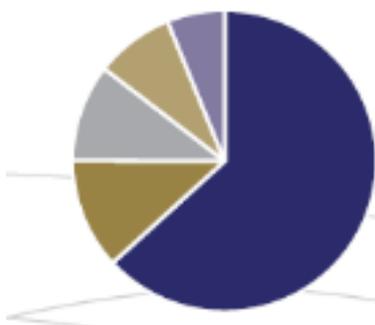
Couple families without children:	44%
Couple with children:	42.4%
One parent families:	12.6%
Average household size:	2.4 people

Income and Employment



Working full time	67.5%
Working part time	21.2%
Unemployed	4.1%
Away from work	7.1%
Median household income	\$942

Industry of Employment



Sheep, beef cattle and grain farming	30.9%
Local Government administration	5.8%
School education	5.1%
Fruit and tree nut growing	4.1%
Mushroom and vegetable growing	3%

Disability

These figures are based on data from Roads and Maritime Services Mobility Parking Scheme and the Public Health Information Development Unit Social Health Atlas of Australia.

People with a profound or severe disability:	96 (3.7% of the total population)
People aged 65 years and older with a profound or severe disability:	56 (12.5% of the population)
People who provided unpaid support to persons with disability:	239 (11.8% of the population aged over 15 years)
Number of Mobility Parking Scheme permits issued:	114 (5.1% of the population aged 16 years or older)
Disability support pensioners:	75 (4.2% of the population aged 16 to 64 years)
Age pensioners:	278 (62.2% of the population aged 65 years or older)
HACC clients:	1177 clients (6.9% of the total population)

Socio-Economic

SEIFA Index score:	969
People aged over 15 years who volunteered:	27.1%

Community consultation outcomes

Community engagement occurred during February and March 2017, and consisted of:

- Two community meetings for people with a disability, their families and carers; one each in Hillston and Goolgowi;
- Individual interviews with disability service providers via telephone; and
- One community-wide survey, with 23 responses.

The draft document was made available for public comment, and five public meetings were held to provide people with disability the opportunity to give direct feedback to the plan. The plan was also emailed to all people who were involved in the first stage of consultation.

ENGAGEMENT SUMMARY

A number of key themes were consistently identified throughout the consultations that were held, and the community survey. The engagement provides Council with valuable information to assist and guide the development of the DIAP. Below is a summary of the engagement.

Attitudes and behaviours

The participants believe that the Carrathool Shire community was welcoming to all people of the community and people with disability felt included in all aspects of the community. Increased awareness is required around the different types of disability in the community and how that impacts on an individual and their families. The following points were highlighted in the community consultation:

What are people satisfied with	What is causing dissatisfaction
<ul style="list-style-type: none">• Strong anecdotal social capital (strong social and support networks, high levels of engagement, and civic and social trust).• People with disabilities feel included in the community.	<ul style="list-style-type: none">• Businesses often have poor physical access and minimal awareness of disability.• Stigma associated with disability.• Access to public events.• Lack of people with disability in images and campaigns.

Liveable communities

While the community recognised the services and infrastructure in the community was supportive for them to engage in the community there were a variety of improvements and recommendations that needed to be addressed. Car parking was a key concern for Hillston and the provision of accessible toilets. The following points were highlighted in the community consultation:

What are people satisfied with	What is causing dissatisfaction
<ul style="list-style-type: none"> • Variety of programs and services delivered for people with disability. • Interagency group is an important networking tool and valued by service providers, though requires more support. • Council offices town halls and libraries were all rated highly and accessibility. • Community transport is a vital part of the community. 	<ul style="list-style-type: none"> • Car parking for people with disability needs to be improved. • Provision of accessible toilets facilities in public buildings. • Having to travel to access services. • Poor connectivity of accessible paths of travel in town centres and public areas. • Barriers in local businesses: not physically accessible, lack of staff awareness and no accessible toilets. • Universal design across public facilities.

Meaningful employment

The community felt there was little to no opportunities for people with disability to be employed within the Shire. While it was recognised that communities in Carrathool Shire were small and opportunities were limited regardless of disability, there were some areas that could be focussed on and supported. The following outlines the issues presented:

What are people satisfied with	What is causing dissatisfaction
	<ul style="list-style-type: none"> • Limited opportunities available. • Return to work opportunities after accidents is difficult and with stigma attached. • Limited support programs for people and businesses to employ people with a disability.

Access to services

The community felt that Council were open and easy to communicate with, and were supported by the services that Council offers. There was a consensus in the community that the services for people with a disability are confusing, and this is not directly related to Council's services. The following key messages were discussed in the consultation:

What are people satisfied with	What is causing dissatisfaction
<ul style="list-style-type: none">• Council's open communication with the community.• The community newsletter was valued, as well as calls and visits to customer service.	<ul style="list-style-type: none">• Lack of understanding of services that are provided (not just Council).• Access to information linkages about services and services.• Council's website and Facebook posts could be improved.• Narrow availability of accessible communication.

Strategies and actions for achieving objectives

PROMOTE POSITIVE ATTITUDES AND BEHAVIOURS

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
1. Work with the business community to create a welcoming community.	1a. Provide support and advice to businesses wishing to improve accessibility to their businesses.	Businesses are accessible to all.	Development Services	Ongoing	CSP: 3a
	1b. Deliver disability awareness training to businesses and the community.	Annual disability awareness training delivered.	Development Services	2019/20	CSP: 3a
2. Work with the community to ensure programs, activities and events are accessible and inclusive.	2a. Encourage the adoption of inclusion guidelines for sporting clubs, community groups and organisations.	Information provided to all sporting clubs, community groups and organisations.	Development Services	2017/18	CSP: 3a
3. Advocate for, and support, the rights of people with disability to participate equally in the community.	3a. Partner with service providers and organisations to deliver projects and programs that support access and inclusion.	Increase of programs available for people with disability.	Development Services	Ongoing	CSP: 3d
	3b. Support conditions that encourage people to access health and community care (HACC) services.	Participation in HACC programs and services increases.	Development Services	Ongoing	CSP: 3d

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
	3c. Lobby for funding and services to meet the needs of the community.	Services meet the needs of the community.	Development Services	Ongoing	CSP: 3d

CREATE LIVEABLE COMMUNITIES

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
4. Deliver community transport that meets the needs of the community.	4a Engage with clients to establish and respond to user needs.	Community transport plan established.	Development Services	2017/18	CSP: 1a
5. Plan for connected and accessible pedestrian networks in each township.	5a Develop a plan that leads to the provision of suitable pathways.	Pathway plan completed and implementation commenced.	Development Services/ Infrastructure Services	Ongoing	CSP: 1b
6. Facilitate and promote accessible and inclusive opportunities for cultural, recreational and sporting participation.	6a Encourage community groups and clubs to adopt access for all principles and guidelines (see 2a).	Participation rates of people with disability increase.	Development Services	2018/19	CSP: 1d
7. Deliver health and community care services and programs through Council's Multi-Service Outlet.	7a Continue to maintain health and community care service levels to meet the needs of clients.	Current HACC level of service is preserved.	Development Services	Ongoing	CSP: 1e
8. Plan for infrastructure that is accessible for all.	8a. Encourage universal design in the planning of new housing, infrastructure and buildings.	Facilities and infrastructure meet Access to Premises Standards.	Infrastructure Services	Ongoing	CSP: 2b
9. Plan and deliver amenities to enable access for all.	9a. Implement a program to improve our accessible public toilets.	Public toilets meet Access to Premises Standards.	Infrastructure Services	2020/21	CSP: 2b

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
	9b. Undertake access appraisals of council buildings, infrastructure and facilities and identify priorities and upgrades required.	Council buildings meet Access to Premises Standards.	Infrastructure Services	2020/21	CSP: 2b

SUPPORT ACCESS TO MEANINGFUL EMPLOYMENT

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
10. Improve Council employment conditions and opportunities for people with disability.	10a. Establish flexible work practices to encourage an inclusive working environment.	Flexible work practices implemented.	Human Resources	2018/19	CSP: 3c
	10a. Provide disability awareness training to staff, new and current, as well as Councillors.	Staff and Councillors have completed training.	Human Resources	2018/19 Ongoing	CSP: 3c
11. Support and develop social enterprises to provide broader opportunities for employment for people with disability.	11a. Review Council's procurement policy to benefit local community, social enterprise and economic diversity.	Procurement Policy review completed.	Corporate and Community Services	2017/18	CSP: 3c
	11b. Encourage discussion and workshops on models working in other communities.	Social enterprise best practice introduced to interested community members.	Development Services	2018/19	CSP: 3c
12. Advocate for diversity in employment.	12a. Work with key employers to advocate for skill development and employment opportunities for people with a disability.	Partnerships with organisations and businesses.	Human Resources/ All staff	2019/20	CSP: 3c

IMPROVE ACCESS TO SERVICES THROUGH OUR SYSTEMS AND PROCESSES

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
13. Ensure Council communication and customer service is accessible to all.	13a. Upgrade and improve systems and processes and provide accessible information to the community through a variety of different formats (including website and printed material).	Implement Web Content Accessibility Guidelines (WCAG) 2.0 where practical.	Corporate and Community Services	2018/19	CSP: 5d
	13b. Apply access and inclusion principles to Council's communication channels.	Council communication is accessible.	All staff	Ongoing	CSP: 5d
	13c. Provide information in an accessible format that is easy to access and read.	Material presented in accessible format.	All staff	2017/18 Ongoing	CSP: 5d
14. Promote the availability of community services and programs.	14a. Promote Council-delivered services.	Promotional material presented in accessible format.	All staff	Ongoing	CSP: 5d
	14b. Provide information and linkage support during the implementation and establishment of the National Disability Insurance Scheme.	NDIS information linkages provided.	Corporate and Community Services / Development Services	2017/18	CSP: 5d

Strategy	Action	Outcome	Responsibility	Timing	IP&R Ref
	14c. Create a community database and make it publicly available on Council's website and in hard copy.	Evidence of database on Councils website and Customer service centres.	Corporate and Community Services / Development Services	2017/18	CSP: 5d
	14a. Support and assist the ongoing operation of the Interagency Network.	Terms of Reference established for network.	Development Services	2017/18	CSP: 5d

Delivering the plan

GOVERNANCE

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

Further input and carriage will be sought from staff across Council as required.

IMPLEMENTATION

The strategies and actions for the disability inclusion action plan will be highlighted in Council's Community Strategic Plan. Strategies and actions will be integrated into Council's IP&R documents, including the Delivery Program (4 years) and Operational Plan (1 year).

MONITORING AND REPORTING

Each year, Council will report on its progress against the Disability Inclusion Action Plan as part of its Annual Report. A summary of the key achievements will also be prepared and provided to the NSW Disability Council.

REVIEW

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