



Disability Inclusion Action Plan

Feedback Process

Draft	Circulated	Stakeholders (GHSC)	Due
Draft 1	Monday 27 March 2017	DIAP Project Team DIAP Steering Committee	Friday 7 April
Draft 2	Monday 10 April	GHSC Councillors Focus Group Participants	Friday 28 April
Draft 3	Thursday 4 May	All Staff Function	Monday 8 May
Final Draft	Friday 12 May	GHSC Councillors	Wednesday 16 May Council Meeting
Final Draft	Thursday 18 May	Public Display	Thursday 15 June
Endorsement by Council	Friday 23 June	Greater Hume Shire Council	Wednesday, 21 June 2017
Corporate Brand Update / Greater Hume Council update	Thursday, 7 December	Greater Hume Council	new brand

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Abbreviations

ABS	Australian Bureau of Statistics
ADA	Anti Discrimination Act
CRPD	Convention on the Rights of Persons with Disabilities
CSP	Community Strategic Plan
DAIS	Disability, Advocacy and Information Service
DDA	Disability Discrimination Act
DIA	Disability Inclusion Act
DIAP	Disability Inclusion Action Plan
ED&SP	Economic Development and Social Plan
GHS	Greater Hume shire
GHC	Greater Hume Council
LGAs	Local Government Areas
NSW	New South Wales
PwD	People with Disability
SEIFA	Socio-economic indices for areas
WID	Work Inspirations Day

Public Statement of Commitment to Accessibility and Inclusion

Greater Hume Council is committed to disability inclusion and access to build a strong and equitable community. Greater Hume Council supports the fundamental right of people with disability to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in our society as all residents do. This belief underpins disability inclusion planning in the NSW Local Government sector and the objective to ensure that local services, facilities and programs provided by councils are inclusive.

As part of this Greater Hume Council has developed a Disability Inclusion Action Plan (DIAP). Extensive engagement with people with a disability, their carers, family and friends as well as Council staff has been undertaken to inform this important plan. Actions from the plan will directly inform Council's Community Strategic Plan ensuring accountability and reporting of the measures that will flow to the Delivery and Operational plans.



Introduction

Greater Hume Council (GHC) has engaged people with disability and their carers as a key part of their commitment to Disability Inclusion Action Planning as prescribed through the Disability Inclusion Act 2014 (DIAP 2014). Council's Disability Inclusion Action Plan (DIAP) supports the fundamental right of choice for people with disability to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in the Greater Hume shire.

Background

Since 2014, following Council's exit from being a provider of aged and community services, Council has been implementing the Greater Hume Shire Community Health and Wellbeing Plan based on a health and wellbeing profile and community consultation. The plan was developed to support Greater Hume communities and reinforces Council's commitment to:

- Leading local policies and developing programs and infrastructure to be inclusive
- To advocate for residents
- To ensure accountable and quality community services

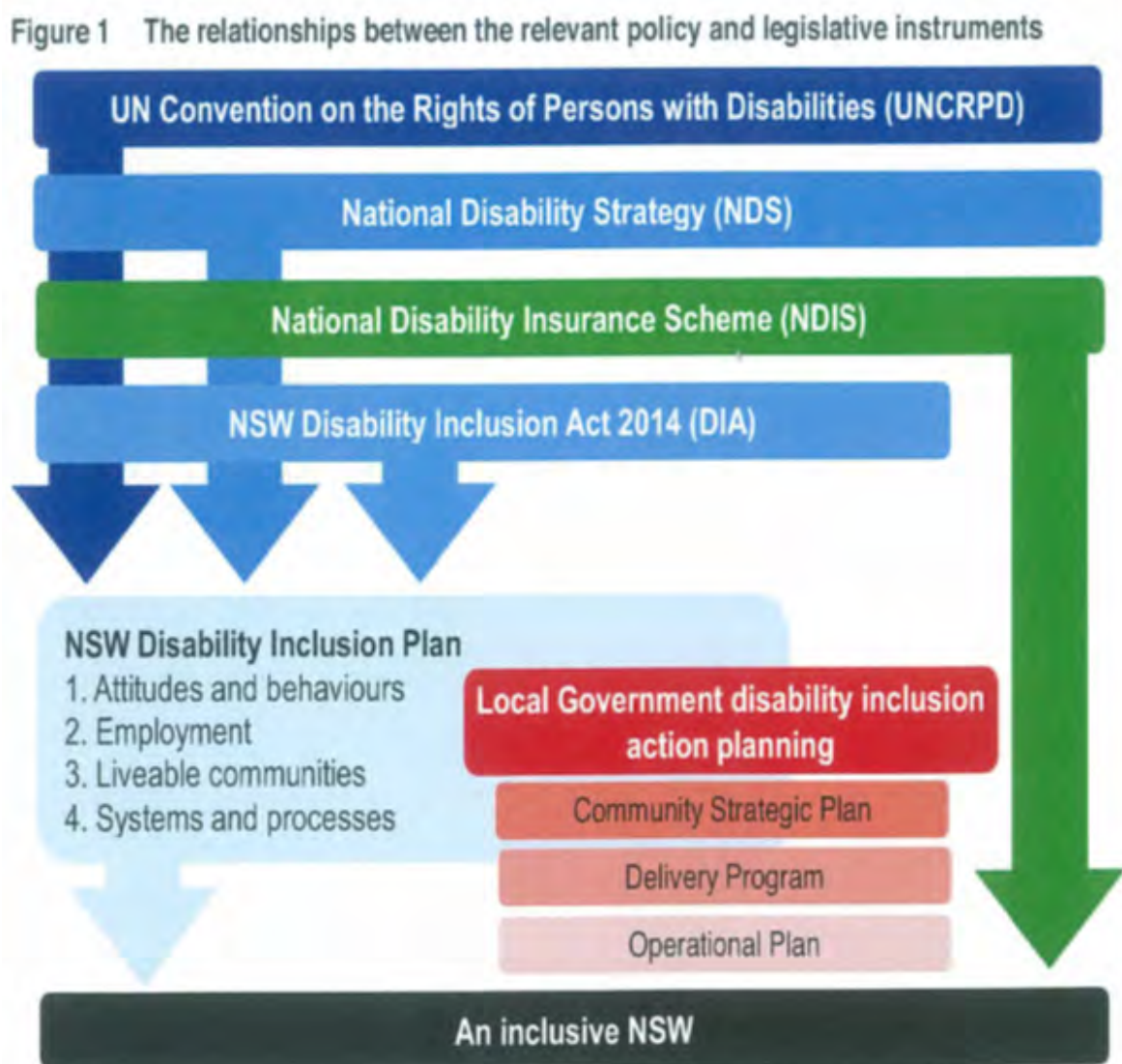
All with the aim of improving the health and wellbeing of residents. The Plan is overseen by the Greater Hume Health and Wellbeing Alliance representing local consumers, equity groups, and service providers (local and regional).

The Health and Wellbeing Plan incorporates the needs of people with a disability and there are actions specifically aimed at improving inclusion and access across the shire. These actions will be subsequently integrated into the GHSC Disability Inclusion and Action Plan.



Policy and Legislative Requirements

The Disability Services Act (1993) was replaced by the Disability Inclusion Act (2014) and Disability Inclusion Regulation 2014 requiring all councils, in NSW to have a Disability Inclusion Action Plan (DIAP) by 1 July 2017. The Disability Inclusion Act 2014 (DIA) is linked to the national and international policy and legislation improving inclusion for people with a disability (Figure 1).



People with disability refers to people who may need support to fully participate in society, whether temporarily or throughout their lives. This may include people with changing abilities due to ageing, people with a temporary illness or injury that affects their ability to participate, children with disability, Aboriginal and Torres Strait Islander people with disability, or people with disability from culturally and linguistic diverse backgrounds.

Other relevant Legislation and Standards that inform Council's Work

- Commonwealth Disability Discrimination Act 1992 (DDA)
- Commonwealth Disability (Access to Premises – Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977 (ADA)
- Local Government Act 1993 and Local Government (General) Regulation 2005
- Convention on the Rights of Persons with Disabilities (CRPD) 2008
- Fair Work Act 2009 and the Fair Work Regulations 2009



Council's Planning Program

Council is committed to the requirement that disability inclusion action planning is positioned as core business and incorporated into the Integrated Planning and Reporting (IP&R) cycle so that councillors and council staff at every level consider the inclusion of people with disability throughout all areas of council. Council has linked and incorporated the DIAP into the Greater Hume Council Community Strategic Plan.

Known as “Live A Greater Life, Our Community Strategic Plan 2017 – 2030” the Community Strategic Plan (CSP) reflects the Greater Hume community’s long term priorities and aspirations and forms the foundation for all Council operations and subsequent plans. During the past three years Council has undertaken extensive community engagement with residents and the community resulting in a number of important plans. These ‘sub plans’ have in turn informed the current review of the CSP -

- Visitor Experience Plan
- Community Health and Wellbeing Profile and Plan
- Economic Development and Social Plan
- Roads Strategy
- Strategic Land Use Plan
- Waste Management Strategy
- Greater Hume Children Services Strategic Plan

The Disability Inclusion Action Plan will be an additional plan that will inform the CSP and detailed actions in the Annual Operational Plan.



Council is committed to Disability Inclusion Action Planning. Each of the strategies and actions in the Disability Inclusion Action Plan are linked to the Community Strategic Plan. The strategies address four (4) key areas:

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



Community Profile

Population

The Greater Hume shire consists of the 5 main towns of Holbrook, Culcairn, Henty, Jindera, and Walla Walla, as well as the villages of Burrumbuttock, Woomargama, Gerogery, Walbundrie, Morven and Brocklesby. The largest towns and villages provide services to the surrounding local districts with Holbrook and Culcairn service centres for the Hume and Olympic Highways.

The Estimated Resident Population, Local Government Areas, New South Wales 3218.0 issued by Australian Bureau of Statistics on 31 March 2015 indicates that the Greater Hume shire has a population of 10,258.

The characteristics of Greater Hume shire (ABS 2011 Census):

- Is older >65yrs than the remainder of NSW - GHS 21% NSW 15%
- Median age 43 years
- Average personal income \$479/week
- has the same proportion of Aboriginal people as NSW;
- has less people born overseas and speak languages other than English at home than NSW;
- has pockets of disadvantage; and
- has an extremely low crime rate; and
- has significantly more people volunteering GHS 26% NSW 18%.

SEIFA

Greater Hume Council is among the 50% least disadvantaged LGAs in Australia, the SEIFA score (2011 ABS) was 989 ranking it 341 in Australia and 102 in NSW.

Pension Support

In 2011, 24% of the population of Greater Hume Council local government area (2426 people) were concession card holders, a higher percentage than NSW overall at 23%. Pension categories were similar or lower than NSW, the proportion of Pension Concession card holders was slightly higher than NSW (23% Greater Hume, 21% NSW).

Disability

In 2011, 5.5% of the Greater Hume population needed assistance because of disability, up a rise of 1.3% from 4.2% in 2006. This compares with 5% for all NSW. The biggest group were the 85+ year group where the rate reached 50%. The next highest rate was among the 75-84 year-olds at 19%. In 2011, 5% (513) reported as needing assistance with core activities. Overall, 5.5% of males and 5.5% of females reported a severe or profound disability requiring assistance.

Carers

In 2011, 15% of residents in the Greater Hume local government area aged 15+ gave unpaid care to another needing assistance compared to 12% for all NSW. Generally more women than men were carers with 17% of women undertaking unpaid care and 11% of men. The proportion of adults who gave unpaid care rose from 2% in 2006 to 11% in 2011.

Summary

In line with the national trend, the Greater Hume local government area has an ageing population and is among the 50% least disadvantaged LGAs in Australia, the SEIFA score (2011 ABS) was 989 ranking it 341 in Australia and 102 in NSW.

In 2011, 5.5% of the Greater Hume population needed assistance because of disability and 5% (513 people) reported as needing assistance with core activities. Overall, 5.5% of males and 5.5% of females reported a severe or profound disability requiring assistance.

These socio demographic trends have significant implications for planning, services and the economic sustainability of Greater Hume.

Disability Action Planning Process

Greater Hume Council joined with the newly formed Snowy Valleys Council to coordinate the development of the DIAP. Both Councils committed to a joint process appointing project workers and a Steering Committee was established representative of executive staff and Councillors/Administrator. A project team representing community services staff and people with disability and their carers coordinated the community engagement and key activities required to develop the Plan (Figure 2).



Community Engagement Strategy

Approach

Council is committed to improving quality of life in Greater Hume local government area through the involvement of the community in development of policies, programs and services. Council is also committed to ensuring that all views are considered through inclusive deliberation and active involvement of the community. The DIAP Community Engagement Strategy was informed by the following adopted principles. We will strive to make all engagement – communication, consultation, involvement, collaboration and partnerships:

- Inclusive and accessible
- Productive and enterprising
- Approachable and welcoming
- Consistent so we know where we stand
- Engaging, exciting and inspiring.

Methods

The methods were informed by people with disability and carers participating on the Project Team. Table 1 describes the target group, method and time frame.

Table 1 Community Engagement Methodology

Target Group	Method	Outcome
Council Staff Survey	Email link to survey on Survey Monkey.com	24 responses
PWD & Carers	Focus Groups held in local community settings and centres	3 focus groups Culcairn - 4 participants Holbrook – 6 participants Jindera – 7 participants
Greater Hume Health and Wellbeing Alliance	Workshop 4 key areas	50 participants
PwD and Carers	Email link to survey on Survey Monkey.com	8 Responses
All Council Staff	All Staff Day 4 May 2017 Presentation on Draft DIAP and panel of people telling their experiences of living in the shire with a disability	38 Responses

Community Engagement Outcomes

The four key disability inclusion focus areas were used as a framework for community engagement. The following information summarises the outcomes under each of the key areas.

1. Developing positive community attitudes and behaviours

What you told us -

- Council to role model inclusiveness
- Lead by example
- Engage with people with a disability and their carers in decision making and policies
- Acknowledge champions and groups eg Australia Day Celebrations
- Tackle stigma – through various media
- Encouraging communities to listen to people with disabilities – assertiveness required
- Education: partner with schools, business and community groups to raise awareness about the rights of PwD
- Provide special training to customer service staff as well as councillors and also awareness of what is available in the shire
- *‘Encouraging people and communities to listen to people with disabilities’*



2. Creating liveable communities

What you told us -

- Improve access to public facilities
- Disability toilets in town centres
- AUDIT council facilities
- Accessible road crossings
- More road crossings with safety islands
- Improved Signage (both tactile and visual and audible)
- Improve footpaths *“footpath access for prams as at times they just end and it is difficult to push a pram up or down the curb (would be same if not worse for wheelchair)”*
- Advocate to improve access to and within local business
- Sell the benefits of inclusiveness and access to business
- Improve community transport
- Fence some playgrounds for people with children with cognitive disability, especially those near creeks *“she can run so fast, in an instant she is off to the water”*
- Incorporate Universal Design into everything we do *“Engineers and technical services talk to PwD”*
- Websites that are accurate – when they say ‘accessible’ that they are
- Advocate for affordable and accessible community transport *‘Accessible, point to point transport is not available’.*
- Provide and improve disability parking options in town centres: *‘There are no disable parking spots in any Holbrook streets’. ‘There is no disabled parking in the main street of Jindera’*
- When providing disabled parking in main streets, there needs to be good access to footpaths and not where someone else can park in front of the access point
- Review and improve signage eg Jindera Hall
- Allocate an annual budget for upgrading access to Council facilities.
- Share disabled ramps and chairs among the shire pools which have none.
- Make tables in all parks wheelchair accessible
- Ensure that parks equipment and tables have pathways to them
- Install “Liberty Swings” in the shire’s parks
- Have a “Changing Places” facility in the shire
- *‘Sell the benefits of inclusiveness to business’*
- Develop mobility maps for the towns in the shire
- Install Community Boards in the towns with Q codes on them with information for accessing aged and disabled services and information. *“Even better if they are located so that you don’t have to get out of the car for people with mobility issues”*

3. Supporting access to meaningful employment

What you told us -

- Review GHSC Human Resource policies and procedures for inclusiveness and diversity
- Improve community transport
- Overcome barriers to employment
- Promote incentives for employing PwD
- Encourage more economic development generally to improve opportunities
- Educating shops/businesses about their obligations to people with a disability and their carers
- *'Educating shops/businesses of the 'invisible workforce' – people wanting to work'*
- Engage local businesses – encouraging targets
- Ensuring physical access to employment for people with disabilities
- Model on other successful programs such as the Employment Circles Of Support (ECOS) program by DAIS
- Employ more people with a disability with security of employment, not just short term



4. Improving access to services through better systems and processes

What you told us -

- Inclusive website – iPad/Phone friendly
- Audible options on website
- Have an aged and disability section on the website perhaps with videos
- Council newsletter – easier to read
- Council newsletter – make it available in different formats – CD, larger print, by email, braille
- Social media options
- Making feedback easy – complaints, compliments, general feedback – making available different formats
- Importance of Council keeping up with new technologies that make life easier for people with a disability
- Consultation with PwD during planning phases for all new community projects
- Provide to motels and advertise on signage boards all the accessible facilities in the towns eg toilets, parks, pools
- Advertising and marketing of this plan once endorsed to let the community know what is happening
- Include access and equity criteria in community grants program *‘Please include someone with a disability on boards or committees when planning town upgrades/modifications and events’*.
- Improve accessibility in Council Offices *“Change the heights of a portion of customer service desks. Access to toilet facilities can be difficult if the doors are too heavy to push open. To access the toilet facilities at the Culcairn Library customers have to walk through a narrow entryway”*

Disability Inclusion Action Plan

The Community Engagement Outcomes have informed the Disability Inclusion Action Plan (DIAP) attached. The plan details the strategies, actions, time frames and resources required to implement the required improvements.

Each of the Strategies will be reflected in the Live A Greater Life, Our Community Strategic Plan 2017 – 2030.

The approved CSP and DIAP will assist Council with its obligation under the Disability Discrimination Act 1992 and provide a strategic framework for Council to plan for, and respond to, issues relating to disability access.

Risk Assessment

The DIAP will provide evidence of Council's commitment to continue to improve access for people with disability. As part of the development of the DIAP a risk management approach has been implemented in accordance with Council's Risk Management process. This risk assessment considered risks associated with the development of the draft DIAP, identified potential risks and mitigation strategies in the ongoing implementation of the draft DIAP.

Financial Implications

The DIAP is primarily funded through the existing operational and capital budgets. The strategies and actions in the Plan will be identified within the Community Strategic Plan. Some strategies are unfunded and would require a funding proposal to progress. Unfunded projects, will be considered as part of the preparation of the Delivery Program and annually via the annual planning process. A number of strategies within the Action Plan relate to audits being undertaken as the first step. Such audits would then inform a strategic and holistic approach to improvement. This work will need to be costed and funding allocated when further details are available at the completion of a detailed strategy such as a public toilet strategy.

Monitoring and Evaluation

Council will engage a Reference Group representing PwD, Carers, Service Providers and Advocates to review and monitor the implementation of the DIAP. A summative review will be undertaken annually and formal review every four years.

Councils must summarise how the DIAP component of the IP&R will be monitored and evaluated. This may be done separately or through the usual process of monitoring and reporting on IP&R documents.

Consultation and Feedback

Copies of the draft DIAP were circulated to PwD, Carers and other stakeholders as per the feedback process identified on page one. The data was also presented at the GHSC All Staff function on 4th which gave staff the opportunity to provide any further feedback and comment on the implementation of the Plan. Following the incorporation of all the feedback on the draft from the relevant stakeholders, the final draft for public exhibition was placed on GHSC website and at Council offices for feedback following the May Council meeting.

Feedback was provided to Council and the Plan presented to the June Council meeting for endorsement.

Conclusion

The provision of accessible and inclusive communities is a vital part of enabling people with disability to participate in community life in the Greater Hume Shire. The Disability Inclusion Action Plan 2017-2021 will assist Council in meeting its obligations in relation to the NSW Disability Inclusion Act 2014 and ensure a strategic approach exists to support people with disability to participate fully in community life and access Council facilities and services.



