SNOWY MONARO REGIONAL COUNCIL

ATTACHMENTS TO REPORTS

(Under Separate Cover)

Ordinary Council Meeting

26 April 2017

ATTACHMENTS TO REPORTS
FOR
ORDINARY COUNCIL MEETING
WEDNESDAY 26 APRIL 2017

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Disability Inclusion Access Plan 2017-21

SNOWY MONARO REGIONAL COUNCIL
Stronger together Better together

SNOWY MONARO REGIONAL COUNCIL

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Statement of commitment

I am pleased to present the Snowy Monaro Regional Council's Disability Inclusion Access Plan 2017-2021. This Plan will guide Council in the development of an inclusive community in the Snowy Monaro Region.

An inclusive community draws together people with a broad range of skills, interests and perspectives and as a community we benefit from this diversity. Exclusion can lead to disadvantage and discrimination, affecting the health and wellbeing of individuals, families and the wider community.

This Plan presents an opportunity for Council and the community to work together to identify and remove barriers that prevent people with disabilities from participating fully in community life.

Council's role in developing an inclusive community is one of leadership through the provision of inclusive services and facilities, and in doing so promote interaction between community members. Interaction provides opportunities to learn about the skills and assets held by people with disabilities and the contributions that they make to our community.

This Plan is underpinned by the NSW Disability Inclusion Action Planning Guidelines (2015) in which people with disabilities across New South Wales nominated four key areas of focus for developing inclusive communities. These four key areas of focus aim to improve: attitudes and behaviours towards people with disabilities; the liveability of the Community; access to employment; and the navigation of the systems, process and information provided by Council (and other services).

I support Council's leadership in the development of an inclusive community in the Snowy Monaro Region and embrace a community which is welcoming of people with disabilities and values their participation in and contribution to our community.

Dean Lynch
Administrator, Snowy Monaro Regional Council

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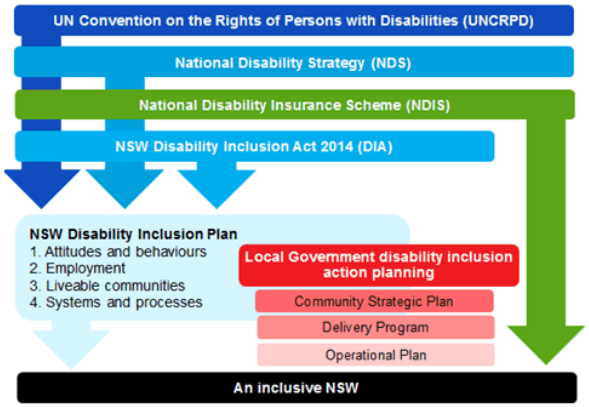
Introduction

Background



In 2008, Australia ratified the United Nations Convention on the Rights of Persons with Disabilities. This was followed, in 2010, by the development of the Australian National Disability Strategy, a ten year plan for improving the lives of Australians with disability, their families and carers.

The NSW Disability Inclusion Plan was completed in 2015. The State plan works alongside the National Disability Insurance Scheme (NDIS). The key objectives for the State plan include:

- The development of positive community attitudes and behaviours towards people with disabilities;
- The creation of liveable communities for people with disabilities;
- The achievement of a higher rate of meaningful employment participation by people with disabilities through inclusive employment practices; and
- More equitable access to mainstream services for people with disabilities through better systems and processes.

The NSW Disability Inclusion Act (2014) encourages planning and coordination across state and local governments to identify and reduce barriers that prevent people with disabilities from participating fully in their community. In summary, 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.

The Act mandates that councils must prepare a Disability Inclusion Access Plan by 1 July 2017.

Disability principles

The NSW Disability Inclusion Act 2014 (DIA) contains disability principles, which underpin the development of disability inclusion and access plans. These Principles require that:

- People with disabilities have an inherent right to respect for their worth and dignity as individuals;
- People with disabilities have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience;
- People with disabilities have the right to realise their physical, social, sexual, reproductive, emotional and intellectual capacities;
- People with disabilities have the same rights as other members of the community to make decisions that affect their lives to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support;
- People with disabilities have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs;
- The right to privacy and confidentiality for people with disabilities is to be respected;
- People with disabilities have the right to live free from neglect, abuse and exploitation;
- People with disabilities have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices. People with disabilities have the same right as other members of the community to pursue complaints;
- The crucial role of families, carers and other significant persons in the lives of people with disabilities, and the importance of preserving relationships with families, carers and other significant persons, is to be acknowledged and respected;
- The needs of children with disability as they mature, and their rights as equal members of the community are to be respected; and
- The changing abilities, strengths, goals and needs of people with disabilities as they age are to be respected.

DISABILITY IS DEFINED AS

"…..any condition that restricts a person's mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible".

Source: The NSW Disability Inclusion Act 2014 (DIA)

The case for inclusion

Personal choice and control over our daily lives is only possible when communities are inclusive of people with disability. Diversity cannot be realised unless people with disabilities are able to participate fully in their community. (*Disability Inclusion Action Planning Guidelines Local Government, 2015).*

An inclusive community means that people with disabilities are able to go about their daily activities independently, they can access the services and facilities they need, they can obtain meaningful employment, they can remain connected with others in their community and they can contribute to the planning and decision making that effects their lives.

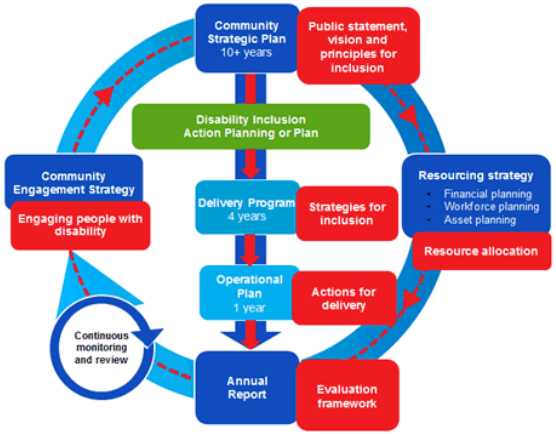
An inclusive community offers:

- Diverse views leading to a more resilient, adaptable, vibrant and innovative community.
- A reduction in the disadvantage and discrimination, which affect a person's health, welfare, education and employment.
- Employment opportunities, which support independence, improved living standards and reduced reliance on welfare. Employment also promotes a positive sense of self-worth and improves mental health.
- Businesses that are open to people with disabilities, older people and parents with prams can expand their customer base.
- Inclusive public spaces will prepare our Region for an ageing population and welcome children and their parents into the space.

Community planning in local government

The Snowy Monaro Disability Inclusion Action Plan (DIAP) is aligned with Council's other key strategic plans. The DIAP is linked to a suite of plans developed under the Local Government Integrated Planning and Reporting Framework (IPR)..

In 2009, the New South Wales Government introduced integrated planning and reporting reforms, which established an approach to corporate planning for Councils that is strategic, addresses needs over the long term and reflects community views about what activities Councils should perform.



The former Cooma-Monaro, Snowy River and Bombala Shire Councils' Community Strategic Plans are the principal documents that guide the newly formed Snowy Monaro Regional Council's operations. The priorities within the Community Strategic Plans were established by the community, councillors and council officers. Council's delivery and operating plans and resourcing strategies work together to achieve the priorities contained in the Community Strategic Plans. Each plan within the IPR framework is reviewed and updated regularly allowing for Council's activities to adapt to changing community needs.

Since the amalgamation of the former Councils, a Regional delivery plan has been produced for the new Snowy Monaro Region. The Snowy Monaro Regional Council Disability Inclusion Action Plan (DIAP) 2017-2021 incorporates strategies that will help people with disabilities to participate fully in the community, in turn making our community more inclusive. The DIAP strategies link to the new Regional Delivery plan so they are embedded in Council's broader operations and are resourced.

Purpose of the plan

Council has engaged with people with disabilities, their families and carers and the broader community to identify and address barriers that prevent people with disabilities from full and effective participation in the community. This information has been used to develop strategies and actions to improve outcomes within each of the four key focus areas addressed within this Plan.

This Plan aims to:

- Engage people with disabilities in Council's planning and decision making processes.
- Identify and address barriers that prevent people with disabilities from participating more fully in the community, and in doing so, create an inclusive and liveable community.
- Lead positive change in community attitude and behaviours towards people with disabilities.
- Support inclusive employment processes for potential and existing Council staff.
- Improve access by people with disabilities to Council information and systems to support informed decision making and choice relating to Council's services and facilities.
- Improve access to information on services and facilities within the broader community that are of relevance to people with disabilities.
- Identify where Council can advocate for improvements to other levels of government, non-government agencies and businesses.

Scope of the plan

The Plan will consider ways to improve inclusive practice within each of Council's functions across the four key areas of focus set out in the Disability Inclusion Action Planning Guidelines (2015). These are: developing positive community attitudes and behaviours; creating liveable communities, supporting access to meaningful employment and improving access to services through better systems and processes.

The Plan will mostly consider strategies within the context of Council's authority, roles and responsibilities. However, strategies and actions will be included in the Plan where Council can advocate for improvement on behalf of people with disability to other levels of government, non-government agencies or other businesses and where there is a clear opportunity to partner with other agencies.

Demographics

People living with disability across Australia

The Australian Bureau of Statistics (ABS) conducts the Survey of Disability, Ageing and Carers (SDAC). The Survey collects information about the wellbeing, functioning and social and economic participation of people with disability in Australia. This information is important in providing an evidence base for informing policies and planning services to drive better outcomes for people with disability. Key findings from the Survey of Disability, Aging and Carers (SDAC) for 2015 indicated that:

- Almost one in five Australians reported living with disability (18.3% of the national population or 4.3 million people).
- 2.4 million Australians with disability needed assistance with at least one core activity of daily life, including self-care, mobility and communication.
- Of all Australians with disability who needed assistance, 62.1% reported their needs were fully met. A further 35.3% reported their needs were partly met and 2.7% reported their needs were not met at all. The most commonly reported unmet needs included requests for help with property maintenance, household chores and cognitive or emotional tasks such as making friends and coping with feelings.
- The vast majority of people with disability were living in households (95.5%) rather than in supported accommodation (4.5%). 1.92 million people with disability received assistance from informal providers such as the person's partner (44.2%), child (29.3%) or parent (24.4%). Most frequently, support was needed with communication (89.9%), mobility (88.7%) and reading or writing tasks (87.6%).
- Almost 2.7 million (or 11.6%) of Australians were carers.
- 53.4% of working age people with disability were in the labour force compared to 83.2% of people with no disability. The unemployment rate for people with disability was 10.0%, which is almost double that for people without disability at 5.3%.
- The median gross income for a person with disability aged 15 to 64 years was $465 per week, less than half the $950 per week income of a person without disability.
- The median gross weekly income of a carer was $520 per week, 42% lower than a non-carer.
- The Australian poverty line for the March quarter of 2015 was $861.74 weekly for a family of four or $413.67 for a single person. (Melbourne Institute of Applied Economic and Social Research; 2015). The lower employment rates and lower incomes for people with disability and their carers shows that households impacted by disability are likely to be living close to or below the poverty line.

- Almost one in 12 Australians with disability reported they had experienced discrimination or unfair treatment because of their disability. The source of discrimination was an employer for almost half of working aged people with disability who were unemployed or employed.
- Most people (77.4%) with disability participated in physical activities, visited public places and engaged with friends and family. Rates of social participation for people with disability declined with age, and with the severity of a person's disability.
- 40.2% of people with disabilities used public transport (1.6 million people). The main types of difficulty experienced by people with disabilities when using public transport were access issues due to steps (39.9%), difficulty getting to bus stops or stations (25.0%), fear and anxiety (23.3%) and lack of seating or difficulty standing (20.7%).
- People with disabilities and their families living in regional and remote areas reported additional challenges to accessing goods and services. These challenges included lack of transport services, barriers to accessing distant support services and isolation. In 2015, 535,600 people with disability lived in regional and remote areas of Australia.

People with disability living locally

What is the picture in the Snowy Monaro Regional Council area and how do we compare with other regional areas in NSW? The Snowy Monaro Regional Council area Community Profile provides demographic analysis for the region based on results from the 2011, 2006, 2001, 1996 and 1991 Censuses of Population and Housing. The Community Profile provides valuable information about people with disabilities and their carers who live in our region. This data can help us to plan for aged and disability services and facilities.

People needing assistance with core activities (self-care, body movements & communication)

	2011			2006			Change
Assistance needed by age group (yrs)	**Number**	**% age group**	**Regional NSW %**	**Number**	**% age group**	**Regional NSW %**	**2006 to 2011**
0 to 4	31	0.9	1.1	3	0.1	1.0	+28
5 to 9	12	0.4	3.0	32	0.8	2.2	-20
10 to 19	59	1.1	2.6	52	0.9	2.0	+7
20 to 59	253	0.9	3.2	199	0.7	2.9	+54
60 to 64	67	2.6	7.3	58	2.7	6.4	+9
65 to 69	40	1.9	7.7	40	2.2	6.3	0
70 to 74	47	2.2	9.6	40	2.2	8.9	+7
75 to 79	88	6.0	14.8	51	3.9	14.8	+37
80 to 84	93	12.0	24.7	105	13.5	26.7	-12
85 and over	192	32.5	48.3	141	30.8	49.4	+51
Total	**881**	**2.3**	**5.8**	**721**	**2.0**	**5.1**	**+160**

Source: Australian Bureau of Statistics, 2006 and 2011. Compiled and presented by .id , the population experts.

THE SNOWY MONARO REGION

The Snowy Monaro Regional Council area is located in south-eastern New South Wales, about 100 kilometres south of Canberra and about 400 kilometres south-west of Sydney. The Region covers 15,162 square kilometres with ten major urban areas, surrounded by rolling plains country and mountain ranges.

In 2015, the Region was home to 20,753 people. Our community reflects cultural diversity that has its roots in agriculture, early gold mining, the Snowy Mountains Scheme, timber logging and skiing industries. The original inhabitants of the Region are the Ngarigo, Walgalu and Southern Ngunnawal people who remain the custodians of the land on which we live to this present day.

The region has four core economic drivers: Agriculture, Timber, Tourism and Water. The Environment and Education sectors are smaller, but growing and people are also employed in construction, cultural and recreational services.

881 people or 2.3% of the population in the Snowy Monaro Regional Council area in 2011, reported needing help in their day-to-day lives due to disability. These 881 people have a profound or severe disability and require assistance with daily activities such as body movement, communication and self-care.

The number of people living with profound or severe disability in our Region is slightly lower than the NSW regional average, for all age groups. The census data does not include people with moderate disabilities who may require some support with daily tasks or have additional needs when accessing services and facilities. Points of interest in changing demographics for our Region include increases in the number of people with disabilities aged 20 to 59 years old (+54); 85 years and over (+51) and 0 to 4 years old (+28).

The growth in the number of people in these age groups may indicate a need for increased early intervention and paediatric services for children with disabilities, disability services that cater for younger to middle-aged people and an increase in aged care services. An increase in younger people with disabilities also increases demand for in-home support services that enable more independent lifestyle and closer community connections.

People providing unpaid assistance to a person with a disability

In the Snowy Monaro Regional Council area there were 1,864 carers providing unpaid assistance to a person with a disability, long term illness or old age in 2011. Carers represent 11.7% of our total population.

There was an increase of 358 people providing care to a person with a disability in the past five years. An increasing proportion of carers among the population may indicate inadequate aged care provision, or the need for in-home support, or support for the carers themselves.

	2011		2006			Change	
Assistance to a person with a disability, long term illness or old age	**Number**	**%**	**Regional NSW %**	**Number**	**%**	**Regional NSW %**	**2006 to 2011**
Provided unpaid assistance	1,864	11.7	12.5	1,506	9.7	11.5	+358
No unpaid assistance provided	12,305	77.4	78.9	11,800	76.1	79.0	+505
Not stated	1,724	10.8	8.6	2,201	14.2	9.5	-477
Total persons 15+	**15,893**	**100**	**100**	**15,506**	**100**	**100**	**+386**

Source: Australian Bureau of Statistics, 2006 and 2011. Compiled and presented by .id , the population experts.

Indigenous residents

At the time of writing this Plan, there was no Census data on Indigenous residents within the Snowy Monaro Regional Community Profile.

People from non-English speaking backgrounds

In 2011, 12.5% of the Snowy Monaro Regional population was born overseas, and 6.4% were from a non-English speaking background, compared with 10.8% and 5.2% respectively for Regional NSW.

In 2011, in our Region, the largest numbers of people born overseas included people from:

- Germany, where 1.1% of the population, or 208 people, were born;
- The Netherlands, where 0.5% of the population, or 99 people, were born; and
- Italy, where 0.5% of the population, or 99 people, were born.

Between 2006 and 2011, the number of people born overseas increased by 100 or 4.2%, and the number of people from a non-English speaking background increased by 37 or 3.0%. Growth occurred in the number of people born in Switzerland and India.

Proficiency in English

In 2011, in our Region, 79 people were able to speak another language. These people reported difficulty speaking English.
Data on proficiency in English combined with country of birth can indicate whether Council needs to communicate in languages other than English.

Council could improve access to information, services and facilities by communicating in the languages reflected in the local community. Established communities of German, Dutch and Italian residents and emerging communities of Swiss and Indian residents could be an initial focus.

SEIFA Index of social and economic advantage and disadvantage

The SEIFA index reflects environmental factors which commonly impact on people with disabilities, such as lower incomes, lower opportunity for employment and locational and social isolation. It is a more appropriate measure of financial circumstance than the Census data on household and individual income. The SEIFA index provides the following information about the Snowy Monaro Region population.

The Australian average SEIFA score on the index of disadvantage is 1,000. Index figures below 1,000 indicate areas of relatively greater disadvantage when compared to the national SEIFA average. The index is derived from attributes that reflect disadvantage such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. People with disabilities may experience one or more of these attributes due to the barriers they face in accessing opportunities for employment, training and income.

Snowy Monaro Regional Council area's SEIFA score for 2011 is 1008.6, which was higher than the Australian average. In general, the local population experiences a good level of social and economic advantage. However, there are areas within the Region where residents experience social and economic disadvantage.

In 2011, the five areas with the lowest average SEIFA scores (i.e. the areas of highest disadvantage) in our Region, were:

- Pockets of Bombala (924)
- Pockets of Cooma (870)
- Rural South (967.3)
- Pockets of Berridale (930)
- Delegate (844)

These are areas of focus for Council to consider when developing strategies that improve access to goods, services and facilities.

Key observations from demography that support inclusive communities

Demography for the nation and our Region supports the need for improvement in the four key focus areas of this DIAP: developing positive community attitudes and behaviours; creating liveable communities, supporting access to meaningful employment and improving access to services through better systems and processes.

In coming years, Council will have an increased role in monitoring the level of disability and aged services in the Snowy Monaro Region and in advocating to other levels of Government, non-government agencies and the private sector, to:

- Increase the capacity of existing disability services that assist people with disabilities with daily tasks including self-care, mobility, communication, health care, property maintenance and household chores.
- Extend the range and capacity of disability services to cover needs that are reported as being unmet, including property maintenance, household chores and cognitive or emotional tasks such as making friends and coping with feelings.
- Increase services and facilities that support people aged 20-59 years, over 80 years and children aged 0-4 years, where growth in the number of local people with disabilities has been significant.
- Increase the level of service provision for supported accommodation, in-home care, respite care and support services for carers themselves. This is important, given that nationally, over 95% of support to people with disability is provided by unpaid carers within the family home. The carer profile is ageing and over one-third of carers are living with disability themselves.
- Provide services and facilities that are able to accommodate the specific cultural and linguistic needs of the local community, including the Indigenous community; the established migrant population and emerging communities as identified in Census data. (German, Dutch, Italian, Swiss and Indian).

Council should continue to review and adapt its activities to support the ongoing and changing needs of people with disability: to

- Encourage housing that is adaptive and supports ageing in place and encourage more supported accommodation facilities through its strategic planning and development control processes.
- Adopt a Universal Design approach to the planning and delivery of public buildings, spaces and infrastructure. To provide public buildings, spaces and infrastructure, which are accessible helps to build a more inclusive community and supports the rights of people with disabilities to access to services and facilities.
- Update systems and processes to improve access to its information, services and facilities for people with disabilities.

- Provide low and no cost opportunities for people with disabilities and their carers to participate in community life; such as sporting, recreational and cultural activities, community events and community development programs.
- Provide leadership as an employer of people with disabilities, through advocacy and improved disability awareness to private businesses and as employer in its own right. This is important given that people with disability earn less than half the income of people without disability and that the unemployment rate for people with disability is twice that of other Australians and income is a key determinant of quality of life.
- Provide a focus on those areas within the Region which experience higher levels of disadvantage (higher SEIFA scores), as people with disabilities often experience lower incomes, lower opportunities for training and employment, locational and social isolation. A higher proportion of people with disabilities may reside in these areas.
- Provide leadership in improving attitudes towards people with disabilities and reducing discrimination through providing opportunities for interaction between residents to learn about the skills and contributions of people with disabilities to the local community and through formal community education and awareness campaigns, forums and events.

Governance and engagement

Project governance

A Project Steering Group was established comprising representatives of relevant community organisations, the community and Council to help govern the development of the Plan.

The Group's role was to:

- Extend the reach of the planning process to include as many people with disability living in the Snowy Monaro Region as possible.
- Extend the breadth of the Plan content to cover a broad range of issues impacting on people with disability living locally.
- Improve the Plan's relevance and usefulness to the local community.

The Group provided input to:

- The planning framework and plan design.
- The planning process.
- The community engagement strategy and process.
- Links to disability services and groups.
- The review of the draft plan.

Project Steering Group Membership		
Name	Position	Organisation
Peter Smith	Director of Service Planning	Snowy Monaro Regional Council
Kristy Harvey	Project Manager (Cooma)	Snowy Monaro Regional Council
Chris Gaskin	Disability Services Officer	Werri Nina Centre, Cooma
Meghan Quinn	Community Development Officer (Jindabyne)	Snowy Monaro Regional Council
Lana Martin	Manager Community Services (Bombala)	Snowy Monaro Regional Council
Clinton Bassiker	Community Representative	Cooma Access/Equity Committee
Kath Farrell	Community Representative	Bombala HACC Services Committee
Natalie Kelly	Community Representative	Jindabyne Community
Deb Gillman	Consultant	Collective Objectives

Group communication was facilitated by face to face meetings and email correspondence. The Group met at the following milestones.

Date	Milestone	Meeting purpose
Fri 24 Mar 10am – 12noon	Early in the planning process.	Project introduction, project work plan, planning framework, engagement and promotions strategy and schedule of meetings.
Fri 31 Mar 10am – 12noon	On completion of the engagement process	Review notes on engagement outcomes; provide input to the development of key themes and priorities for action.
Fri 7 Apr 10am - 12noon	On completion of the Draft plan.	Review draft strategies, actions, KPIs and resourcing strategies. Review first draft of the Plan.

Engagement with Council staff

Who did we engage?

We consulted with staff across all functions of Snowy Monaro Regional Council and at three office locations.

Why did we engage with them?

The purpose of the engagement with Council staff was to:

- Increase awareness of and ownership over the Disability Inclusion Access Plan to improve the implementation of its recommendations.
- Consider existing and potential assets, services and programs to support inclusion across all areas of Council.
- Focus the Plan on initiatives that are within Council's role and capacity to achieve.
- Consider potential resources across Council to support the implementation of the plan.

What did we talk about?

The engagement process with staff encompassed:

- Mapping of existing assets, services and programs to support the inclusion of people with disabilities into Council business.
- Documenting the current initiatives, how they are resourced and how they might be measured to evaluate performance against the Plan.
- Considering new or potential initiatives, or ways in which current initiatives could be improved or expanded.
- Considering links to other Council plans, such as the Community Strategic Plan, Resourcing Strategies for Human Resources and Finance and delivery and operating plans.
- Identifying sources of funding for strategies, for example, Section 94; capital works programs like the Pedestrian Access and Mobility Plan; existing budgets or annual budget bids; external grants and partnership opportunities.

Workshops	Workshop program
Bombala Staff Consultation Bombala Community Centre Tues 21 March 1.30pm to 3.00pm	Welcome and introductions Presentation on the Disability Inclusion Access Planning background, aims and process. Two small group workshops to identify existing supports and discuss the need for improvement: Work Group 1: a. Changing attitudes and behaviours b. Building a liveable community Work Group 2: c. Providing access to employment d. Navigating systems and information Large group discussion to review and add to small group discussions. Wrap up and thank-you.
Cooma Staff Consultation Committee Room Cooma Office Wed 22 March 9.00am to 12.30am	
Jindabyne and Berridale Staff Consultation Committee Room Berridale Office Thurs 23 March 1.30pm to 4.30pm	

How did we engage with them?

We engaged with staff through three workshops held at each Council office location. All staff were invited to participate by email and through the staff intranet. Meetings with individual staff were also held to capture information from staff that were unable to attend group meetings, where further detail or clarification was needed on identified strategies and to fill in gaps relating to strategies that were not raised in group meetings.

Community engagement

Who did we engage with?

The Disability Inclusion Act 2014 defines 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".* We invited people with disability and their families and carers to participate in the DIAP consultations through:

1 Disability (and other community and health) services included in the Snowy Monaro Region Service Interagency and
2 The broader community to reach people with disabilities who are not receiving services.

The Act requires that the DIAP must recognise the needs of particular groups including Aboriginal and Torres Strait Islander people; people from culturally linguistically diverse backgrounds; women and children. These groups often face additional barriers to their participation in society which can make them more vulnerable to multiple sources of disadvantage, and in the case of women and children may also increase the risk of exploitation and abuse. Engagement of people within these communities is of priority.

We engaged with people with disabilities through disability service providers that participate in the Snowy Monaro Region Interagency. The interagency membership includes a total of 71 community, health and support services. Of these, 32 agencies, services, organisations and peak bodies provide support specific to the needs of people with disabilities. The Interagency membership also encompasses range of services for women, children, Indigenous people and people from culturally diverse backgrounds. A full list of the interagency members that provide services to people with disabilities is included in the asset mapping section of this report.

Why did we engage with them?

The purpose of the engagement with people with disabilities and the people that provide them with services and assistance was to:

- Seek information on their specific needs and priorities; identify barriers to their participation in activities and seek their ideas for possible solutions.
- Seek information that is specific within differing cultures and groups that are at a higher risk of disadvantage, exploitation or abuse.
- Empower them to influence the direction of their lives by participating in the development of a plan that will impact on their lives.
- Tailor the Disability Inclusion Access Plan to suit the needs and priorities within the local community.
- Promote awareness of the Plan within the local community; and
- Promote ownership over the ongoing implementation of the Plan.

What did we talk about?

We provided an introduction to the Plan and an overview of the planning requirements and process. We also explained how the information we gathered would be used. We then conducted small focus group discussions for each of the four key focus areas to be addressed within the Plan:

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

Community engagement aimed to identify needs; barriers; priorities and potential solutions within each of the above areas as they relate to Council's responsibility for service provision and within Council's capacity to influence and address outcomes.

Workshops	Workshop program
Bombala Community Consultation Bombala Community Centre Tues 21 March 10.00am to 12.30am	Welcome and introductions Presentation on the Disability Inclusion Access Planning background, aims and process. Two small group workshops to identify existing supports and discuss the need for improvement: Work Group 1: a. Changing attitudes and behaviours b. Building a liveable community Work Group 2: c. Providing access to employment d. Navigating systems and information Large group discussion to review and add to small group discussions. Wrap up and thank-you.
Cooma Community Consultation Werri-Nina Centre, Cooma Thurs 30 March 10.00am to 12.30am	
Jindabyne Community Consultation Snowy River Health Centre Tues 28 March 10.00am to 12.30am	
Jindabyne Bowling Club Tues 4 Apr 5.30pm to 7.30pm	

How did we engage with them?

We promoted three community workshops through local newspapers, regional ABC radio, Council's website and Facebook page, primary and secondary school newsletters, children's service and informal interest and support groups and through the Facebook pages and electronic notice boards of community networks located in the smaller localities across the Region. Posters were also placed in key businesses within town centres.

The Community Engagement promotional strategy included:

Promotional activity	Date	Reach
Articles in Monaro Post Newspaper	20 Mar 5 Apr	Regional
Interview on ABC radio station	20 Mar	Regional
Snowy Monaro Regional Council: • Website • Facebook page	17 Mar & 20 Mar	Regional
Community association on-line noticeboards or Facebook pages	17 Mar & 20 Mar	Local communities
Snowy Monaro Service Interagency: invitation to community workshops Attend Interagency meeting to give presentation on DIAP.	17 Mar & 20 Mar 13 Apr	Regional
Primary and secondary school newsletters: invitation to community workshops • Monaro High and Cooma Public: disability support units • Jindabyne Central: disability support aid and learning support aid • Bombala Central: disability support aid and learning support aid	17 Mar	Local communities
Informal interest and support groups: invitation to community workshops • Gymnastics for All Group • Cerebral Palsy Alliance Group • Parents of Children with Autism • Home School Group	20 Mar	Regional
Cooma Multicultural Centre Aboriginal Linkers: Disability and Early Intervention	20 Mar	Regional
Posters in Cooma, Jindabyne, Berridale and Bombala town centres	20 Mar - Apr	Local communities

Engagement outcomes

Community engagement sessions were well attended. Participants provided a broad range of information for each key focus area discussed. Community discussion points have been grouped into information of a strategic nature and information about specific sites and locations.

The information of a strategic nature has been summarised into key themes and has been used to develop programs within the DIAP action plan.

The site specific has been referred to the relevant Council sections to be included in capital works programs, maintenance programs, asset management plans for buildings and the Pedestrian Access and Mobility Plan. In this way, these works will be programmed within Council's budgeted operating plans. Information will be obtained from the relevant sections of Council on the progress of site specific works and reported on within this Plan.

A full list of discussion points arising from the engagement sessions is provided at Appendix 1. This list provides more detail on each of the key themes summarised below.

Key themes arising from engagement

Strategic Outcomes

Key focus area one: Improving attitudes and behaviours towards people with disabilities

Council could change community attitudes by:

- Being an advocate and role model in providing inclusive services and facilities.
- Strengthening community connections and capacity.
- Conducting community education campaigns to increase awareness and understanding of a range of disabilities and the associated challenges.
- Providing opportunities for people with disabilities to participate in community life.
- Delivering inclusive community events, community information, community services and providing public spaces and community purpose facilities that are universally accessible.
- Using inclusive language in its communication and providing high quality inclusive customer service.
- Taking immediate action on issues of inclusion and access raised during the DIAP engagement process to gain confidence of the community that community feedback leads to action.

Council can foster an inclusive attitude across the organisation by:

- Implementing inclusive practices in the delivery of Council services and facilities.
- Providing a range of staff training opportunities to improve inclusion, like disability awareness, universal design and implementation of access standards and guidelines.

Key focus area two: Creating liveable communities

Council can create communities that are inclusive of people with disabilities by:

- Providing, as a high priority, accessible:
  - Footpath networks.
  - Public toilets.
  - Car parking spaces.
  - Public transport.
  - Business premises and practices.
- Implementing inclusive, universal design principles when planning and building new community purpose buildings and facilities.
- Auditing Council's facilities to assess their accessibility. Facilities include public toilets, parks, sport and recreation facilities, community halls, community purpose buildings and Council business offices.
- Enforcing provisions within development planning legislation, including the Commonwealth Disability (Access to Premises – Buildings) Standards 2010 (the Premises Standards), the Building Code of Australia, Australian Standard AS1428 and State Environmental Planning Policies, which require accessible features within community purpose developments.
- Supporting businesses to become accessible through information, awards and small grants.
- Continuing to provide disability and aged services and facilities, including:
  - Werri Nina Centre (Cooma). Day programs, Meals on Wheels home delivered and centre based meals; operating from Berridale, Bombala and Cooma. Home Maintenance and Modification Service, Community Nursing and Community Connect Program.
  - Yallambie Lodge Residential Aged Care Facility (Cooma).
  - Bombala Community Centre.
  - Snowy River Health Centre in Jindabyne.
  - Community Transport: a door to door service to attend medical and social appointments, a shopping service and community outings; operating from Bombala and Berridale.
  - Providing accessible community events and programs that provide people with disabilities to participate in community activities.

- Identifying unmet community need and advocating to Commonwealth and State governments for increased provision of services and facilities.

Key focus area three: Improving access to meaningful employment

Council can increase access to employment by implementing inclusive employment practices and encouraging other employers to employ people with disabilities. For example:

- Leading change by role modelling inclusive employment practices.
- Implementing objective, merit based recruitment and employment practices and making reasonable adjustment of worksites for employees with disabilities.
- Improving access at Council office buildings to remove physical barriers to employing people with disabilities.
- Provide training for Staff on disability awareness.
- Developing employment programs for people with disabilities, including traineeships, volunteering opportunities and work placements through TAFE and disability employment services.
- Informing Council managers (and businesses) of resources available through disability employment agencies. For example:
  - Workplace subsidies for volunteering to traineeship positions.
  - Assistive technologies & equipment for reasonable adjustment of worksites.
  - Support workers that assist employees with disabilities at their worksite.
- Improving support programs for less visible disabilities like mental health conditions, for example:
  - Continuing the Employee Assistance Program (EAP).
  - Developing a peer support program.
  - Promoting avenues of support to staff during the staff induction process.
- Engaging existing local disability enterprises (e.g. Cooma Challenge) as contractors for Council works.
- Helping to establish new disability enterprises such as; a gardening and maintenance program for older people in Bombala.

Key focus area four: Improving the navigation of systems and processes.

Council can improve the navigation of its systems and processes and advocate for improvement from other service providers by:

- Communicating in a variety of ways. Council provides information using a range of print media, customer service centres, on-line media, and at community service inter-agencies, events and other community activities.

- Improving the navigation of information on the website and assisting people to locate information on the website.
- Reviewing its communication templates and tools, to improve their accessibility. Examples include:
  - The Style Guide. The Guide now complies with Vision Australia's Print Guidelines and staff education on its use will be provided.
  - Information technology system templates.
  - On-line application forms and complaints mechanisms
- Considering live streaming of its meetings.
- Improving the capacity of its phone system to support voice to text devices.
- Improving the communication of its major projects and strategic plans to include more targeted community engagement processes.
- Updating its Community Engagement Policy and promoting it to staff.
- Creating a regional inclusion committee to continue the work of the former Bombala HACC Committee, the Cooma Access and Equity Committee and the Jindabyne Social Planning Advisory Group. The regional committee needs to have a regional and local focus.
- Providing and supporting community hubs for information: printed, customer service and assistance with on-line information. For example libraries, visitor information centres, community centres, shop fronts, community health services.
- Improving communication with people with vision or hearing impairments, by:
  - Providing high Vis or tactile signage in Council facilities.
  - Installing tactile indicators on pathways.
  - Reducing footpath clutter.
  - Training customer service staff in sign language and providing communication resources on its staff intranet, for example, the Auslan Signbank and Vision Australia Print Guidelines and providing adaptive equipment at counters.
- Developing a directory for community information located on:
  - The web
  - A mobile phone and tablet app
  - Touchscreens at libraries and visitor centres
  - Information could include: accessible services, activities, hotels, motels, cafes, public toilets other businesses.
- Obtaining broad staff input on accessibility and universal use for major public projects or strategic plans before they go out on public exhibition e.g. planning and construction of streetscape upgrades, new parks and playgrounds, and new community centres.
- Including community engagement in the planning and design of new buildings and facilities.
- Providing a range of free accessible resources at the library, including large print and audio books, readers for vision impaired (DAISY), community activities, quite areas and low sensory activities.

Site-specific outcomes

Suggestions arising from community engagement also include improvements to physical access at specific sites within the Snowy Monaro Region. These suggested improvements relate to Key focus area two: creating a liveable community. Discussions are summarised below.

Key focus area two: Creating a liveable community

Site specific works Bombala:

- Footpaths around the Village Fiord Park are awful and connection from the village to the roundabout on Maybe St also needs work.
- Footpaths and pram ramps near Toyota on Maybe Street need to be upgraded.
- From Wellington Street and Cardwell St - to the hospital and Public School – there is a mix of path surfaces and a steep hill.
- Many pram ramps and lay backs have lips.
- Footbridges over the River have not been repaired after the last flood. The scooter group can no longer do the full River Walk circuit.
- It is difficult for people in High St. There are no paths around the Visitor Centre and the markets are held in this location.
- Works are occurring to repair the footpath on the Imperial Hotel corner. There are no signs to warn vehicles of pedestrian traffic which has been diverted onto the road around the footpath works. Cars travel too fast around the roundabout at this intersection.
- The front doors are too heavy at the chemist, the community centre and the post office.
- The supermarket aisles are too narrow for people to pass mobility scooters.

Site specific works Cooma:

- Advocate for disabled access into the Westpac Bank .
- Remove the pine needles on the footpath in front of the Uniting Church on Soho Street. “This prohibits the use of my smart wheel, wheelchair assist device and people using walking frames are slipping on the pine needles”.
- Grass grows over the edge of footpaths throughout Cooma making wheelchair access difficult.
- Provide accessible car parking for Centennial Park.

Site specific works Jindabyne:

- Need safe road crossings with pedestrian refuges across the Highway (Kosciuszko Road) to connect the Jindabyne town centre to the lakeside shared path.
- The footpaths need improving all around the town to become accessible. They are inconsistent, often just ending and leading onto grass.

- The footpath along Park Rd near the Central School needs improving.
- There is no access up the kerbs onto the footpaths along Thredbo Terrace.
- The footpath around the soccer field needs improving. There are steep stairs along this path and a ramp is needed.
- A footpath is needed near the community garden to get to Candle Bark Street.
- A lady with vision impairment walks to and around town regularly. An accessible footpath and safe road crossings with tactile indicators are needed along the Barry Way.
- We need more accessible and level car parking at the supermarket. It is very difficult to get out of the car into a wheelchair without wide and level car parking spaces.
- There is no access into the Berridale swimming pool. We drive to Jindabyne every day to use the pool. The Jindabyne pool has an assistive hoist and accessible change rooms. The Berridale pool also needs accessible facilities.

Asset mapping

During the disability inclusion access planning process, Council has considered the services and facilities that it provides across all of its functional areas. Existing services, facilities, systems and processes that support people with disabilities have been identified and consideration has been given on ways they can be improved to better meet the needs of people with disabilities. New services, facilities, systems and processes were considered within Council's capacity to resource them. The action plan contains strategies, action and outcomes for existing and new Council supports for people with disabilities.

The asset map below provides a summary of Council services and facilities that support people with disabilities and provides a summary of services and programs for people with disabilities offered by providers other than Council. More detail is provided on the assets below at Appendix Two. The mapping of all disability infrastructure, facilities, services, systems and processes provided by organisations other than Council, is outside the scope of this planning process.

Council services and facilities supporting people with disabilities:

Community Centres	Services: Council provided under NDIS	Accessible public toilets	Information
Council owned & operated: Bombala Community Centre Snowy River Community Services, Berridale Werri-Nina Centre, Cooma The Hub, Youth Centre, Cooma Cooma Library Council owned & externally operated: Snowy Mountains Neighbourhood Centre, Jindabyne Snowy River Health Centre, Jindabyne	Assistance with personal activities and participating in community activities Shared Living Centre. Day care programs. Life Skills and Development Program. Assistance with household tasks. Assistance with Life Stage, Transition Respite programs. Assistance with NDIS plan management. Home Maintenance and Modification Program. Community Transport Scheme. Meals on Wheels Service. Community Connect Program.	Adaminaby Public Toilets Berridale Public Toilets Bombala Swimming Pool Bombala, Monaro Hwy Bredbo Centennial Park Cooma Centennial Park Cooma Lions Park 1 Dalgety, Brierly Street Delegate Memorial Park Jindabyne Town Centre Jindabyne, Kalkite St Jindabyne Banjo Paterson Park Jindabyne, Barry Way Lake Williams, Nimmitabel Numeralla River	Council Website Council Facebook Council page in the Monaro Post Printed communications Customer service locations Information stalls at events Service Inter-agencies Local radio promotions Cooma Visitor Information Centre Snowy River Visitor Centre

Meeting rooms for hire	Services: Council & partner provided	Infrastructure	Sporting & Leisure
Bombala Community Centre (access) Cooma Council Office Cooma Library (access) Werri-Nina Centre (access)	Contact Centre. Scallywags Specials Needs Activities Group for Children. Carers Support Group. Trailblazers Mobility Scooter Group. Stress Less and Progress. The Tuesday Club. Mobile Library Service Cooma Scooter Group	Accessible car parking Pedestrian infrastructure Town centre street scaping Public spaces Community purpose buildings	Cooma Basketball Stadium (access) Bombala Swimming Pool (access) Berridale Swimming Pool (no access) Cooma Swimming Pool (access) Jindabyne Swimming Pool (access) Jindabyne Foreshore Shared Pathway Bombala River Walk
Community halls	**Parks for hire & accessible playground**	**Development Planning**	**Show & Sportsgrounds for hire**
Adaminaby School of Arts Berridale Hall; Bibbenluke Hall Bredbo Community Hall Bombala Memorial Hall Cathcart School of Arts Dalgety Memorial Hall Delegate School of arts Delegate Hall; Jindabyne Memorial Hall; Kybeyan Hall Michelago Community Hall Mila Country Club Cooma Multi-function Centre Nimmitabel Community Hall Numeralla Community Hall Peak View Community Hall Shannon's Flat Community Hall Smith's Road Community Hall	Berridale Skate Park Centennial Park Cooma Norris Park Cooma Jindabyne Terrain Park Jindabyne All Abilities Playground	Development planning to support accessible and affordable housing: National Disability (Access to Premises — Buildings) Standards 2010 Building Code of Australia (BCA) Australian Standard (AS 1428) – Design for Access and Mobility SEPP (Affordable Rental Housing) 2009 SEPP (Housing for Seniors and People with Disabilities) 2004 Australian Standard AS4299 Adaptable Housing	Cooma Showground Dalgety Showground Adaminaby sports ground Berridale sports ground Bombala sports ground Bombala Racecourse/rec ground Bredbo recreation ground Cooma sports grounds Delegate sports ground Jindabyne sports grounds Nimmitabel sports ground

Services (other than Council) supporting people with disabilities:

Disability Support Services	Health	Education	Employment
Anglicare	Alzheimers Australia	Jindabyne Central School: Disability & Learning Support Aids Bombala Central School: Disability & Learning Support Aids	Cooma Challenge: Disability Enterprise programs; transition to work programs
Cooma Challenge: living support; group home; respite cottage; programs children & young adults	Australian Unity Health Care	Cooma Public and Cooma High School: Disability Support Units	Workability Employment Agency
Cooma Contact	Autism Australia (ASPECT	NSW TAFE Home School Group	Max Employment Service
Family and Community Services NSW	Cerebral Palsy Alliance	Carer Support	Sport & Recreation
Guide Dogs Australia	Grand Pacific Health	CarersACT	Disabled Winter Sports Australia (Thredbo & Perisher)
Mission Australia	Greater Southern Area Health Services	YoungCarersACT	NSW Sport: Jindabyne Sport & Recreation Centre
Monaro Family Support Service	Mental Health Foundation	Carer Assist	Special Olympics ACT
Settlement Services: Ability Linkers	Monaro Early Intervention Service	Informal/Interest Groups/ Advocacy	Gymnastics for All Group
Uniting Care: Ability Links Aboriginal Linkers: disability and Early Intervention	Richmond Fellowship Personal Helpers & Mentors (Phams)	Illawarra Forum (Peak Body, Advocacy and Training, Disability Group)	Multicultural Centre
Uniting: NDIS Local Area Coordinators	Schizophrenia Fellowship NSW: One Door Mental Health	The Disability Trust	
YMCA The Hub		Parents of Children with Autism Cerebral Palsy Alliance Group	

Risk Management

Undertaking risk assessment and developing a risk mitigation strategy provides an opportunity to highlight and draft strategies to address disability inclusion priorities which require most attention by Council. The first step in risk assessment is to determine the level of management response required to address identified issues based on the potential impact of an incident and the likelihood of it occurring. Ratings for the likelihood of an incident occurring range from 'rare' (has never happened and is unlikely to take place) to 'likely' (have happened in the past and are highly likely to occur again).

Risk ratings are used to determine priorities for the management of the risk associated with each issue raised in the DIAP Action Plan. Priorities for action can be:

Low priority: Minimal risk to Council operations or services: E.g. Non accessible website (Reputation/Services).

Moderate priority: Moderate risk to Council operations or services: E.g. Obstructions to path of travel due to footpath dining (Safety/Liability).

High priority: Significant risk to Council operations or services: E.g. Non accessible major Council asset (Safety/Assets/Liability).

Highest priority: Severe risk to Council operations or services: E.g. Legal case due to Council non-compliance. (Reputation/Liability).

Risk Matrix:

To allocate a risk rating of severity based on the potential consequences of an incident arising from not implementing DIAP strategies

			Risk type				
Rating		Description	Safety	Assets	Services	Reputation	Liability
1 Rare		Minor	Minor injury – first aid or minimal medical	Minor alterations required	Minimal skills, capacity or technical upgrades required	Slight impact	Potential for minor regulatory fines
2 Unlikely		Moderate	Serious injury – hospitalisation	Significant alterations required across multiple assets	Significant skills, capacity or technical changes required	Local impact - local media/ visitor attention	Potential for significant legal/ regulatory fines
3 Possible		Major	Long-term illness or fatality	Major retrofit/ renovations required across multiple assets	Major skills, capacity or technical changes required – across a range of departments	State impact – State media/ government attention	Potential for major legal/ regulatory fines

4 Likely		Catastrophic	Multiple fatalities	Extensive retrofit/ renovations required across multiple assets	Extensive skills, capacity or technical changes required across council	National impact and media attention	Potential for criminal liability

Source: NSW Disability Inclusion Action Planning Guidelines 2015 Local Government; LGNSW.

Risk summary:

The table below presents a summary risk assessment of key issues and strategies identified for improvement in the Action Plan is provided below. A full risk assessment is provided at Appendix Three.

Key issues Improving attitudes & behaviours	Likelihood	Risk types	Priority to address	Risk management
Not including people with disabilities in engagement processes.	1	Services, Reputation	Low	Review the Community Engagement Strategy and adopt inclusive engagement processes.
Not conducting accessibility education campaigns.	1	Services, Reputation	Low	Develop and conduct accessibility education campaigns.
Not providing staff training on inclusive behaviour.	2	Services, Liability	Moderate	Provide Staff training on inclusion & workplace diversity.
Not providing accessible events and activities.	2	Safety, Services, Liability	High	Develop & implement accessible events policies & procedures.
Creating a Liveable Community				
Not providing accessible footpaths, carparks and other pedestrian infrastructure.	3	Safety, Assets, Liability	Highest	Review the Pedestrian Access Mobility Plan using an accessible community engagement process. Implement the revised PAMP.
Not providing accessible public toilets.	2	Safety, Assets, Liability	High	Audit public toilets for accessibility. Implement program to upgrade toilets to be accessible.
Not providing accessible community	2	Safety, Assets, Liability	High	Audit public buildings for condition &

purpose buildings.				accessibility. Implement a program of works to upgrade public buildings to become accessible.
Not enforcing planning legislation for accessible development.	2	Safety, Services, Liability	High	Peer review sample development applications and construction certificates issued.
Improving access to employment				
Not complying with legislative requirements for equal opportunity and inclusive employment.	2	Services, Liability	Moderate	Collect data on workforce diversity, including people with disabilities. Adjust recruitment processes to encourage applicants with disabilities. Train managers in supports available to employ people with disabilities.
Not making reasonable adjustments to worksites or providing adaptive equipment.	2	Safety, Services, Liability	High	Collect data on worksite adjustments. Review adjustments and equipment needed on an individual basis.
Not advocating to other businesses for inclusive employment practices.	1	Reputation	Low	Seek partnership programs with business networks for accessible business awards, audits, grants.
Improving systems and processes				
Not providing inclusive customer service.	2	Services, Liability	Moderate	Provide training in inclusive customer service.
Not providing general information in accessible formats.	1	Services, Liability	Low	Review all methods of information provision for accessibility, including website, social media, printed information and customer service.
Not providing emergency information in accessible formats.	3	Safety, Services, Reputation, Liability	Highest	Provide emergency information in formats accessible to people with vision & hearing impairments and people who are housebound.
Not providing accessible Council services.	2	Safety, Services, Liability	High	Review service provision for accessibility and adjust services.
Not operating an Inclusion Committee.	1	Reputation	Low	Establish a Regional Inclusion Committee.
Not working cooperatively to plan major community purpose facilities/infrastructure.	2	Services, Assets	Moderate	Establish cross functional work teams to plan community purpose major works projects.

Monitoring, evaluation and reporting

Section 13 of the Disability Inclusion Act 2014 (DIA), stipulates that Councils in NSW must report on the implementation of their disability inclusion plan within in their Annual Reports and forward a copy of the relevant part of the Annual Report to the Minister.

The NSW Disability Inclusion Action Planning Guidelines for Local Government (2015) pg. 33, state that "Regular monitoring of disability inclusion actions will enable councils to:

- Amend their objectives and actions to reflect achievements and adapt and respond to new inclusion challenges;
- Redirect attention and resources to areas where changes prove difficult to achieve;
- Provide accurate and timely reporting; and
- Demonstrate how their disability inclusion action plans support the goals of the NSW Disability Inclusion Plan

Key performance indicators (KPI's) and sources of data or statistics have been identified by Council staff during the strategy development process. Most of the KPI's are linked to data sets that Council is currently collecting within its integrated planning and annual reporting processes, however some new data will need to be collected. Council conducts a community satisfaction survey, which will be reviewed to incorporate some indicators on satisfaction with access and inclusion.

Section Managers have been identified for each strategy within this Plan as the person who will be responsible for the strategy's implementation, monitoring and reporting. These managers will feed information on the implementation of this Plan into Council's annual reporting process.

Section 14 of the DIA also requires councils to review their disability inclusion action planning process every four years. The development of this Plan aligns with the timeframes for Council's next community strategic plan and delivery plan. The review of this Plan will be incorporated into the development of the community strategic plan and delivery plan in 2021.

Section 12 of the DIA mandates that councils disability inclusion action plans must be readily available to the public. This Plan will be promoted on Council's website and printed copies will be available at the City library and Council customer service counter. A copy will also be provided to the Disability Council of NSW and each of the disability services and organisations listed within the local community service database. The Plan will also be promoted to Council staff and located on the staff intranet as a planning and service delivery resource.

ACTION PLAN:

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS

Goal: To promote the skills, experiences and benefits that people with disabilities contribute to the community and to promote the social and economic value of diversity and inclusion across the community.

Council's Delivery Program is founded on social justice principles including the provision of equal rights and participation for all people. In its delivery program Council states that it will promote equal rights by providing opportunities for all people to participate in community life; and for all people to genuinely participate in decisions that affect their lives. This involves a two way flow of views and information. These principles will help Council to achieve its goals in developing positive community attitudes and behaviours towards people with disabilities.

Link to the Snowy Monaro Regional Council Delivery Program 2014-17

Key Direction Three: Strengthening Our Local Economy

3.1 A diverse and strong year round economy: 3.1.1 An expanded local business base and new small businesses.

Key Direction Four: Creating a safer, healthier and thriving community.

4.1 A strong thriving and inclusive community where people feel a sense of belonging and identity: 4.1.1 Ensure that the unique culture and heritage of our Region, and its individual communities are maintained and celebrated while embracing progress, change and inclusiveness.

4.2 Increased Region-wide access to a range of health and wellbeing services that respond to changing needs: 4.2.1 Encourage the provision of a wide and diverse range of quality health care services within our region.

4.3 Reducing barriers to participation for the Region's diverse population: 4.3.1 Encourage the provision of a diverse range of quality health care services within our Region.

Key Direction Seven: Providing effective civic leadership and citizen participation

7.3 Council delivers services to the community that are appropriate to its available resources: 7.3.1 Council will manage service delivery in an efficient and sustainable way as an employer of choice to meet the needs of the community in the long-term

7.4 Council provides open and accessible participation and communications processes: 7.4.1 Through the use of meaningful consultation methods, Council engages with the community to identify agreed outcomes.

WHAT COUNCIL IS CURRENTLY DOING:

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Responsible Manager**	**Resourcing Strategies**	**Annual KPI's**
Conducts communication and engagement with the community about Council business.	Implements a Communications Policy to provide information to residents and ratepayers that is accurate, timely and informative. This will help keep the community up to date on Council's decisions, activities and achievements.	Community members have communication and information on and have opportunities to participate in Council's business activities and decision making processes.	7.4 7.4.1 DP7.12 DP7.13	Executive Officer	Operational	KPI: Communications Policy implemented. # Community engagement events hosted.
Uses a wide range of media to engage with the community.	Council uses a wide range of media to communicate and engage with its community, including: On-line and electronic formats: • Council Website • Council Facebook • Links to community on-line noticeboards and Facebook sites.	Provides information to the community in a range of formats with the aim of reaching broad and diverse audiences. Aims to engage with vulnerable communities.	7.4 7.4.1 DP 7.12 DP 7.13	Executive Officer	Operational	KPI: Range of media used to engage with the community. # Hits to website. # Followers on Facebook. # Council newsletters. # Columns &

	Printed: • Council newsletters, Information in the Monaro Post • Printed resources at Council centres Other: • Information stalls and Engagement at community events • Service Inter-agencies • Local radio promotions					pages in Monaro Post. # Interagency meetings hosted. # Information stalls. at community events. # Radio interviews.
Implements a range of community education campaigns on disability types, facts and issues	Provides community education campaigns linked with a range of National and International Campaigns. E.g: International Day of People with a Disability and Mental Health Awareness Week. Information on disability is promoted through activities of the Access Committees, local media and is linked to resources and displays at the libraries.	Promotes community awareness and knowledge on a range of long-term health conditions and disabilities. Provides opportunities for local people with disabilities to influence community attitudes about disabilities.	4.1 4.1.1 DP4.2	Community Support Services and Aged Care	Operational	# of community education campaigns Range of topics covered.
Supports community connection and capacity	Provides accessible community programs based around common interests and	Assists to build social friendship and support networks among people	4.2 4.2.1 DP4.6	Community Support Services and	Operational	# and range of community development

	skills: E.g. Mobility Scooter user groups, training in scooter use, social outings and feedback to Council on access issues; and Scallywags children's activities group for children with behavioural challenges. Social and recreational activities.	with similar interests, skills and needs. Provides opportunities to participate in community based activities.		Aged Care		programs
Provides opportunities for people with disabilities to participate in their community.	Provides most community events at accessible sites, with some facilities to support the attendance of people with disabilities, E.g: • Access to the event site • Accessible toilets • Accessible parking	Provides some opportunity for people with disabilities to participate in community events. Provides limited interaction and learning between people with disability and other community members.	4.1 4.2.1 DP4.2	Economic Development & Tourism (Community Development Officer)	Operational	# of events held at accessible sites
Provides People with Disabilities with opportunities to participate in their community.	Provides an annual event in partnership with community organisations that celebrates International Day of People with a Disability.	Assists to build community capacity in implementing community events. People with disability have opportunities to participate in community life and	4.1 4.2.1 DP4.2	Economic Development & Tourism Community partner organisations.	Operational. & Community partner resources.	Annual event provided to celebrate International Day for People with Disabilities.

		connect with others in their community. Promotes visibility of and interaction with people with disability to help raise awareness of their abilities and contributions to the community.				
Staff members provide inclusive customer service and a positive attitude towards people with disabilities.	Staff members treat customers with respect and provide inclusive customer service. Staff assist people with disabilities where needed to: • Access into and move around within Council premises. • Use Council's website and on-line application forms to conduct their business and find information. Provides customer service and face to face communication at central locations at: • Council business offices • Libraries • Visitor Information Centres	Provides people with disabilities with assistance that meets their specific needs. Assists people with disabilities to participate in Council services and facilities.	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational	High quality rating for customer service in Council's Community Satisfaction Survey # complaints regarding discriminatory customer service in Council's customer complaints system

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

FOCUS AREA 1: DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Responsible Manager**	**Resourcing Strategies**	**Annual KPI's**
Implement inclusive community engagement processes and activities.	Develop a community engagement policy based on the spectrum developed by the International Association for Public Participation (IAP2). Include inclusive community engagement tools and methods; and Promote this to Staff and make it available on Council's intranet.	People with disabilities are included in Council's decision making processes and People with disabilities are aware of and included in Council's services and facilities.	7.4 7.4.1 DP7.12	Executive Officer	Operational	KPI: Community Engagement Policy produced. KPI: Range of inclusive engagement tools in use.
Use inclusive language and inclusive images in Council communication with the community.	Place resources on current inclusive language and stock and local images representing the diversity in the local community on Council's intranet as a communication resource	Communication with the community uses current inclusive language and reflects the diversity of the local community. People with disabilities are	7.4 7.4.1 DP7.12			

	for staff.	more visible within Council's communication.				
Develop policy and procedures for inclusive community events.	Develop a policy on Inclusive Community Events. Develop procedures that help staff to implement inclusive community events, for example: • An event site access audit checklist. • Hire accessible equipment such as portable accessible toilets where a site has no accessible toilets or accessible pathways to key event facilities. • Provide disabled parking and accessible drop and ride areas. • Include information on access in event promotion. • Promote events in accessible formats.	Events are inclusive. People with disability have opportunities to participate in community life and connect with others in their community. Inclusive events promote visibility and acceptance by the broader community of people with disability as they participate in daily activities.	4.1 4.1.1 DP 4.2	Economic Development & Tourism	Operational	KPI: No of event access audits completed. KPI: % audit recommendations implemented.
Develop a program of community education and awareness	Profile local people with disabilities in a positive way E.g. achieving in and contributing to their	Increase awareness of the skills and achievements of people with disabilities and of the contributions made to the	4.1 4.1.1 DP4.2	Community Support Services & Aged Care	Operational	# of articles presented in Monaro Post, Council Newsletter and Social

sessions that showcase the contributions, skills and experiences of local people with disabilities.	community or as Council staff. Present segments on community radio stations. Prepare articles: • The Monaro Post • Council newsletter, and • Social media platforms. Explore opportunities to work with Paralympians through the ski-resorts to help deliver community education campaigns.	community by people with disabilities.		Community Radio Station		Media sites. # of segments on community radio station.
Improve accessible business practice enabling people with disabilities to access the goods and services they need.	Support businesses to understand the value of being inclusive and how to adopt inclusive business practices by: • Providing information on how to make a business accessible. • Providing information on the economic and social benefits of accessible business practice; and • Establishing	Improve awareness of business operators and service providers of the challenges faced by people with disabilities in accessing businesses and services they need. Improving awareness of business operators and service providers in the economic and social benefits of becoming accessible.	3.1 3.1.3 DP 3.6	Economic Development & Tourism	Operational & Partner resourced.	# of information resources sourced and promoted to business on accessible business practice. Partnership sought from business networks and chambers of commerce for Accessible Business Awards

	Accessible Business Awards for Accessible Premises and Accessible Employment in partnership with business networks and chambers of commerce.	Encouraging and rewarding best practice in providing accessible businesses.				Award process developed and implemented.
Identify two to three facilities for access improvements arising from the recent audit of Council premises, and complete works quickly.	Implement two to three facilities for access improvements arising from recent audits, where works are of high priority and low cost and can be completed quickly. Implement 'Quick Wins' to promote the Disability Inclusion Access Plan.	Improve community confidence that Council will act following feedback provided during Disability Inclusion Access Plan community engagement process.	7.4 7.4.1 DP7.12	Asset Management & Engineering Services	Operational	2 to 3 improvements to access Council facilities implemented within 6 months of launching the DIAP
Complete mapping of the locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.	Complete mapping of the locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.	Council services, infrastructure and facilities are provided in locations where 'vulnerable' people live. Council services, infrastructure and facilities improve community: • Connection & support • Mobility • Access to goods and	4.3 4.3.1 DP4.11	Community Support Services & Aged Care	Operational	Social mapping of vulnerable communities completed.

		services				
Provide a range of staff training opportunities to improve inclusion.	Include a diversity training component in the staff and councillor induction processes to raise awareness of disability, cultural and gender diversity.	Improved Staff awareness on access and inclusion and ways to improve interaction with Council customers and other staff members who have disabilities.	7.3 7.3.1 DP7.8	Human Resources Management		

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY

Goal: To implement the principles of universal design in the development of community purpose buildings, spaces, facilities, programs and services, to create an inclusive community in which people with disabilities have opportunities to participate fully in community life.

Universal design promotes the use of community environments, services and programs by all people of different ages and abilities, over time, to the greatest extent possible, without the need for adaptation or specialised design.

Link to the SMRC Delivery Program 2014-17

Key Direction Two: Expanding connection within the Region and beyond:

2.1 An adequate and accessible transport network within and beyond the region (service and infrastructure): 2.1.1 Support the development of integrated public transport systems that support our community year round.

2.2 Transport infrastructure that is safe and sustainable and meets the changing needs of the community: 2.2.1 Provide a safe accessible and sustainable transport network.

Key Direction Three: Strengthening Our Local Economy

3.1 A diverse and strong year round economy: 3.1.1 Support emerging opportunities based on the Region's natural assets and location to improve economic sustainability

Key Direction Four: Creating a safer, healthier and thriving community:

4.3 Increased region-wide access to a range of health and wellbeing services that respond to changing needs: 4.3.1 Encourage the provision of a diverse range of quality health care services within the Region.

4.4 Increased year-round safety for all: Protect the health, safety and wellbeing of residents and visitors through the provision of both proactive and reactive environmental health programs.

Key Direction Five: Enhancing our healthy, active lifestyle.

5.2 Increased provision of recreational facilities and services Region-wide: 5.2.1 Develop and maintain a safe, sustainable and healthy recreational and sporting facilities for maximum community use and value.

5.3 The provision of high quality, connected open space: 5.3.1 Provide and maintain appropriate range of high quality, passive and active open space areas to support our growing population and visitors.

Key Direction Six: Managing development and service delivery to retain the things we value.

6.2 Well planned, efficient and sustainable development that complements our natural and cultural heritage: 6.2.1 Enhance the liveability of the Region's Towns, villages and rural areas

Key Direction Seven: Providing effective civic leadership and citizen participation:

7.2 Effective representation and advocacy on behalf of the community: 7.2.1 Council will work for the community to obtain additional sources of funding to achieve community goals.

7.3 Council delivers services to the community that are appropriate to its available resources: 7.3.1 Council will manage service delivery in an efficient sustainable way.

7.4 Council provides open and accessible participation and communications processes: 7.4.1 Through the use of meaningful consultation methods, Council engages with the community to identify agreed outcomes.

WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Responsible Manager**	**Resourcing Strategies**	**Annual KPI's**
Develops and implements a Pedestrian Access Mobility Plan (PAMP).	Develops and implements a Pedestrian Access and Mobility Plan (PAMP) and capital works program to improve footpaths, pedestrian crossing points, perambulator ramps and other pedestrian infrastructure.	Enables access to key services and facilities by people with disabilities. Provides connectivity between key destination points. Improves independence in mobility and daily tasks and to improve participation in community life.	2.2 2.2.1 DP2.7	Asset Management & Engineering Services	Operational	Maintain the implementation of the footpath maintenance and construction program % of tasks implemented under the PAMP. # Pram ramps improved or provided. # Kms of footpath improved or provided. # Pedestrian crossing points improved.
Provides disabled car parking spaces within Council owned car parks.	Provides disabled parking spaces in compliance with Building Code of Australia & Australian Standard (AS	Improves access to a wide range of goods, services and facilities for people with disabilities.	2.2 2.2.1 DP2.6	Asset Management & Engineering Services	Operational	Maintain the provision of disabled parking in accordance with AS

	1428) – Design for Access and Mobility.	Supports connection to and participation in community life.				1428 and ratios established in BCA % Disabled car spaces across Council owned carparks.
Provides accessible public toilets that comply with Australian Standard (AS 1428) – Design for Access and Mobility.	Provides accessible public toilets and promotes them on the National Public Toilet Map. Toilets are located at: • Adaminaby Public Toilets • Berridale Public Toilets • Bombala Swimming Pool • Bombala, Monaro Hwy • Bredbo Centennial Park • Cooma Centennial Park • Cooma Lions Park 1 • Dalgety, Brierly Street • Delegate Memorial Park • Jindabyne Town Centre • Jindabyne, Kalkite St • Jindabyne Banjo Paterson Park • Jindabyne, Barry Way • Lake Williams, Nimmitabel • Numeralla River	Improves access to public toilets for people with disabilities. Supports connection to and participation in community life.	5.2 5.2.1 DP5.2	Facilities Management	Operational	Maintain the provision of accessible public toilets in accordance with AS1428. % of public toilets that are accessible.
Provides accessible community & health centres	Provides community centres in accordance requirements of disabled access under the National Premises Standards, Building Code of Australia and	Improves access to community centres for people with disabilities. Supports inclusion in	4.3 4.3.1 DP4.11	Facilities Management	Operational	Maintain the provision of accessible community centres.

	AS1428, at: • Bombala Community Centre • Snowy River Community Services, Berridale • Werri Nina Centre, Cooma Community and health centres provided in partnership with non-profit, health and private medical practitioners: • Snowy Mountains Neighbourhood Centre, Jindabyne • Snowy River Health Centre, Jindabyne	community programs and services and provides connection with others. Provides opportunities for social and friendship support networks. Provides access to local health services, reducing the cost and time involved in travelling to Canberra or Sydney				# Complaints received relating to disabled access. # Complaints received relating to service provision.
Provides services and programs for people with disability and their families and carers.	Provides disability services and programs under the National Disability Insurance Scheme (NDIS), including: • Assistance with personal activities and participating in community activities • Assistance with daily tasks through the shared living centre. • Day care centre and programs. • The Life Skills and Development Program. • Assistance with household tasks. • Assistance with Life	Provides access to services and facilities locally, reducing costs and difficulties in travel. Provides support, learning and personal development opportunities for people with disabilities. Supports inclusion in community programs and services and provides connection with others. Supports families and carers of people with disabilities. Supports transport to	4.3 4.3.1 DP4.11	Community Support Services & Aged Care	Operational	Maintain service provision at Werri-Nina Centre. Annual participation #'s for: • Day centre. • Life skills program. • Assistance with personal & community activities. • Assistance with household tasks. • Respite programs. • Community Connect

	Stage, Transition • Respite programs. • Assistance with NDIS plan management. • Home Maintenance and Modification Program. • Community Transport Scheme. • Meals on Wheels Service. • Community Connect Program. • Community Nursing. • Contact Centre • Scallywags Specials Needs Activities Group for Children. • Carers Support Group. • Trailblazers Mobility Scooter Group. • Stress Less and Progress. • The Tuesday Club.	medical, shopping and personal appointments.				Program. • Scallywags Group. • Contact Group. • Trailblazers Group. • Stress Less and Progress Program. • Tuesday Club. # Home maintenance or modifications. # Meals provided. # Transport services provided. # Community Nursing visits.
Employs a Disability Services Officer.	Links people with disability and their families and carers with supports, networks and resources.	Improves independence for people with disabilities. Provides access to information on disability services and supports to improve choice of services and meet needs of people with disabilities.	4.3 4.3.1 DP4.11	Community Support Services & Aged Care	Operational	# people with disabilities assisted # carers assisted

Provides community organisations with small grants.	Provides community organisations to support their facilities, services and activities.	Provides opportunities for community connection and support to people with disabilities and health conditions.	7.2 7.2.1 DP7.6	Chief Financial Officer	Operational	# and range of organisations provided with grants
Audits Council facilities for condition and access and implements a program of upgrades to Council facilities.	Audits Council facilities for condition and access and implements a program of upgrades to Council facilities. Facilities include: Public toilets, sporting and recreational facilities, community halls, community centres and Council business offices.	Improves access to a wide range of Council facilities for people with disabilities. Supports connection to and participation in community life.	5.2 5.2.1 DP5.2	Facilities Management	Operational	# and range of upgrades to access at Council facilities
Manages compliance with legislative requirements through its development application and approvals process and through its construction certificate process: • **National Disability (Access to Premises — Buildings)**	Manages compliance of construction works undertaken by developers of public and private buildings against requirements for access and mobility. For example: accessible doorways and ramps, bathrooms and toilets, lifts, car parking, continuous and accessible pathways of travel to a building and access into a building.	Provides appropriate, accessible housing for people with disabilities. Provides community purpsose premises that are accessible for people with disabilities. Accessible buildings meet future needs as well as current expectations of equity and fairness.	6.2 6.2.1 DP6.7	Development & Building Certification	Operational	# development approvals and construction certificates with requirements for access under Premises Standards, BCA & AS1428

Standards 2010 (Premises Standards) • **National Construction Code: Building Code of Australia (BCA)** • **Australian Standard (AS 1428) – Design for Access and Mobility**						
Manages compliance of housing development against State Environmental Planning Policies (SEPP's) to provide housing that meets the needs of people with a disability and frailty: • **SEPP (Affordable Rental Housing) 2009** • **SEPP (Housing for Seniors and People with Disabilities) 2004**	Manages compliance of housing development against: SEPP (Affordable Rental Housing) 2009 • Provides for affordable rental housing and • Enables secondary dwellings *(Affordable housing or secondary dwellings are not required to be accessible but must have accessible and continuous pathways and entry to dwellings).* SEPP (Housing for Seniors	Provides opportunity for affordable rental housing for people on low incomes. Provides for secondary dwellings where people with disabilities can live independently and close to their families and/or carer support networks. Provides opportunity for both independent and supported accommodation for people with disabilities, which meets the specific needs of people of all ages and abilities.	6.2 6.2.1 DP6.7	Development & Building Certification	Operational	# development approvals and construction certificates issued with requirements under SEPP (Affordable Rental Housing) 2009 # development approvals and construction certificates issued with requirements under SEPP (Housing for Seniors and People with Disabilities) 2004

	and People with Disabilities) 2004 • Provides for residential care facilities, hostels and group or self-contained accommodation. *(Housing for seniors and people with disabilities housing must be accessible).*					
Manages compliance of housing development against Australian Standard AS4299 Adaptable Housing.	Manages compliance of housing development against Australian Standard AS4299 Adaptable Housing to: Enable adaptable housing which is designed in such a way that it can be modified easily in the future to become accessible to people with disabilities or progressive frailties. Requires that one in four dwellings in multi-dwelling developments must be adaptable. Must provide accessible	Provides housing that meets specific needs of all users – ages and abilities. Supports independent living. Supports continued family and community networks.	6.2 6.2.1 DP6.7	Development & Building Certification	Operational	# development approvals and construction certificates

	pathways and entry to the dwelling, access common use areas, one accessible bedroom, accessible bathroom.					
Complies with legislative requirements and employs best practice principles in the design and delivery of new parks and recreational spaces.	Complies with legislative requirements and employs best practice principles in the design of its parks and recreational spaces. Best practice principles are drawn from multiple sources including: • State-wide best practice manuals. • Australian Standards for access-mobility (AS1428) 2010 and playgrounds (AS4686). • Kidsafe best practice guides for playgrounds. • Safer by Design (CPTED) principles for lighting and improving visibility and natural surveillance. • Touched by Olivia Foundation Guidelines for all abilities playgrounds.	Improves access, mobility and safety for people using parks and recreational spaces. Provides inclusive active and passive parks so people with disabilities can participate in recreation.	5.3 5.3.1 DP5.4	Facilities Management – Parks and Recreation	Operational	Maintain compliance with Australian Standards and best practice guides when designing and delivering parks and recreational spaces. # upgrades to parks and recreational spaces with improved accessibility
Provides accessible facilities at swimming pools in: **Bombala**	Provides accessible toilets and change rooms, disability parking and disabled access within swimming pools in:	Improves access to recreational facilities for people with disabilities.	5.2 5.2.1 DP5.2	Facilities Management	Operational	Maintain the provision of accessible facilities at swimming pools

Cooma **Jindabyne**	Bombala Cooma Jindabyne Provides a mobile wind down hoist to the pools. Staff are available to support the use of the lift.	Supports connection to and participation in community life.				# complaints received in customer complaints system
Provides accessible swim programs at: **Cooma** **Bombala** **Jindabyne**	Provides swim programs to people with disabilities in a range of formats: • Individual classes on a one to one basis tailored to specific needs. • Group aqua fitness classes for disability services. • Inclusive classes, integrated within regular classes.	Improves access to recreational facilities for people with disabilities. Supports connection to and participation in community life.	5.2 5.2.1 DP5.2	Facilities Management	Operational	Maintain the provision of accessible swim programs at swimming pools. #complaints received in customer complaints system
Provides subsidies and education programs to pensioners and people experiencing financial difficulty.	Discounts dog registration fees for people who hold a pensioner card. Provides free registration for assistance dogs, however this excludes therapy dogs. Delivers a subsidised	Provides low or no cost options for people with disabilities to register, micro-chip or de-sex an assistance dog or pet.	4.4 4.4.1 DP4.16	Environmental Management	Operational Pay it Forward Grant Funding	# assistance dogs registered for no fee. # pets registered under pensioner subsidy # pets participating in the Pay it Forward Program

	de-sexing, microchipping and vaccination program as part of the "Pay It Forward" Program. This is aimed at people who are experiencing financial difficulty. It doesn't require a pension card, just a declaration that a pet owner needs help.					

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support an inclusive community.

FOCUS AREA 2: CREATING A LIVEABLE COMMUNITY						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Project leader**	**Resourcing Strategies**	**KPI's & Statistics**
Consult with the community on the development of a Regional Pedestrian Access and Mobility Plan (PAMP).	Conduct a community engagement process in the development of a four year Regional PAMP, which aligns with Council's delivery plan. Continue to revise the PAMP in response to community feedback received through the customer complaints system.	Identifies areas of high use by people with disability, the elderly and parents with prams and assign priorities for works. Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams.	2.2 2.2.1 DP2.7	Asset Management & Engineering Services	2018/19 One off engagement process resulting in a four year program to align with delivery plan.	Regional Pedestrian Access and Mobility Plan (PAMP) produced. Community engagement with target audiences held. # complaints from

	Implement a checklist to ensure consultation reach extends to people with disability (amongst other target audiences). Develop a Regional standard process for assessing priorities for providing pedestrian infrastructure.	Improves access and mobility to key services and facilities and connectivity between key destinations.				customer complaints system on pedestrian infrastructure
Consult on the development of new community purpose buildings and public spaces and recreational facilities owned by Council, with: • **Council staff across all relevant functional areas; and** • **The community including people with disabilities.**	Create cross functional teams of Council staff for the planning and development of Council's new community purpose buildings, facilities and public places (including parks and playgrounds). Conduct a community engagement process including people with disabilities in the development of Council's new community purpose buildings and public places (including parks and playgrounds).	Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams. Improves access to and mobility within new Council services and facilities.	7.4 7.4.1 DP7.13	Asset Management & Engineering Services	On a project by project basis.	Community engagement process implemented on the design of new Council owned community purpose buildings.
Include resources on universal design and best practice in disabled access for community purpose development (E.g. Medical Centres and Retail centres) on Council's on-line	Include resources on universal design and best practice in disabled access for community purpose development (E.g. Medical Centres and Retail centres) on Council's on-line development application webpage.	Provides developers of community and retail facilities with information to help improve disabled access to community buildings and spaces. Improves access to goods and services and	6.2 6.2.1 DP6.7	Development & Building Certification	Operational	Resources on universal design and access best practice located on Council's website.

development application webpage.	*Universal design principles guide the development of inclusive public buildings and spaces that can be used by all people.*	participation in community life for people with disabilities.				
Seek interest from chambers of commerce and business networks for the development of a Business Award for: • **Best Practice in Physical Access and Mobility within a business premises; and** • **Accessible employment**	Seek interest from chambers of commerce and business networks for the development of a Business Award for: • Best Practice in Physical Access and Mobility within a business premises; and • Accessible employment Prepare a position paper for consideration of Council, chambers of commerce or business networks containing award criteria, process and potential funding sources.	Promotes access and mobility within local businesses for people with disabilities. Provides people with disabilities with access to a broad range of services and facilities and to improve their participation in community life. Assists local businesses to expand their reach (to people with disabilities, the elderly and parents with prams).	3.1 3.1.1 DP3.4	Economic Development & Tourism	Operational (staff resources) Funding: local business	Position paper on business award for Best Practice in Physical Access and Mobility; and Accessible Employment, completed. Interest sought from chambers of commerce and business networks.
Prepare a report to Council proposing a small grant program to support local business with minor modifications to improve disabled access to and within their premises.	Prepare a report for Council's consideration on a proposal to establish a small grant program for minor improvements to disabled access to, from and within local business premises. • The report would propose Council funding up to	Promotes access and mobility within local businesses for people with disabilities. Provides people with disabilities with access to a broad range of services and facilities and to improve their participation	3.1 3.1.1 DP3.4	Economic Development & Tourism	2018/19 Report produced. 50% Council Budget bid for additional funds	Report prepared for Council proposing a small grant program to support local business with minor modifications to improve disabled access to and within their premises.

	$2,500 per applicant - applicants would match funding on a $ for $ basis, as a minimum. • Grant eligibility criteria. • Grant application and selection process. • Total grant pool. • Potential funding sources.	in community life. Assists local businesses to expand their reach (to people with disabilities, the elderly and parents with prams).			50% Matched by Businesses.	
Provide small business with information and educational resources to improve access.	Provide small business with information and educational resources to improve access, E.g. Good Access is Good Business Guide, Small Business Access Self-Assessment Guide, and The Tradie's Guide to Good Access. Provide these resources on Council's website. Promote these resources to business.	Provides local business with information and tools to improve access to their business. Assists local businesses to expand their reach to people with disabilities, the elderly and parents with prams. Improves access to goods and services for people with disabilities.	3.1 3.1.1 DP3.4	Economic Development & Tourism	Operational	# and range of educational resources to improve access provided on Council's website
Accessible Public Transport	Advocate to Transport NSW and local bus companies to increase bus services within the Region. Advocate to Transport NSW to partner with SMRC Community Transport Service	Provide the transport disadvantaged with increase connection from rural townships to larger Centres including Canberra, Cooma and Bega.	2.1 2.1.1 DP2.3	Economic Development & Tourism	Operational	Advocacy to Transport NSW completed.

	to connect Bombala and Nimmitabel with the Snowy Mountains Hwy bus route.					
Improve access to and within the Snowy Monaro Regional Council Office in: • **Cooma &** • **Berridale**	Improve access to and within the Snowy Monaro Regional Council Offices in Cooma and Berridale in accordance with recommendations in the Facilities Condition and Access Audit 2017.	Improves access to Council's business and services by people with disabilities. Reduces physical barriers to employing people with disabilities. Improves access to Council meetings and participation in Council's decision making processes of people with disabilities.	7.3 7.3.1 DP 7.9	Facilities Management	Budget bid for additional funds – capital works	Works completed to improve access to and within the Cooma Council Office

FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Goal: The retention and attraction of a diverse Council workforce, which reflects the community it services. Support the goals within the National Local Government Workforce Strategy 2013-20.

Links with the SMRC Link to the SMRC Delivery Program 2014-17

Key Direction Seven: Providing effective civic leadership and citizen participation

7.3 Council delivers services to the community that are appropriate to its available resources: 7.3.1 Council will manage service delivery in an efficient and sustainable way as an employer of choice to meet the needs of the community in the long-term

WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive workforce.

FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Project Leader**	**Resourcing Strategy**	**KPI's & statistics**
Council uses merit based recruitment and employment systems in accordance with legislative and policy requirements.	Implements employment selection criteria, skills and tasks contained in position descriptions. Assesses job applicants against objective position descriptions, selection criteria, skills and tasks. Obtains a medical assessment of a preferred job candidate's capacity to perform the position requirements.	Provides an objective process to assess the capacity of job applicants to perform job requirements. Provides a work environment that supports an employee to perform the tasks required for their job.	7.3 7.3.1 DP7.8	Human Resources Management & Staff responsible for recruitment and management of staff.	Operational	Maintain a merit based recruitment and employment systems in accordance with legislative requirements. % of staff who self-identify as having a disability during the recruitment process.

Completes worksite assessments for staff as required under Work Health & Safety legislation.	Risk assessment officers conduct worksite assessments for staff and adjust work stations for correct ergonomic fit. Worksites are adjusted where required to meet specific needs of workers Adaptive equipment is provided to staff where required within reason.	Improves access to and ongoing support with employment for people with disabilities. Supports the health and safety of employees.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational	Continue to conduct worksite assessments. # work site assessments completed. % work site modifications completed.
Promotes a diverse workforce through compliance with legislative, policy and planning requirements for staff recruitment and management.	Complies with legislative and policy requirements for the recruitment and ongoing management of Council staff. Operates within the parameters of: • Local Government State Award (2014), • Industrial Relations Act and Regulations (1996) NSW • Work Health & Safety Act and Regulations (2011) NSW • Anti-Discrimination Act (1977) NSW, • Disability Inclusion Act (2014) • Local Government Act 1993 • Council's Human Resourcing Strategy. • Council's Equal Employment Opportunity Policy and Plan • Council's Code of Conduct.	Supports an inclusive and safe work environment. Provides opportunities for people with disabilities to access meaningful employment. Provides Council with an additional source of skilled employees within the labour market.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management & Staff responsible for recruitment and management of staff.	Operational	Maintain compliance with legislative and policy requirements for the recruitment and management of staff.

Provides training in anti-discrimination legislation and Council's Equal Employment Opportunity Policy and Code of Conduct in Staff induction programs.	Provides training on anti-discrimination legislation and EEO policies in staff induction programs.	Provides a non-discriminary work environment that supports workplace diversity. Promotes inclusive and respectful customer service.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational	Maintain an induction program with an EEO and Code of Conduct training component. # & % staff trained anti-discrimination legislation and Council's EEO policy and Code of Conduct # Staff grievances relating to discrimination. # Customer complaints relating to discrimination.
Provides staff with training on Council's Vision and Values to develop organisation culture, which is: • **Solutionary** • **Together** • **Accountable** • **Innovative** • **Caring**	Provides all staff with training on Council's Vision and Values to develop organisation culture, which focuses on being: • Solutionary • Together • Accountable • Innovative • Caring	Promotes a work place culture which is collaborative, inclusive and caring. These values support workplace diversity. Promotes inclusive and respectful customer service.	7.3 7.3.1 DP7.8 DP7.9	Executive Office & Human Resources Management	Operational	Maintain staff training in organisational vision and values # & % staff attending vision and values training.

Inclusive and non-discriminatory behavioural capabilities are included in Council's position descriptions and Code of Conduct.	Council position descriptions contain behavioural capabilities for inclusive and respectful behaviour. Behaviour is monitored and managed continuously and within an annual performance appraisal process. Action plans are developed and implemented for staff who do not meet the behavioural capabilities.	Staff are managed to display inclusive and respectful behaviour towards each other and community members.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management & Staff responsible for recruitment and management of staff	Operational	All position descriptions contain criteria on EEO and WHS requirements. Annual performance appraisals completed for all staff.
Provides flexible working arrangements and a contemporary workplace through measures like: • **Flexible and part-time work hours.** • **Job sharing arrangements.** • **Working from remote locations.**	Provides staff with access to a range of flexible and contemporary working arrangements that support the needs of people with disability such as: Reduced and flexible work hours, through part-time or job sharing arrangements. Working from remote locations. Providing technology that supports working from remote locations. Work arrangements are negotiated based on employee and organisation requirements.	Supports reasonable adjustment to jobs to enable the employment of people with disabilities. Provides a range of options that can be implemented to support modifications to tasks once needs have been identified for staff with disabilities.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management & Staff responsible for recruitment and management of staff	Operational	Maintain a range of flexible working arrangements for staff. % Part-time hours # Remote worksite assessments and modifications completed.

Uses the staff intranet as a central location for information on all employee related matters.	Uses the staff intranet as a source of information on policies, resources and programs to support staff. Promotes the intranet within the new employee information package and on staff induction.	Staff have easy access to information on a wide range of employment related matters. Provides information on the supports available to staff with disabilities.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational	Maintain information on supports available to staff on the Intranet.
Provides staff with access to counselling through the Employee Assistance Program.	Provides free counselling and support under the Employee Assistance Program (EAP) for staff experiencing personal and work related difficulties. EAP is promoted in new employee information package, on staff induction and on the Staff intranet.	Improves health, wellbeing and work outcomes for staff.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational	Maintain the provision of the Employee Assistance Program.
Engages Disability Enterprise 'Cooma Challenge' as the contractor for operations at the Cooma Swimming Pool and to provide park maintenance services in Cooma.	Engages Disability Enterprise 'Cooma Challenge' as the contractor for operations at the Cooma Swimming Pool and to provide park maintenance services in Cooma.	Provides employment opportunities for people with disability. Provides quality contracting services for Council.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational	# Disability Enterprise Services providing Council with services

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive workforce.

FOCUS AREA 3: SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Project leader**	**Resourcing Strategy**	**KPI's**
Establish a Peer Support Program to Staff.	Establish a Peer Support Group and train Group members to provide general support and information on resources to help colleagues who are experiencing a range of difficulties. Promote the Peer Support Program in new employee information package, on staff induction and on the Staff intranet.	Improves health, wellbeing and work outcomes for staff.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	2019-20 Operational	Peer Support Program established. Member training opportunities provided.
Further explore opportunities to establish working relationships with disability employment services (DES) and TAFE to offer job placements in Council.	Identify worksites that have jobs or tasks available that are able to be modified to meet individual and organisational needs. Identify Managers willing to champion the process. Develop agreements, policies and procedures required to	Provides opportunities for people with disabilities to gain employment skills and experience and permanent employment. Assists young people with disabilities to transition from education to work.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	2018-19 Investigate relationship with DES. Operational	Process for establishing working relationships with disability employment organisations & TAFE investigated.

	support working relationships with Disability Employment Services (DES). Work with DES to evaluate the process and consider ongoing relationships.					
Provide information and resources to managers on the supports available to employ people through disability employment services. **Provide these resources to local businesses.**	Provide information and resources to managers on the supports available to employ people through disability employment services. E.g: • Support workers that provide on the job assistance • Assisting technologies and equipment for reasonable adjustment of worksites • Workplace subsidies for volunteering and traineeships • Methods of calculating wages based on productivity. Place information on the staff intranet. Place this information on Council's website and promote its availability to local businesses.	Improves knowledge of Council staff and business operators on supports available to employ people with disabilities. Improves opportunities for people with disabilities to gain employment skills and experience and permanent employment.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	2018-19 Operational	Range of information on DES resources and supports placed on intranet and Council's website Information promoted to local business within the region.

Advocate to NSW Education to provide transition to work programs for young people with disability at local high schools.	Advocate to NSW Education to provide transition to work programs for young people with disability who are leaving local high schools to enter the workforce.	Better prepares young people with disability to transition from school to work.	7.3 7.3.1 DP7.8 DP7.9	Economic Development & Tourism (Community Development)	Operational	Advocacy to NSW Education for increased transition to work programs completed.
Deliver a community education campaign highlighting the contributions made to the Council workplace and the resulting outcomes for the community.	Identify people with disabilities working within Council and seek their participation in a community education campaign that promotes employment for people with disabilities. The campaign could profile: • The worker's role at Council and their achievements • Positive employment experience for Council • Positive outcomes for the community. Link these articles with the broader community education campaign listed in Focus Area One.	Provides factual information and positive experiences and outcomes of employing people with disabilities. Encourages employers to consider employing people with disabilities.	7.3 7.3.1 DP7.8 DP7.9	Economic Development & Tourism (Community Development)	Operational	# of articles placed on Council's web and Facebook pages. # of articles featured in Council's page in the Monaro Post # Editorials in the Monaro Post. # Community radio interviews.
Consult with people with disabilities, employment agencies and TAFE	Establish a project in partnership with the Regional Access Inclusion Committee to:	Improves opportunities for people with disabilities to gain employment skills and experience and permanent		Economic Development & Tourism	Operational	# forums held to discuss accessible employment practices and

on employment practices and opportunities.	• Provide informal meetings between:
	  ○ People with disabilities;
	  ○ Employment agencies
	  ○ NSW TAFE staff and
	  ○ Council Human Resources staff and Managers
	• Discuss employment practices and opportunities for people with disabilities.
		employment.		(Community Development)
				
				Regional Access Inclusion Committee
						opportunities.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES

Goal: To provide inclusive Council services and information, which helps to reduce the barriers faced by people with disabilities when navigating Councils systems and processes. Council will provide quality customer service, accessible services and accessible options for communicating, accessing information or providing input or feedback to Council.

Links to the SMRC Delivery Program 2014-2017

Key Direction Three: Strengthening our Local economy.

3.1 A diverse and strong year round economy: 3.1.4 An expanded tourism sector throughout the Region.

3.2 Robust local education, employment and lifelong learning opportunities: 3.2.1 Further develop pathways to employment and lifelong learning opportunities for our Region.

Key Direction Four: Creating a safer, healthier and thriving community.

4.2 increased Region-wide access to a range of health and wellbeing services that respond to changing needs. 4.2.1 Encourage the provision of a wide and diverse range of quality health care services within our Region.

Key Direction Seven: Providing effective civic leadership and citizen participation.

7.1 Governance systems reflect Council's accountability to the community: 7.1.2 Council ensures that its policies, systems and delegations meet statutory obligations.

7.2 Effective representation and advocacy on behalf of the community: 7.2.2 Council will represent the community to all levels of government. It will lead open communication and active coordination to avoid cost shifting and tom minimise duplication.

7.4 Council provides open and accessible participation and communications processes: 7.4.1 Through the use of meaningful consultation methods, Council engages with the community to identify agreed outcomes.

WHAT COUNCIL IS CURRENTLY DOING

This section presents strategies which Council already has in place to support a diverse and inclusive community.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Responsible Manager**	**Resourcing strategies**	**KPI's & statistics**
Provides accessible resources at the Snowy Monaro Regional Library.	Provides accessible library resources in accordance with the interests and needs of people with disabilities. Provides free access to Wi-Fi and internet.	Enables independent and free use of resources at the library for people with disability. Supports access to information and services for people on low incomes.	3.2 3.2.1 DP3.9	Community Support Services & Aged Care	Operational	Maintain the provision of accessible resources at the Regional Library.
Provides a mobile library service to people living in townships across the Region.	Provides a mobile library service to people living in townships across the Region where no permanent library services operate. Reduces barriers to accessing the regional library in Cooma.	Enables free use of library resources in townships across the Region where no permanent library services operate.	3.2 3.2.1 DP3.9	Community Support Services & Aged Care	Operational	Maintain the operations of the mobile library. service. # Clients.
Communicates with the community in a variety of ways.	Operates a website that conforms to WACG level 3. It can be read by reading software, has capacity for audio and visual content and can accommodate communication devices.	Supports access to information on Council services and facilities in a centralised location which is accessible from home and a range of locations.	7.1 7.1.2 DP7.3	Governance	Operational	Maintain operation of Council's website at WACG level 3 or above. http://www.w3.org/WAI/WCAG30

	Web based services include: • Web forms. • Development applications. • Payment of rates. • Information on Council activities, facilities, services and contacts. Customer service staff assists people to locate information on the website, over the phone or when they present at the Counter.	Reduces barriers that prevent access to information, such as limited mobility and sensory impairment, poor physical access to services and facilities, and people who are housebound.				
Communicates with the community in a variety of ways.	Communicates with the community using on-line and social media sites like Facebook and Buy Swap and Sell and electronic noticeboards of Regional community associations and networks	Reduces barriers that prevent access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.	7.1 7.1.2 DP7.3	Governance	Operational	Maintain communication through a range of electronic formats. Continue to work towards Council's compliance with WCAG 2.0 A at http://www.w3.org/
Communicates with the community in a variety of ways.	Communicates Council business through: • Community organisations, including: schools, children's	Reaches people that may not access information through mainstream channels.	4.2 4.2.1 DP4.6	Community Support Services & Aged Care	Operational	Range of communication with organisations maintained. Information stalls at

	services, churches, youth centres, community centres, community service inter-agencies; and • Information stalls at events, shopping centres, other organisations activities.					community events and venues maintained.
Communicates with the community in a variety of ways.	Provides customer service at centrally located and high customer traffic locations as a first point of information on all Council facilities and services; at • Reception counters at Council business offices. • Community centres. • Libraries; and • Visitor information centres.	Supports direct and easy access to information on Council services and facilities in a centralised location and as a point of primary contact with Council. Provides face to face contact, reducing barriers associated with accessing information in on-line or telecommunications formats, such as lack of access to technology or lack of experience in its use.	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational	KPI: Maintain Council's customer service counter as a central and first point of information on all Council facilities and services. Statistics: No of staff trained in quality customer service.
Communicates with the community in a variety of ways.	Provides a Corporate Style Guide, which contains templates and adopted principles and formats that guide the written	Enables communication on Council business with people with print disabilities.	7.4 7.4.1 DP7.12	Chief Financial Officer	Operational	KPI: Council's Style Guide reviewed and link included to http://printdisability.org

	communication of Staff. The Corporate Style Guide is founded on principles within the Guidelines for Producing Clear Print: 2011 Roundtable on Information Access for People with Print Disabilities. The Style Guide is promoted to staff and made available on the Intranet.	Improves Council's written communication is with people with vision impairment				

HOW COUNCIL WILL BUILD ON WHAT IT IS CURRENTLY DOING

This section presents new strategies or those which will improve or extend the work that Council is already doing to support a diverse and inclusive community.

FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES						
Strategy	**Action**	**Outcome**	**Delivery Plan**	**Project leader**	**Resourcing Strategies**	**KPI's & Statistics**
Communicates with the community in a variety of ways.	Explore the current capacity of Council's telephone system to supports technology held by customers who are hearing or vision impaired. E.g. enables amplification or the conversion of voice to text.	Enables communication on Council business with people with hearing impairments.	7.1 7.1.2 DP7.3	Governance	Operational	Capacity of Council's telephone system explored for its ability to support assistive hearing technology.

Communicates with the community in a variety of ways.	Provide customer service staff with training and resources in sign language. Place a link on the staff intranet to the resources at Auslan Signbank http://www.auslan.org.au/ Auslan Signbank is a language resources site for Auslan (Australian Sign Language) Provide iPads at service counters to assist communication.	Improve communication with people with vision or hearing impairments.	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational	Link to Auslan Signbank http://www.auslan.org.au/ provided on Staff intranet
Supports communication with the Community through a range of formats.	Explore the use of webcasting equipment to broadcast Council meetings on-line. Recordings or a livestream of the Council meetings could be accessed by people with disabilities from their home at a time which would suit them.	Increases the accessibility of Council meetings. Includes people with disabilities in Council's decision making processes and provides access to information on Council services and facilities.	7.1 7.1.2 DP7.3	Governance	Operational	No and % of Council meetings broadcast on-line.
Supports communication with the Community through a range of formats.	Review the web content and web communication templates and tools to improve their accessibility, E.g: • System templates. • Communication	Improves Council's web-based communication with people with disabilities	7.1 7.1.2 DP7.3	Governance	Operational	% Web content reviewed for accessibility # & % Web templates reviewed for accessibility

	templates. • On-line forms. • On-line complaints mechanism.					
Provides information to the community in a range of formats.	Produce a Community Directory that incorporates information on accessible services and facilities. Investigate a range of platforms on which to locate the Directory; including: • Web-based • Mobile phone app • Printable from the web Incorporate a range of accessible services and facilities within a broader directory. E.g: • Public toilets • Bus routes and taxi services • Parks and playgrounds • Cafes and restaurants • Health & disability services • Retail stores Make directories available at centrally located and high customer traffic locations such as; • Reception counters at Council business offices.	Supports participation in local community life for residents of and visitors to Queanbeyan, Bungendore and Braidwood that have a disability. Improves economic activity within Queanbeyan, Bungendore and Braidwood.	3.1 3.1.4 DP3.8	Economic Development & Tourism	2018-19 Budget bid in 2018-19 operating plan.	KPI: Access maps produced for Queanbeyan, Bungendore and Braidwood. Statistics: No of hits to webpage.

	• Community centres. • Libraries; and • Visitor information centres.					
Supports engagement with and representation from people with disabilities.	Establish a Regional Inclusion Committee. Adopt a structure that enables the Committee to meet: As a combined group to address regional issues and exchange information, ideas and resources; and As three sub groups to address locality based issues in and around the following towns: • Bombala • Cooma • Jindabyne Explore ways that the Regional Inclusion Committee can attract wide representation and involvement in access issues. Establish a social media or					

	on-line platform for community input to Committee discussion on an issues basis.					
Advocate to other levels of Government for increases to and improvement in service provision.	Request that the National Disability Insurance Scheme (NDIS) Local Area Coordinator Uniting facilitate community information sessions in Jindabyne	Provides information on the National Disability Insurance Scheme (NDIS) to the community services that support people with disabilities.	4.2 4.2.1 DP 4.6 DP 4.7	Manager Community Development	Annual Operating Program	KPI: Request made to Uniting Queanbeyan Local Area Coordinator for the NDIS to attend QUANG and BANG. Statistic: NDIS Local Co-ordinator attendance at QUANG and BANG completed.
Advocate to other levels of Government for increases to and improvement in service provision.	Advocate to NSW Health for outreach services to operate from the new Snowy Monaro Health Centre in Jindabyne. Advocate to NSW to implement the recommendations contained in the Health Needs Assessment completed prior to the development of the Snowy Monaro Health Centre. Health services should include the people with disabilities E.g. community nursing, podiatry, mental health services, counselling services, medical script filling service and paediatric health services such	Provides access to health services that are targeted towards the needs of people with disabilities living in Jindabyne and surrounds. Decreases travel and accommodation costs associated with attending health services in Canberra and Sydney.	4.2 DP 4.6 DP 4.7 7.2 7.2.1 DP7.7	Manager Community Development	Annual Operating Program	KPI: Advocacy completed. Statistics: Number and range of outreach services operating at the Captain's Flat Multi-purpose Health Centre

	as physiotherapy, occupational therapy, speech therapy, and audiology.					
Advocate to other levels of Government for increases to and improvement in service provision.	Advocate to NSW Education for increased support for children with disabilities in primary and secondary schools in Jindabyne, for: • Increased disability support staff; • Learning support staff; • Increased disability support funding and resources. The need for additional funding for resources for children with disabilities in schools is linked to the increased need for additional disability health and support services in Jindabyne. School support staff is unable to source local health and support services for children with disabilities. This in-turn can impact on a child's learning and wellbeing at school.	Provides access to education in a way that meets the needs of children with disabilities attending school in Jindabyne.				

SNOWY MONARO REGIONAL COUNCIL DISABILITY INCLUSION ACCESS PLAN 2017-21

Appendix one: summary of discussion points arising from engagement

FOCUS AREA ONE: IMPROVING ATTITUDES AND BEHAVIOURS TOWARDS PEOPLE WITH DISABILITIES

1. Community focus: Council could change community attitudes by being an advocate and role model in providing inclusive services and facilities.

- Maintaining strong community connections and capacity:
  - Smaller communities know and help their neighbours. They provide informal support to people with disabilities through family, friend, neighbour and social networks.
- Community education campaigns to:
  - Profile local people with disabilities in a positive way, for example achieving in and contributing to the community or as Council staff.
  - Raise awareness of the facts around a range of health conditions and disabilities that build on national or international awareness campaigns.
  - The ski resort disabled sport programs provide a great opportunity to promote the interests of people with disabilities locally. Paralympians train at Thredbo and Perisher. A partnership between ski resorts, Paralympians, NSW Office Recreation could help fund raising initiatives and support grant applications.
- Opportunities for people with disabilities to participate in their community such as:
  - Accessible community events.
  - Accessible community programs based around common interest and need: e.g. mobility scooter groups, activities for children with challenging behaviours.
- Supporting businesses to become inclusive through:
  - Business access awards linked to promotional opportunities to showcase best practice in inclusive employment.

2. Internal focus: Council's senior management could lead change and support the development of staff awareness and implementation of inclusive practices in the delivery of Council services and facilities.

- Provide a range of training opportunities to improve inclusion:
  - Include a diversity training component in the staff and councillor induction processes: raising awareness of disability, cultural difference and gender difference.
  - Provide key staff: managers and supervisors with training in the benefits of workplace diversity and how to support workplace diversity.
- Encourage staff to have inclusion front of mind when delivering community events, providing community information, providing community services and when designing and building public spaces and community purpose buildings and facilities.

- Staff can to improve their knowledge on the areas where vulnerable community members live and advocate for the provision of services, infrastructure and facilities in these areas.
- Staff in front line community services such as visitor information centres, libraries, Council business office front counters have positive and supportive attitudes. They provide high quality customer service to a range of vulnerable people.
- Council can use inclusive language in its communication.
- Council can prioritise access improvements arising from audits as high risk/need and low cost and implement some improvements quickly. 'Quick wins' for immediate action and to gain confidence of the community that consultations lead to action.

FOCUS AREA TWO: CREATING LIVEABLE COMMUNITIES

- Providing accessible footpath networks is a high priority in each town. A regional standard is needed for the provision of footpaths.
- A regional Pedestrian Access and Mobility Plan is needed.
- The provision of accessible public toilets and accessible car parking spaces is also a priority.
- Inclusive design is important when developing new community purpose buildings and facilities. Meets needs of changing demographics; increase in young families, increase in people with disabilities and their carers, and an ageing population.
- Audits of Council's regional facilities are needed to assess their condition and accessibility. These facilities include public toilets, parks, sporting and recreation facilities, community halls, community purpose buildings and Council business offices.
- The Cooma Council office is a high priority for access improvements.
- Accessible public transport is high priority for Bombala and surrounding towns.
- Accessible business premises are a high priority. Many buildings are old, have heritage restrictions and are not accessible. Council could provide support to businesses through grants, access awards, good access guides and resources and access self-assessment tools.
- Council provides community organisations with small grants. These organisations can provide opportunities for community connection and support to people with disabilities or health conditions. E.g. Men's sheds.
- Staff needs to find sources of revenue to be able to afford improvements.
- Council can deliver its services in an innovative way to assist people with disabilities (and others with specific needs) e.g. the wheel in/out waste collection service.
- Council is a direct provider of disability services and is a registered provider under the NDIS. Council services and facilities Include:
    - Werri Nina Centre (Cooma). Day programs, Meals on Wheels home delivered and centre based meals; operating from Berridale, Bombala and Cooma. Home Maintenance and Modification Service, Community Nursing, Community Connect Program.
    - Yallambie Lodge Residential Aged Care Facility (Cooma).
    - Bombala Community Centre.

- Jindabyne Health Centre.
- Community Transport: a door to door service to attend medical and social appointments, a shopping service and community outings; operating from Bombala and Berridale.

- The Cooma Monaro Shire Development Control Plan (DCP) 2014: requires that within each multi-dwelling or residential flat development of five or more dwellings: one dwelling must be adaptable (in compliance with AS4299). Former Snowy River and Bombala DCP's are silent on adaptable dwelling requirements.

Site specific works Bombala (and surrounds):

- Footpaths around the Village Fiord Park are awful and connection from the village to the roundabout on Maybe St also needs work.
- Footpaths and pram ramps near Toyota on Maybe Street need to be upgraded.
- From Wellington Street and Cardwell St - to the hospital and Public School – there is a mix of path surfaces and a steep hill.
- Many pram ramps and lay backs have lips.
- Footbridges over the River have not been repaired after the last flood. The Scooter group can no longer do the full River Walk circuit.
- It is difficult for people in High St. There are no paths around the Visitor Centre. The markets are held in this location and a person in a wheelchair had to be lifted into the market area.
- Works are occurring to repair the footpath on the Imperial Hotel corner. There are no signs to warn vehicles of pedestrian traffic which has been diverted onto the road, around the footpath works. Cars travel too fast around the roundabout at this intersection.
- The front doors are too heavy at the chemist, the community centre and the post office.
- The supermarket aisles are too narrow for people to pass mobility scooters.

Site specific works Jindabyne (and surrounds)

- There is no access into the Berridale swimming pool. We drive to Jindabyne every day to use the pool. The Jindabyne pool has an assistive hoist. The Berridale pool also needs an assistive hoist.
- Need safe road crossings with pedestrian refuges across the Highway (Kosciuszko Road) to connect the Jindabyne town centre to the lakeside shared path.
- The footpaths need improving all around the town to become accessible, increase the width, provide tactile markings and pedestrian refuges. They are inconsistent, often just ending and leading onto grass.
- The footpath along Park Rd near the Central School needs improving.
- There is no access up the kerbs onto the footpaths along Thredbo Terrace.
- The footpath around the soccer field needs improving. There are steep stairs along this path and a ramp is needed.
- A footpath is needed near the community garden to get to Candle Bark Street.

- A lady with vision impairment walks to and around town regularly. An accessible footpath and safe road crossings with tactile indicators are needed along the Barry Way.
- The automatic doors at the Post Office were placed on the main entrance with has a lip rather than the accessible entrance.
- The Jindabyne Council Office is not accessible.
- The Council carpark at the rear of the Council office needs access improvements.
- We need more accessible and level car parking at the supermarket. It is very difficult to get out of the car into a wheelchair without wide and level car parking spaces. Access improvements are needed between the levels and surrounds at Nuggets Crossing.

Site specific works Cooma:

- Advocate for disabled access into the Westpac Bank in Cooma.
- Remove the pine needles on the footpath in front of the Uniting Church on Soho Street. “This prohibits the use of my smart wheel, wheelchair assist device and people using walking frames are slipping on the pine needles”.
- Grass grows over the edge of footpaths making wheelchair access difficult.

FOCUS AREA THREE: IMPROVING ACCESS TO MEANINGFUL EMPLOYMENT

1. Council as an employer

- Leading change by role modelling best practice in employing people with disabilities.
- Provide information to business about the benefits of taking on employees with disabilities. Share knowledge on disability employment supports and opportunities between businesses – facilitate workshops.
- Council conducts merit based recruitment and employment processes to meet legislative requirements. Job task statements are objective. Preferred applicants undergo a medical assessment to determine they are fit to perform the required tasks. Council makes reasonable adjustment of worksites for workers with disabilities.
- Council has an Equal Employment Opportunity policy and code of conduct that governs staff behaviour.
- Some office buildings are not accessible and would provide barriers to employing people with mobility impairments. Council has recently completed an audit of its buildings and will set priorities for access improvements.
- Provide training for managers on accessible employment and access awareness particularly for less visible disabilities e.g. mental health conditions
- Include a disability awareness component in the new Council induction process

- Council could support existing Disability Enterprises e.g. Cooma Challenge are the contractor for Operations at the Cooma Swimming Pool and provides parks maintenance. Council could facilitate opportunities to establish disability enterprises e.g.
  - gardening and maintenance program for older people as disability economic enterprise
  - Cafe linked to hospitality training & providing disability cooking classes. Potential partners could be TAFE, The Hub or Sport & Rec in Jindabyne.
- Council could showcase its employees with disabilities: personal profiles, jobs performed, positive experience of employee and employer.
- Council could create employment programs for people with disabilities, including traineeships, volunteering opportunities and permanent employment. Assess suitable roles and match suitable applicants. Find champions within the organisation to supervise or mentor people with disabilities.
- Inform Council managers of resources available through disability employment agencies. For example:
  - Workplace subsidies for volunteering to traineeship positions
  - Assistive technologies & equipment for reasonable adjustment of worksite or tasks
  - Support workers that assist employees with disabilities at their worksite.
- We could set targets for workplace representation – can open up an organisation for people with disabilities.
- Consult with people with disabilities on how Council can employ people with disabilities.
- Council has limited support in place for less visible disabilities like mental health conditions. Council provides the Employee Assistance Program (EAP) but has no face to face support at work. Council could:
- Implement a peer support program – identify and train staff interesting in supporting other staff.
- Promote avenues of support to staff during the staff induction process.
- We need employment agency services and transition to work programs for adults and young people.
- Council should use employment recruitment processes that are appropriate to the level of skills required in the job.

2. Council working with businesses within the community

- Work to increase the population to increase business opportunities which will have a flow on effect for jobs and services. Creating more employment opportunities.
- Facilitating activities that link prospective employees with prospective employers.
- Business access awards linked to promotional opportunities to showcase best practice in inclusive employment.
- Provide businesses with information to improve access. For example access self- assessment guides, the Eurobodalla Good Access is Good Business Guide.

- Information on local disability employment agencies and the range of resources and supports they provide to employers and employees with disabilities.
- Facilitating economic development opportunities that help people working from home due to their disabilities to work co-operatively at a central location/shop front.

FOCUS AREA FOUR: IMPROVING THE NAVIGATION OF SYSTEMS AND PROCESSES.

- How do we prioritise, e.g. between footpaths and recreation facilities – some things could be targeted for improvement. Universal access/social inclusion is part of the quadruple bottom line in Councils resourcing strategies.
- Improved planning and communication is required as presently access is thought of as too hard and too expensive. Need to integrate the requirements of the DIAP into operating plan - to achieve meaningful integration.
- Give staff the time and resources they need to do the job.
- Adopt a keep it simple approach to processes.
- Council communicates with the community in various ways:
  - Has a weekly Council page in the newspaper.
  - Website: conforms to WACG level 3. It can be read by reading software, it has capacity for audio and visual content and people with physical disabilities can use communication devices on the site.
  - Web based services include:
  - Web forms.
  - Development applications.
  - Payment of rates.
  - Info on Council activities, locations, services, staff contacts.
- Navigating the structure and content of the website requires a knowledge of Council business and structure, so
  - Staff assists people to locate information on the website or finds the information for them. Staff provide face to face assistance at the counter and over the phone.
  - The website needs a list of staff names, their roles and their photos.
- Council is analysing its web content for the new regional website. Council will be updating its IT system within 6 months. This provides an opportunity to review all of Council's communication templates and tools, and to improve their accessibility. Examples include:
  - The Style Guide complies with Vision Australia's Print Guidelines. The Style Guide is being launched and staff education on its use will be provided.
  - System templates

  - On-line forms.
  - On-line complaints mechanism.
- Council will develop video and audio content for the web and Facebook.
- Council is considering live streaming of its meetings. Face to face meetings will still occur around the region with streaming connection to other Council office locations. Community members could watch Council meetings from their own devices as they occur or at a later time, improving accessibility and extending audiences.
- On-line communication is difficult to access in some rural areas as access to the internet is limited or not available. So a variety of communication methods is important.
- Council could explore the capacity of the current phone system to support customer owned voice to text devices and the capacity for Council's phone system to convert voice to text for the hearing impaired.
- Council could use a telephone interpreting service.
- Council could train counter staff in Auslan.
- Council could place a link on its staff intranet to the resources at Auslan Signbank http://www.auslan.org.au/ Auslan Signbank is a language resources site for Auslan (Australian Sign Language) it includes:
  - a dictionary
  - ability to search for signs related to medical and health topics
  - ability to search for signs related to educational and teaching topics
  - videos of deaf people using the listed Auslan signs
  - information on the deaf community in Australia
  - links to Auslan classes
- Council uses 'in/out board' as a centrally located staff directory. It includes a name, position title, and you can add photos and include a description of your role in the comments section. The photo and description features need to be promoted to staff.
- Presently, Council communicates its master plans and major projects:
- As a pdf file on the website (some reading software cannot read pdf).
- Physical copies of documents at libraries and Council counters.
- Places alerts on social media and advertises in the paper.
- All adds state that staff are available to explain plans, projects, etc. to those interested.
- The engagement process requires a couple of targeted promotional and feedback activities, as feedback received from current methods is minimal.

- Council has a Community Engagement Policy. This needs updating and promoting to all staff to help them extend the reach of communication.
- Need to consider a new structure for the former Cooma Access and Equity Committee and Jindabyne Social Planning Advisory Group. Need a regional and local focus.
- Need to create and promote systems for community feedback. Staff was unsure if there was a way to provide feedback on the web currently.
- Feedback is often provided to Bombala Community Centre Staff informally, for example in the supermarket. People are reluctant to use the web and have limited reception for data services.
- Also need Community Hubs for information: printed, face to face, assistance with on-line information. In Bombala these are:
  - Bombala Community Centre
  - Libraries
  - Visitor Centres
  - Health Centre
  - Doctor's surgeries
- We don't communicate well with the vision or hearing impaired. There are:
  - No high Vis or braille signage in Council facilities.
  - Limited tactile indicators on pathways.
  - No frontline/counter staff with sign language.
- We need information on accessible facilities in the region; located on
  - The website (s) (VIC, Council, etc.)
  - An app – services, activities, what's on, hotels, motels, cafes, toilets other businesses
  - Touchscreens at libraries, council offices and visitor centre
  - Possible step one to update the service guide (with access included) then step two could be to digitise – could research the many existing models out there. Visitors Centre had access maps – perhaps these need updating.
- Access maps have been produced in the past through Accessible Sports Australia – these may still be available to show accessible sports in the region.
- Council uses variety of media to get its messages out: people all have TV's radios, computers, - reach them where they are at – shopping centre stalls, info stalls at libraries, at local events.
- Mainstream media does not reach vulnerable or at risk people. Need to find way. Potential partnership activities with other agencies like NSW Housing, other housing providers – through housing forum.
- Council uses physical community noticeboards at Woollies, near Coles in the mall, the library, the visitor centre, and the Hain Centre.

- Council uses on-line and social media noticeboards: e.g. buy swap and sell, Facebook noticeboards.
- Council promotes services through other community based organisations, schools, children's services, churches, youth centre The Hub.
- Need to provide education & information to community groups on how to communicate with Council.
- The number of disabled parking spaces in Cooma exceeds the ration required under the DCP.
- Need a way for staff to comment on planning documents before they go out on public exhibition for major public projects e.g. streetscape upgrades, new parks, and new community centres.
  - Need a policy and/or procedure to encourage staff to have input: need to identify what type of input staff can have: content/design/process/etc. Not approvals.
  - Currently, parks and gardens and waste services meet to consider projects at the design stage. This needs to be expanded to include other staff. Perhaps documents could be circulated to a range of staff by internal email. Larger projects need a community engagement process.
- Need community engagement in the planning and design of new buildings and facilities, - wider than access committee – focus on universal design – elderly, children, people with disabilities – input to design reflects local needs – saves retro fits.
- Library resources include: large print, audio, readers for vision impaired (DAISY) and runs community activities.
- We need Council to advocate to NSW Health for increased services at the Snowy Monaro Health Centre in Jindabyne, specifically for paediatric services such as early intervention, physiotherapy, speech therapy, audiology, occupational therapy, eye clinics, etc.
- Need to fill the gap between early intervention and paediatric services and services for primary school aged children with disabilities. The NSW Education Department needs to support the provision of these services within Schools and additional disability and learning support roles.
- We need more information on the NDIS and Council to work with NDIS Local Area Coordinators to provide information in Jindabyne.
- We need Council to coordinate a local mechanism for collaborative action on disability issues. A regional inclusion committee plus a way to coordinate broader community engagement and collaboration. For example through social media and a local group of parents that can share their knowledge and experiences of the NDIS process.
- Language is important. We need to use language that in itself does not create barriers for people with disability. We need to use inclusive language in all Council communication with the community.
- Could encourage people who are passionate about improving outcomes for people with disabilities as elected representatives on Council.

SNOWY MONARO REGIONAL COUNCIL
Stronger together Better together

Enquiries Quinn Maguire
Cooma Office
Our Ref 10.2017.1091.1
Your Ref

Fiona L Jauncey & Ian P Jauncey
155 Warrens Corner Road
NUMERALLA NSW 2630

Notice of Determination of a Development Application

Issued under the *Environmental Planning and Assessment Act 1979* (the 'Act')

Application Number	**10.2017.1091.1**
Property Description	**125 Caseys Road BREDBO 2626** **Lot: 163 DP: 750525**
Development Description	**For the use of the site for a manufactured home (secondary dwelling)**

Determination

Pursuant to Section 80(1)(a) of the *Act*

Notice is hereby given of the determination by Snowy Monaro Regional Council of Development Application **10.2017.1091.1** relating to the land described above.

The Development Application has been **APPROVED** subject to the Conditions specified in this Notice.

Authority: Council

Determination Date:
Consent to Operate from:

Consent will Lapse on:

Integrated Approval Bodies

Pursuant to Section 93 of the *Act*

nil

Conditions

General

1) The development being carried out in accordance with the approved documents/plans listed in the Schedule below and development application except where amended by the conditions of this Consent as set out in the following conditions or by any subsequently approved Section 96

PO Box 714 COOMA NSW 2630 | 1300 345 345 | council@snowymonaro.nsw.gov.au | www.snowymonaro.nsw.gov.au

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modification.

Document/Plan Schedule			
Ref	Description	Prepared/Drawn By	Received
-	Statement of Environmental Effects	Applicant	
	Site Plan		
	** DELETE OR ADD ROWS AS REQUIRED **		

Reason: Requirement that the development is completed in accordance with Council's consent. P_1_01

2) All asset protection zones required by this consent are to be created and maintained in accordance with the NSW Rural Fires Service's Standards for Asset Protection Zones and are not to be implemented through a process of clear felling.
Note: This document emphasises the importance of maintaining groundcover and non-threatening vegetation as a means of preventing soil erosion.

Reason: To ensure that proposed bushfire protection measures do not result in any additional environmental impacts. BF_1_08

3) Reflective materials such as zincalume are not to be used on structure facades or roof.

Reason: To comply with Cooma-Monaro Development Control Plan (Amendment 1) 2014 clause 2.1.2 P_0_01

4) All erosion and sedimentation control devices shall be maintained until the site has been adequately revegetated and no soil remains exposed. Revegetation or stabilisation of disturbed areas shall be commenced as soon as possible on all sites. This includes turfing, seeding, bitumen straw mulching, and landscape planting.

Reason: To establish site stability as soon as possible following earthworks. P_5_01

Design Related Conditions

5) Construction shall comply with Section 5 (BAL 12.5) of Australian Standard AS 3959-2009 "Construction of buildings in bush fire prone-areas" and section A3.7 Addendum Appendix 3 of *Planning for Bushfire Protection*.

Reason: To minimise the risk of bushfire attack and provide protection for emergency services personnel, residents and others assisting fire fighting activities. BF_1_05

Conditions to be met prior to release of Occupation Certificate

6) Prior to the release of Any Occupation Certificate and in perpetuity the property around the building to a distance of 20 metres shall be maintained as an inner protection area (IPA) as outlined below:

1 The inner protection area shall comprise of the following
   a) Minimal fine fuel at ground level
   b) Vegetation that does not provide a continuous path to buildings for the transfer of fire
   c) Shrubs and trees that do not form a continuous canopy and vegetation is planted /cleared into clumps rather than continuous rows
   d) Species that retain dead material or deposit excessive quantities of ground fuel are avoided
   e) Shrubs and trees are pruned or removed so that they do not touch or overhang the building/s; and
   f) Vegetation is located far enough away from the building so that plants will not ignite the building/s by direct flame contact or radiant heat emission

Reason: To provide sufficient space and maintain reduced fuel loads, so as to ensure radiant heat levels at buildings are below critical limits and to prevent flame contact with a building. BF_1_01

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7) Prior to the release of Any Occupation Certificate and in perpetuity water, electricity and gas services on the site are to comply with the following requirements of section 4.1.3 of Planning for Bushfire Protection 2006:
   a) In recognition that no reticulated water supply exists, a 20,000 litre water supply shall be provided for fire fighting purposes
   b) The water tank if located above ground shall be of a non-combustible material
   c) All fittings to the tank shall be non-combustible
   d) A 65mm Storz outlet with agate valve shall be provided
   e) Reticulated or bottled gas is to be installed and maintained in accordance with Australian Standard 1596:2002 'The Storage and handling of LP gas' and the requirements of relevant authorities. Metal piping is to be used
   f) All fixed gas cylinders are to be kept clear of flammable materials to a distance of 10 metres and be shielded on the hazard side of the installation
   g) Gas cylinders kept close to the building shall have release valves directed away from the building. Connections to and from gas cylinders are to be metal. Polymer sheathed flexible gas supply to gas meters adjacent to building are not to be used.

   Reason: To provide adequate services of water for the protection of buildings duing and after the passage of a bush fire, and to locate gas and electricity so as not to contribute to the risk of fire to a building. BF_1_03

8) Prior to the release of Any Occupation Certificate and in perpetuity internal roads shall comply with the following requirements of section 4.2.7 of *Planning for Bushfire Protection 2006*.
   a) Internal roads are two wheel drive, all weather roads.
   b) A minimum vertical clearance of 4 metres to any overhanging obstructions, including tree branches is provided.
   c) Curves have a minimum inner radius of 6 metres and are minimal in number to allow for rapid access and egress.
   d) Internal roads are to have a minimum carriageway width of 4 metres.
   e) Internal roads are to feature passing bays at a maximum intervals of 200m being 20 metres and 2 metres wide, making a minimum trafficable width of 6 metres at the passing bay.

   Reason: To provide safe access to/ from the public road system for firefighters providing property protection during a bush fire and for occupants faced with evacuation. BF_1_04

9) Prior to the release of Any Occupation Certificate and in perpetuity landscaping to the site is to comply with the principles of Appendix 5 *Planning for Bushfire Protection 2006*. In this regard the following landscaping principles are to be incorporated into the development:
   a) Suitable impervious areas being provided immediately surrounding the building such as courtyards, paths and driveways;
   b) Grassed areas/mowed lawns/ or ground covers plantings being provided in close proximity to the building;
   c) Restrict planting in the immediate vicinity of the building which may over time if not properly maintained come into direct contact with the building;
   d) Planting should not provide a continuous canopy to the building
   e) When considering landscape species consideration needs to be given to estimated size of the plant at maturity
   f) Avoid planting of deciduous species that may increase fuel at surface/ground level
   g) Avoid climbing species to walls and pergolas
   h) Use low flammability vegetation species

   Reason: To prevent flame contact to a structure, reduce radiant heat to below the ignition thresholds for various elements of a building, to minimise the potential for wind driven embers to cause ignition and reduce the effects of smoke on residents and firefighters. BF_1_06

10) Prior to the release of Any Occupation Certificate and in perpetuity all water, electricity and gas services on the site are to comply with the following requirements of section 4.1.3 of *Planning for Bushfire Protection 2006*:
   a) Reticulated or bottled gas is to be installed and maintained in accordance with Australian Standard 1596:2002 'The Storage and handling of LP gas' and the requirements of relevant authorities. Metal piping is to be used.
   b) All fixed gas cylinders are to be kept clear of flammable materials to a distance of 10 metres and be shielded on the hazard side of the installation.

c) Gas cylinders kept close to the building shall have release valves directed away from the building. Connections to and from gas cylinders are to be metal. Polymer sheathed flexible gas supply to gas meters adjacent to building are not to be used.

Reason: To provide adequate services of water for the protection of buildings duing and after the passage of a bush fire, and to locate gas and electricity so as not to contribute to the risk of fire to a building. BF_1_07

11) Prior to the release of Any Occupation Certificate a rainwater tank/s of a minimum volume of 45,000l is to be installed on the site for exclusive use by the secondary dwelling.

Reason: To ensure compliance with the requirements of the Cooma-Monaro Development Control Plan 2014. P_4_02

Fees & Contributions

12) A contribution under Section 94(1)(b) of the *Environmental Planning and Assessment Act 1979* shall be paid in accordance with the following:

a) **Cash Contribution Required**
In accordance with the *Cooma-Monaro Section 94 Contributions Plan*, a cash contribution shall be paid to Council in accordance with this condition.

b) **Amount and Purposes of Contribution**
The amount payable will be reassessed at the time of payment in accordance with Council's adopted Fees and Charges at that time.
The contribution is required and shall be held by Council in accordance with the provisions of the Environmental Planning and Assessment Act, 1979 and the Cooma-Monaro Section 94 Contributions Plan for the purposes of:

Description	Lots	$/Lot	Total
Rural Roads	1	$4,001.00	$4,001.00
TOTAL			$4,001.00

c) **Timing of Payment**
The contribution shall be paid prior to release of Section 68 approval for installation of the transportable home.

d) **Inspection**
A copy of the *Cooma-Monaro Section 94 Contributions Plan* may be inspected at the offices of Council at any time during normal office hours.

Reason: In accordance with Section 94 of the *Environmental Planning and Assessment Act 1979* and Council's *Section 94 Contributions Plan*. P_1_04

Ongoing Conditions

13) The inner protection area (IPA) and outer protection area (OPA) required under this consent shall be maintained in perpetuity.

Reason: To ensure the ongoing provision of adequate bushfire safety measures on the site. BF_1_02

14) All private road access to the dwellings on the site, including right/s-of-way, driveways and access points, shall be maintained in a safe, trafficable condition for all weather use by two-wheel drive vehicles.

Reason: In accordance with *Cooma-Monaro Shire Council Development Control Plan 2014.* R_2_06

15) Noise to be kept to an adjustable level so as not to cause discomfort to neighbours.

Reason: To ensure amenity to neighbours. B_1_10

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Advice to Applicant

1) Council wishes to advise that it is the responsibility of the owner and/or applicant to determine if site security and/or safety fencing is required to be provided in accordance with clause 235 of the *Occupational Health and Safety Regulation 2001* and *Work Cover Authority* requirements. Failure to comply with these requirements may result in penalties being imposed upon the owner and/or applicant.

2) Underground assets may exist in the area that is subject to your application. In the interests of health and safety and in order to protect damage to third party assets please contact *Dial Before You Dig* at www.1100.com.au or telephone 1100 before excavating or erecting structures. This is the law in NSW. If alterations are required to the configuration, size, form or design of the development upon contacting the *Dial Before You Dig* service, an amendment to the development consent (or a new development application) may be necessary. Individuals owe asset owners a duty of care that must be observed when working in the vicinity of plant or assets. It is the individual's responsibility to anticipate and request the nominal location of plant or assets on the relevant property via contacting the *Dial Before you Dig* service in advance of any construction or planning activities.

   Note: Under the *Telecommunications Act 1997 (Commonwealth)*, Telstra (and it's authorised contractors) are the only companies that are permitted to conduct works on Telstra's network and assets. Any person interfering with a facility or installation owned by Telstra is committing an offence under the *Criminal Code Act 1995 (Cth)* and is liable for prosecution. Furthermore, damage to Telstra's infrastructure may result in interruption to the provision of essential services and significant costs. If you are aware of any works or proposed works which may affect or impact on Telstra's assets in any way, you are required to contact Telstra's Network Integrity Team on 1800 810 443.

3) It is the responsibility of the applicant to check, understand and seek assistance where needed so as to ensure full compliance with the conditions of this Development Consent. Please contact Planning on (02) 6455 1911 if there is any difficulty in understanding or complying with any of the above conditions.

Notes

1) An applicant may request a review of this determination under Section 82A of the Environmental Planning and Assessment Act 1979. A request for a review must be lodged within 6 months of the date of this notification. A review under Section 82A cannot be made for Integrated, Designated or Crown Development.

2) Section 97 of the Act confers on an applicant or an objector who is dissatisfied with the determination of Snowy Monaro Regional Council, a right of appeal to the Land and Environment Court exercisable within 6 months after receipt of this notice.

On behalf of the above Council:

Mark Adams
Planning Manager- Cooma