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# DISABILITY INCLUSION ACTION PLAN REPORT

2020-2021

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# DISABILITY INCLUSION ACTION PLAN REPORT 2020-2021

## Background

The Disability Inclusion Action Plan (DIAP) was developed and adopted in 2017-2021

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 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

The plan was reviewed in June/July 2021 through an internal review to ensure the aims were being met and to review outcomes to meet the needs of the disability community and ensure access to Council information, services and facilities.

During 2021-2022 Council will undertake a formal review to develop a new Disability Inclusion Action Plan by June 2022. This will include a community engagement program with the Community Disability Steering Committee, people with a disability and the broader community to enable these community members to inform the development of the new DIAP



## Focus Area: Attitudes and Behaviours

Strategy	Action	KPIs	Responsibility	Timeframe	Completions 2019-2021
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	<p>Kempsey Shire Council does not currently have inclusion and access guidelines for community events, however, Council does actively promote and is involved in the planning of accessible events including fun events specifically for people with a disability through Youth Week and Seniors Festival. Dedicated events are planned for International Day of People with a Disability in partnership with local service providers and the Disability Steering Committee.</p> <p>Council promotes events using Hey Hey Macleay, Social media platforms and listings on MacleayvalleyCoast.com where the accessibility of events can be outlined.</p>
Promote International Day of People with Disabilities (IDoPWD)	Work with people with disabilities, service organisations and carers to develop a community awareness day	<p># of support organisations engaged</p> <p>Number of participants with a disability</p>	Community Partnerships & Communications	Annually	<p>During 2020 the events organised to celebrate IDoPWD were cancelled due to Covid-19. These events were The Big Day Out and the Glitz &amp; Glamour Ball which were still promoted in the leadup and photos from the previous events were posted as a virtual celebration. Council actively promoted and celebrated IDoPWD utilising social media.</p> <p>The Glitz and Glamour Ball and Big Day Out have been scheduled for later in 2021. A dedicated sponsorship drive is currently</p>



					underway and significant planning is being conducted by the committee and supported financially and in kind by Council.
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	Council actively promoted people with a disability in promotional materials for the Glitz n Glamour Ball and the Big Day Out as well as throughout our social media and advertising campaigns for those events.
	Involve people with disability in the development of communication campaigns regarding inclusion				Photos from past events have also been used in wider Council documentation and social media platforms.  Plans were made to involve people with disability in additional promotional media for the glitz n Glamour Ball and Big Day Out events however these were shelved due to Covid-19 in 2020. Promotional materials will use positive images of local people with a disability for future programs.
					We also work with the Disability Reference Group to develop additional promotional materials and images



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	To date an operating procedure has not been developed.  The organisational development team are rolling out staff training which will support customer services and complaints handling into the future.
	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	With the introduction of Learning Hub (online LMS), Organisational Development will enroll all employees into online training module by end 2021.
	Include disability awareness training as part of onboarding process for new staff and Councillors	Module included  Number of staff and Councillors complete training	Organisation Development and Performance	1 – 2 years	Disability Awareness training will be included as part of Council induction processes upon commencement of employment. This will be managed by Organisational Development. Governance will address Councillor training for new Councillors post the election in September 2021.



## Focus Area: Livable Communities

Strategy	Action	KPIs	Responsibility	Timeframe	Completions
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	Deferred: due to bushfire and Covid19 issues throughout the year this was unable to be actioned.
	Prepare priority-based disability access upgrade program applying principles of universal design	Disability access upgrade program prepared	Property and Facilities	Ongoing	Deferred: due to bushfire and Covid19 issues throughout the year this was unable to be actioned.  As facilities and amenities are upgraded across the shire accessibility, inclusion and legislative standards are applied.
	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	Deferred: due to bushfire and Covid19 issues throughout the year this was unable to be actioned.
	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	Council has constructed new assets at Back Creek, Crescent Head Central Business District, Crescent Head Pool, Gladstone, Willawarrin Showground and are currently working on new amenities for Bellbrook Hall, Clyde Street Mall, Smithtown – Riverside



					<p>Park, as well as upgrading the Civic Centre to meet DDA requirements.</p> <p>As well as new accessible equipment at the South Kempsey park with the merry go round and the accessible picnic facilities and Riverside park with the bucket swing.</p>
	Investigate feasibility of providing "Changing Places" facility within South west Rocks tourist destination	Feasibility studies undertaken	Property and Facilities Economic Development	Ongoing	Township determined for the placement of the new Changing Places amenities is at South West Rocks (Horseshoe Bay Reserve), however Funding for the new amenities and Kiosk has been deferred until next year.
	Progress actions in Pedestrian Access and Mobility Plan	Priority actions completed	Infrastructure Delivery	Ongoing	<p>Shared pathway Eden Street, from Kemp Street to Riverside Park.</p> <p>Everyone Can Play Hat Head Reserve all-inclusive play space that caters for all ages and abilities including picnic area and footpaths.</p> <p>SWR Back Creek amenities block accessible parking bays and footpath, Wheelchair accessible BBQ and picnic tables.</p> <p>Frederickton Reserve Boat Ramp accessible amenities block with DDA parking and footpaths.</p>





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	1 -2 years	Committee established January 2019 and meets monthly to address issues facing community members with a disability and to coordinate and hold events e.g. IDoPWD
	Explore grant opportunities in partnership with service organisations, disability groups and neighbouring councils.	# grants applied  #projects developed	Whole of Council	Ongoing	<p>Council has developed a Community Grants program with a focus on community development, inclusion and projects that build stronger communities.</p> <p>Council has applied and received funding for a number of grants that include inclusive features. Everyone can Play at Hat Head Reserve was the only fully inclusive project we received grant funding for in 20/21 but we have also installed wheelchair accessible picnic tables and BBQ's and DDA compliant linkages at all our reserve upgrades. A number of Community Halls have had accessible ramps and doors installed and all new amenities building that have been installed include a purpose-built wheelchair accessible bathrooms.</p> <p>We have also received funding for shared accessible footpaths throughout the shire.</p> <p>Council also subscribes to Grant Guru and provides this information for free to community based organisations,</p>



					<p>sporting groups and businesses. Grant Guru provides a list of all available funding available for the Local Government Area</p> <p>Economic Development (Department) share grant opportunities with Kempsey Shire Council businesses, the tourism industry particularly has been focusing on grants to help businesses be more inclusive.</p>
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	<p>Council's Engagement Strategy was adopted in December 2019.</p> <p>The review and redevelopment of the DIAP 2022-2026 will have a dedicated engagement process and will involve gathering feedback from the steering group as well as the broader community. This will inform Councils new DIAP</p> <p>The Disability Reference Group has been involved in presentations and have been directly invited to engagement opportunities for the following</p> <ul style="list-style-type: none"> <li>• Operational Plan review <u>2020/21</u></li> <li>• Operational Plan <u>21/22</u></li> <li>• Horseshoe Bay Masterplan</li> <li>• Backcreek upgrades project</li> </ul>



					<ul style="list-style-type: none"> <li>• Local Strategic planning Statement “Your Future Growth and Character”</li> <li>• Crescent Head Public Domain project</li> <li>• Community Infrastructure Strategy “Your Future Places and Spaces”</li> <li>• Pedestrian Safety Audit</li> <li>• West Kempsey Pump track</li> <li>• Kemp Street Sporting complex</li> <li>• Service Clubs Park masterplan</li> <li>• Connecting our community through COVID</li> <li>• Bushfire recovery</li> <li>• Draft Community Engagement Strategy</li> <li>• Dogs off Leashes</li> <li>• Community Strategic Plan review and development</li> <li>• Crescent Head Public Domain project</li> <li>• Community Catchup Schedule</li> </ul>
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## Focus Area: Employment

Strategy	Action	KPIs	Responsibility	Timeframe	Completions
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	Organisational Development have met with all local providers who are aware of our recruitment processes. Under the LG Act all positions must be advertised and appointed on merit.
	Review recruitment processes, forms and language for accessibility	Recruitment process, forms and language adapted	Organisation Development and Performance. Communications	Ongoing	Currently under review by the communications team i.e. Careers page accessibility.
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	Unknown – we currently do not track this information for volunteers. We ask for new employees for statistical purposes, but it is not mandatory.  This item will require a review in forward planning.
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	Not required in this reporting period. 1 trainee provided with learning support via RTO.



## Focus Area: Systems and Processes

Strategy	Action	KPIs	Responsibility	Timeframe	Completions
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	<p>Council adheres to the accessibility guidelines for print and online media content.</p> <p>Council has expanded its range of communication outputs and formats in the last year and is in the process of rolling out an audio suite of communication tools.</p>
	Continue to work towards full WCAG 2.0 AA compliance for web content	Council website towards full compliance	Communications		<p>Ongoing development of website to meet compliance for web content to ensure WCAG compliance.</p> <p>The development of Council's new corporate website included a full accessibility review in line with WCAG standards. Council is further developing the homepage to further improve accessibility.</p> <p>Council has committed to Plain English communication as part of the new site roll out.</p> <p>Council's Style Guide is in the process of being rewritten, and accessibility and plain English measures will be introduced as a key consideration.</p>



	<p>Ensure community engagement events are held in accessible venues. To be inclusive of people with disabilities</p>	<p>Council engagement held in accessible venues where available</p> <p>Council engagement actively encourages participation of people with disabilities</p>	<p>Whole of Council</p> <p>Community Engagement including contractors and consultants</p>		<p>Where practical engagement activities and events have been held in accessible venues.</p> <p>With the shift to online engagement due to COVID restrictions we have ensured that people with a disability and their support services are aware of opportunities to provide feedback and have provided online options for community feedback.</p>
	<p>Signage upgraded to include International and Braille provisions</p>	<p>Signage upgraded with provisions</p>	<p>Property and Facilities, and Communications</p>	<p>Ongoing</p>	<p>Council's Style Guide is in the process of being rewritten, and accessibility and plain English measures will be introduced as a key consideration.</p> <p>Signage templates are being upgraded to comply in new assets locations as they are built</p>
	<p>Investigate further implementation of National Relay Service</p>	<p>National Relay Service plan implemented</p>	<p>Property and Facilities</p>	<p>2 – 4 years</p>	<p>Linkage on hold, therefore no progression to date.</p>
	<p>Continue to work with local tourism businesses to support them making their businesses more inclusive.</p>	<p>Education and tools to allow more inclusive businesses</p>	<p>Economic Development</p>	<p>Ongoing</p>	<p>Sharing inclusive tourism tools and information with local businesses via email, in person and at workshops.</p>

