



Kempsey Shire Council Disability Inclusion Action Plan 2017 – 2021

Statement of Commitment

Kempsey Shire Council is committed to building a strong and equitable community and supports the fundamental right of choice for those in our community living with a disability. We recognise that as a community, we are stronger when we include a diverse range of viewpoints and perspectives.

The 2017 – 2021 Kempsey Shire Council's Disability Inclusion Action Plan aims to provide better access to Council information, services and facilities. The plan will ensure people with disabilities can fully participate in our community. By promoting inclusion and positive attitudes, we can help create a more liveable community and reduce the disadvantage, isolation and discrimination that people with disabilities experience.

The DIAP is underpinned by the principles of the United Nations Convention on the Rights of Persons with Disabilities (2006) and addresses the legislative and policy responsibilities of Kempsey Shire Council. The DIAP will also be a key component of our Community Strategic Plan 2036 to be a 'Healthy, Wealthy, Safe and Connected' community.

Kempsey Shire Council's Disability Inclusion Action Plan (DIAP)

The DRAFT Disability Inclusion Action Plan supports Council in meeting its responsibilities in regards to people with disability and the NSW Disability Inclusion Act 2014. The draft DIAP details the strategies and actions which will be put in place to enable people with disabilities to fully participate in community life and have greater access to Council facilities and services.

Kempsey Council's DIAP contributes to the delivery of the 2036 Community Strategic Plan and vision of being a 'Healthy, Wealthy, Safe and Connected' community. The draft DIAP details what Council will do under the four key focus areas of the NSW Government Disability Inclusion Plan:

- Develop positive community attitudes and behaviours
- Create liveable communities
- Support access to meaningful employment
- Improve access to mainstream services through better systems and processes

This DIAP has been developed through community consultation and research process. A review of International, National and State Government policies provided background context to the plan. A situational analysis of Council's processes and services was undertaken to determine current provisions for people with disabilities. Community consultation was conducted through both an online and offline surveys, followed up with in-depth interviews and focus groups to further inform the plan in detail.

Policy and Legislative Context

People with disability, their families and carers have the same rights as all people to access services and facilities. There is a range of International, Commonwealth and State legislation that inform disability access and inclusion planning. The diagram below illustrates the relationships between these policy and legislative instruments.

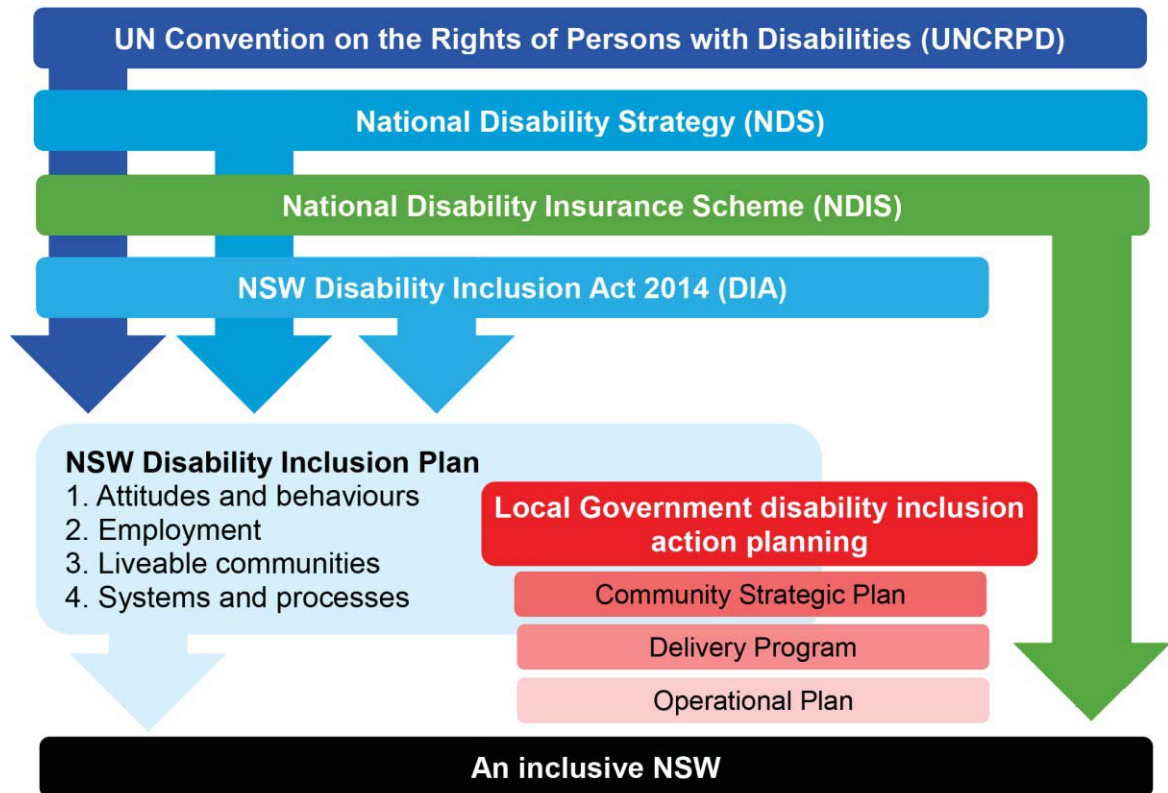


Image source: Local Government and NSW Family and Community Service - Disability Inclusion Action Plan guidelines

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) "to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity"¹

The UNCRPD, ratified by Australia in 2008, acknowledges that people with disability have the same human rights as those without disability. This commits participating governments to ensure these rights can be exercised and that barriers are removed. The UNCRPD supports the social model of disability. This recognises that attitudes, practices and structures are disabling and can create barriers to people with disability from enjoying economic participation, social inclusion and equality which are not an inevitable outcome of their disability.

National Disability Strategy 2010-2020

The NDS 2010-2020, developed in partnership by the Commonwealth, State, Territory and Local Governments, sets out a national plan for improving life for Australians with disability, their families and carers, to support the commitment made to the UNCRPD.

The NDS NSW Implementation Plan 2012-2014 was the NSW Government's initial two-year strategy to promote the principles of the NDS.

Actions in the Implementation Plan that involve councils include:

- Implementing Web Content Accessibility Guidelines 2.0 Level AA

¹ United Nations (2006), Convention on the Rights of Persons with Disabilities

- Implementing local strategic plans and delivery programs
- Integrating NSW guidelines on universal design principles and *Disability (Access to Premises - Buildings) Standards 2010*
- Improving the availability of accessible toilets
- Supporting access to sports and recreation facilities
- Identifying measures to encourage people with disability to stand for election to Local Government
- Increasing internal workforce diversity.

The majority of these actions have now been aligned with the aims and objectives of the *NSW Disability Inclusion Act 2014* and NSW Disability Inclusion Plan.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a major reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability. The NDIS gives participants more choice and control over how, when and where supports are provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers. The NDIS will roll out across the whole of NSW by 2018.

The role of councils in the NDIS will vary depending on their community, their relationship with local disability interests, and role within disability service provision. While the NDIS presents a new method of funding services required by people with disability, the role of Local Government in delivering inclusion is much broader than simply service provision. Disability inclusion action planning is complementary to the NDIS, and will assist councils in breaking down local barriers to full participation by people with disability in the community.

NSW Disability Inclusion Act 2014 (NSW)

The Disability Inclusion Act 2014 (NSW) provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:

- The same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;
- Independence and social and economic inclusion within the community; and
- Choice and control in the pursuit of their goals and the planning and delivery of their supports and services.

Under the Disability Inclusion Regulation 2014, councils must prepare a Disability Inclusion Action plan that:

- demonstrates Council's regard of UN human rights disability principles;
- includes strategies for providing access to information, buildings, events and facilities; accommodation of specific needs; employment of people with disabilities; and opportunities to access services and activities
- provides details of its consultation about the plan with people with disabilities; and
- explains how the plan supports the four key focus areas of the NSW State Disability Inclusion Plan.

NSW Disability Inclusion Plan

The NSW Disability Inclusion Plan provides direction to government and a framework for partnership with people with a disability, key agencies and members of the community. This plan sets out four key focus areas which must be addressed by Local Government's DIAP:

- Develop positive community attitudes and behaviors
- Create livable communities
- Support access to meaningful employment
- Improve access to mainstream services through better systems and processes²

Other legislation and standards informing Council's work

- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability (Access to Premises-Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977
- Carers Recognition Act 2012
- Local Government Act 1993 and Local Government (General) Regulation 2005

² NSW Government (2015) Disability Inclusion Plan

Kempsey Shire Council Planning Process

The 2036 Macleay Valley Community Strategic Plan was developed by Kempsey Shire Council and establishes the community's vision to be "healthy, wealthy, safe and connected". These values underpin Council's Delivery Program and Operational Plan to make the community's vision a reality.

The following diagram explains how the DIAP aligns with Local Government planning.

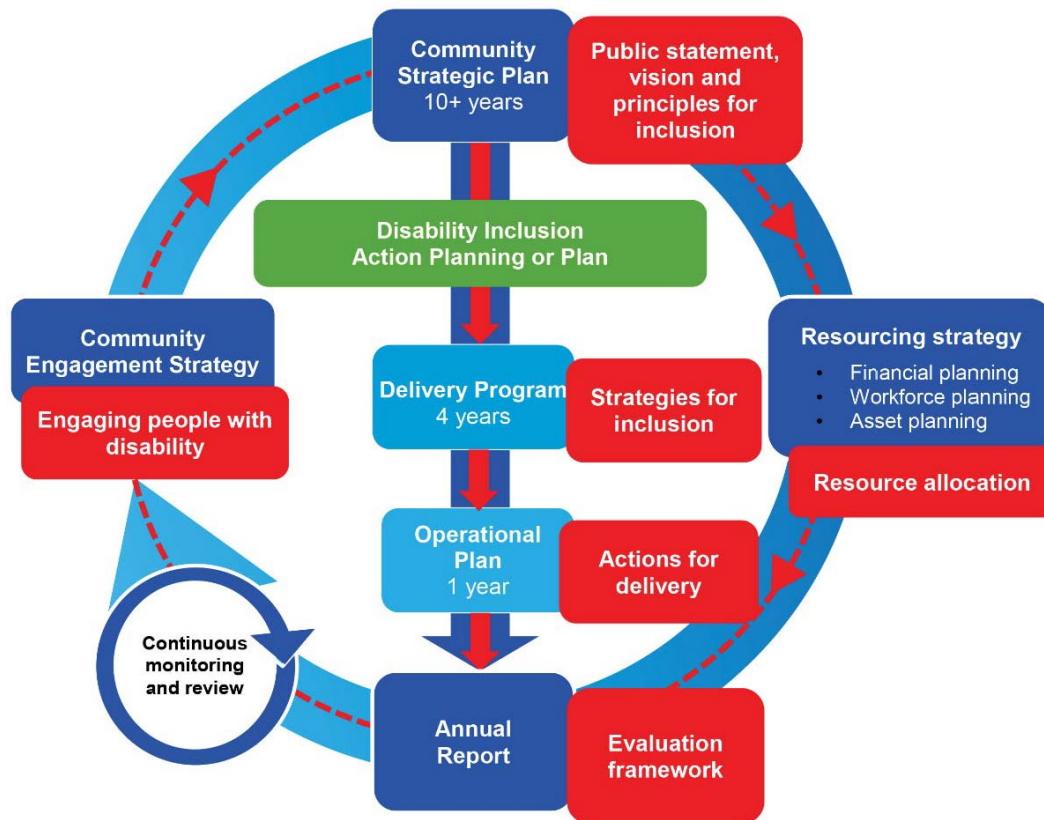


Image source: Local Government and NSW Family and Community Service - Disability Inclusion Action Plan guidelines

Council's plans and documents relevant to the Disability Inclusion Action Plan include:

- Pedestrian Access Mobility Plan
- Equal Employment Opportunity Policy
- Ageing and Disability Policy
- Universal Access inclusions within Development Control Plans
- Action on Ageing Strategy
- Roads Policy
- Asset Management Policy
- Public Reserve and Recreation Management Policy

Kempsey Shire Community Snapshot

The Disability Inclusion Act 2014 (DIA) defines disability as:

"The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others"³

Recent Australian Bureau of Statistics (ABS) Census data reported approximately 28,134 residents in the Kempsey Shire.⁴ As our population ages and people live longer, the number of people who have profound or severe disability and require assistance will increase. The following provides a snapshot of our community as it relates to disability, aged care and inclusion:

- 2,342 people or 8.3% of the population in Kempsey Shire in 2011, reported needing help in their day-to-day lives due to disability
- 2,732 people or 15.9% of the population aged 16 to 64 years receive disability support pension
- 1,202 people reported having difficulty getting to places or are housebound
- 3,239 people or 14.3% of the population aged 15 years and over provide unpaid assistance to persons with a disability
- Between 2011 and 2026 the age structure forecasts for Kempsey Shire indicate a 45.2% increase in population of retirement age
- There are approximately 512 residential aged care places and 95 community care places available for people 70 years and over.
- 1,983 people in the Kempsey Shire receive services under the Commonwealth Home and Community Care (HACC) program

Sources: 2011 Australian Bureau of Statistics, Census of Population and Housing Census and Public Health Information Development Unit (PHIDU). Social Health Atlas of Australia: Primary Health Networks (online). At: <http://www.phidu.torrens.edu.au/social-health-atlases/data>

Kempsey Shire Council Activity

In 2014, Kempsey Shire Council adopted its Ageing and Disability Policy to support our community requiring aged care and disability services. Council continues to improve access to a range of Council services and facilities and currently provide:

- "Lift in" hydraulic access to Kempsey McElhone Swimming Complex
- inclusion of public amenities on National Public Toilet Map – with majority of facilities provided with disability access.
- two dedicated automated public amenities at South West Rocks and Kempsey CBD
- fully accessible Customer Services centre
- passenger lift and Hearing Loop in Council Chambers
- library delivery service to housebound residents
- Vision Australia 'Daisy Readers' and Audio Read devices
- downloadable e books, audio books and digital magazines and books in large print format

³ NSW Government Disability Inclusion Act 2014

⁴ 2011 Australian Bureau of Statistics, Census of Population and

DIAP Review

The DIAP was reviewed in late 2019 through the following:

- Kempsey Shire Council conducted an internal review to ensure the Disability Inclusion Action Plan aims were being met and to review outcomes to meet the needs of the disability community and access to Council information, services and facilities.
- After the internal review by Council staff it was reviewed by the Community Disability Working group to enable these community members to articulate their own concerns and identify the appropriate outcomes and solutions to problems that affect them.

Through this process it has developed a balanced approach between the demands of the disability community, resources available, and a direction for council.

Strategies and Actions 2017 - 2021

Focus Area: Attitudes and Behaviors'

| Strategy | Action | KPIs | Responsibility | Timeframe |
|---|--|--|---|-------------|
| Promote local events, activities and facilities to be more accessible and inclusive | Work with disability groups to prepare inclusion and access guidelines for community events | Inclusion guidelines developed | Community Partnerships | 1 – 2 years |
| Promote International Day of People with Disabilities | Work with people with disabilities, service organisations and carers to develop a community awareness day | #of disability organisations engaged Number of participants with a disability | Community Partnerships. Communications | Annually |
| Promote inclusion and diversity in Council publications | Include images of people with disability in publications such as annual Report, Community Strategic Plan, operational Plan | Number of publications and campaigns | Communications | 1 – 2 years |

| | | | | |
|---|---|--|--|-------------|
| | Involve people with disability in the development of communication campaigns regarding inclusion | | | |
| Improve council staff and councilors awareness of disability issues | Develop and implement frontline staff procedures to improve service delivery and complaints handling for people with a disability | Operating procedure developed | Customer Services | 1 – 2 years |
| | Provide targeted disability awareness training and refresher training every two years for relevant staff | Number of staff completed training | Organisation Development and Performance | 1-2 years |
| | Include disability awareness training as part of onboarding process for new staff and councilors | Module included. Number of staff and councilors complete training | Organisation Development and Performance | 1 – 2 years |

Focus Area: Livable Communities

| Strategy | Action | KPIs | Responsibility | Timeframe |
|--|---|--|---|------------------------|
| Provide safe and accessible community facilities | Conduct audit of Council built assets to identify disability access requirements | Completion of audit | Property and Facilities | 1 – 2 years |
| | Prepare priority-based disability access upgrade program applying principles of universal design | Disability access upgrade program prepared | Property and Facilities | Ongoing |
| | Disability access upgrade assessment of existing council facilities | Report prepared for council with priority actions to be included in operation plan | Property and Facilities | 12 months |
| | Continue to upgrade council assets according to requirements of the Disability Discrimination Act, relevant Australian Standards and National Construction Code | # increase and improved accessibility across assets and facilities | Property and Facilities | Ongoing |
| | Investigate feasibility of providing "Changing Places" facility within South west Rocks tourist destination | Feasibility studies undertaken | Property and Facilities Economic Development | Ongoing |
| | Progress actions in Pedestrian Access and Mobility Plan | Priority actions completed | Infrastructure Delivery | Ongoing |
| | Assist in developing projects and programs for people with disabilities and their carers | Establish partnerships / steering committee to develop key projects that promote inclusion | Community Disability Working group formed | Community Partnerships |
| | Explore grant opportunities in partnership with service organisations, disability groups and neighboring councils. | # grants applied #projects developed | Whole of Council | Ongoing |

| | | | | |
|--|--|--|--|---------|
| Council engagement strategy developed and implemented. | Ensure council engages and informs the Community Disability Working group with key developments and implement strategy on engagement opportunities | Number of engagement opportunities forward to Community Disability Working group | Community Partnerships Strategic and Environmental planning | ongoing |
|--|--|--|--|---------|

Focus Area: Employment

| Strategy | Action | KPIs | Responsibility | Timeframe |
|---|---|---|---|--------------|
| Increase opportunities for employment for people with disabilities | Work with disability services providers in developing employment opportunities with Council | # of contracts delivered | Organisation Development and Performance | Ongoing |
| | Review recruitment processes, forms and language for accessibility | Recruitment process, forms and language adapted | Organisation Development and Performance. Communications | Ongoing |
| Encourage volunteer opportunities for carers and people with disabilities | Reasonable adjustments to workplace to support volunteers with disability | # of people with disabilities volunteering Volunteering policy developed | Organisation Development and Performance | Ongoing |
| Support employees with disabilities to perform their job | Make reasonable adjustments to change work process, practice, procedure or environment | # Adjustments made # Learning support offered | Organisation Development and Performance | Case by case |

Focus Area: Systems and Processes

| Strategy | Action | KPIs | Responsibility | Timeframe |
|--|---|--|--|-------------|
| Provide best practice accessibility to services and support for people with a disability | Ensure all service information is available in a range of formats to support different needs and capabilities | Council information available in different formats | Communications | Ongoing |
| | Continue to work towards full WCAG 2.0 AA compliance for web content | Council website towards full compliance | Communications | |
| | Ensure community engagement events are held in accessible venues. To be inclusive of people with disabilities | Council engagement held in accessible venues where available Council engagement actively encourages participation of people with disabilities | Whole of Council Community Engagement including contractors and consultants | |
| | Signage upgraded to include International and Braille provisions | Signage upgraded with provisions | Property and Facilities | Ongoing |
| | Investigate further implementation of National Relay Service | National Relay Service plan implemented | Property and Facilities | 2 – 4 years |

Monitoring and Evaluation

Monitoring the Disability Inclusion Action Plan includes timelines to guide the completion of the actions. The process will be monitored and evaluated through the Integrated Planning and Reporting cycle. The Coordinator of Community Engagement will monitor the overall implementation of the Plan and the integration of its actions into Council's new Delivery Program and annual Operational Plan.

Implementation of the Plan will be undertaken by the responsible Business Units. Each action will be monitored and reported in Council's Annual Report. A report will also be provided to the Department of Family and Community Services and the Minister for Disability Services.