



**SNOWY MONARO**  
REGIONAL COUNCIL

# **BUSINESS PAPER**

**Administrator Delegations Meeting**  
**26 June 2017**

## **CONFLICTS OF INTEREST**

A conflict of interest arises when the Administrator or Council staff are influenced, or are seen to be influenced, in carrying out their duties by personal interests. Conflicts of interest can be pecuniary or non-pecuniary in nature.

A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of a financial gain or loss.

A non-pecuniary interest can arise as a result of a private or personal interest, which does not relate to money. Examples include friendship, membership of an association or involvement or interest in an activity.

The Administrator or staff member who considers they may have a conflict of interest should read Council Policy.

The responsibility of determining whether or not the Administrator or Council employee has a pecuniary or non-pecuniary interest in a matter, is the responsibility of that individual. It is not the role of the Administrator or General Manager, or another Council employee to determine whether or not a person may have a conflict of interest.

Should you be unsure as to whether or not you have a conflict of interest you should err on the side of caution and either declare a conflict of interest or, you should seek the advice of the Director General of Local Government.

The contact number for the Director General of Local Government is 4428 4100.

## **COUNCIL CODE OF CONDUCT**

The Council Code of Conduct is a requirement of Section 440 of the Local Government Act 1993, which requires all councils to have a code of conduct to be observed by the Administrator, members of staff and delegates of the Council attending a Council meeting or a meeting of a committee of Council.

The code of conduct sets out the responsibilities of the Administrator and Council employees attending a Council meeting or a meeting of a committee of Council. The code also sets out how complaints against a Council employee, the Administrator or General Manager are to be made.

## **COUNCIL CODE OF MEETING PRACTICE**

The Council Code of Meeting Practice is a requirement of Section 360(3) of the Local Government Act 1993, which requires all councils to have a code of meeting practice. The code of meeting practice is to be observed by the Administrator, members of staff, delegates of the Council and members of the public attending a Council or a meeting of a committee of Council.

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### **Acknowledgement of Owners of Land**

Council wishes to show our respect to the First Custodians of this land the Ngarigo, Ngunnawal and Walgalu people and their Ancestors past and present who pass on this duty of custodianship of the land to us the current custodians.

We are proud to be Australian and celebrate the diverse backgrounds and cultures that make up our Nation – our Land.

**ADMINISTRATOR DELEGATIONS MEETING  
TO BE HELD IN COOMA OFFICE, 81 COMMISSIONER STREET, COOMA NSW 2630**

**ON MONDAY 26 JUNE 2017  
COMMENCING AT 10.30AM**

**BUSINESS PAPER**

- 1. OPENING OF THE MEETING**
- 2. APOLOGIES/REQUESTS OF LEAVE OF ABSENCE**
- 3. DECLARATIONS OF PECUNIARY INTERESTS/CONFLICT OF INTEREST**  
(Declarations also to be made prior to discussions on each item)
- 4. ADOPTION OF COMMITTEE MINUTES/RECOMMENDATIONS**  
Nil
- 5. CORPORATE BUSINESS - KEY DIRECTION 1. SUSTAINING OUR ENVIRONMENT FOR LIFE**
  - 5.1 Proposed Temporary Licence for Fireworks Display at the Adaminaby Showground 3
- 6. CORPORATE BUSINESS - KEY DIRECTION 2. EXPANDING CONNECTIONS WITHIN THE REGION AND BEYOND**  
Nil
- 7. CORPORATE BUSINESS - KEY DIRECTION 3. STRENGTHENING OUR LOCAL ECONOMY**
  - 7.1 Land Rover 70th Anniversary 13
- 8. CORPORATE BUSINESS - KEY DIRECTION 4. CREATING SAFER, HEALTHIER AND THRIVING COMMUNITY**  
Nil
- 9. CORPORATE BUSINESS - KEY DIRECTION 5. ENHANCING OUR HEALTHY, ACTIVE LIFESTYLE**  
Nil
- 10. CORPORATE BUSINESS - KEY DIRECTION 6. MANAGING DEVELOPMENT AND SERVICE DELIVERY TO RETAIN THE THINGS WE VALUE**  
Nil
- 11. CORPORATE BUSINESS - KEY DIRECTION 7. PROVIDING EFFECTIVE CIVIC LEADERSHIP AND CITIZEN PARTICIPATION**
  - 11.1 Disability Inclusion Action Plan 25

**12. ADMINISTRATORS REPORT (IF ANY)**

Nil

**13. CONFIDENTIAL MATTERS**

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## 5.1 PROPOSED TEMPORARY LICENCE FOR FIREWORKS DISPLAY AT THE ADAMINABY SHOWGROUND

Record No:

Responsible Officer:	Director Service Delivery
Author:	Property Officer
Key Direction:	1. Sustaining Our Environment for Life
Delivery Plan Strategy:	DP1.6 Ensure Council services, facilities and land holdings achieve best practice for sustainability.
Operational Plan Action:	OP1.22 Ensure Council has a safe reliable, sustainable and cost effective assets through the effective management of Facilities, Infrastructure, Plant, Motor Vehicle and Equipment Assets.
Attachments:	1. Letter from Selwyn Snow Resort - FireWorks Display <a href="#">↓</a> 2. Workers Compensation Insurance <a href="#">↓</a> 3. Public Liability Insurance <a href="#">↓</a> 4. Notification - SafeWork NSW <a href="#">↓</a> 5. Temporary Licence - Selwyn Snow Resort <a href="#">↓</a>
Cost Centre	1610 – Parks, Gardens & Reserves - Crown
Project	There is no identified project.
Further Operational Plan Actions:	<a href="#">Type text here</a>

### EXECUTIVE SUMMARY

On 1<sup>st</sup> June 2017 Council received an application from Selwyn Snow Resort seeking consent to hold a 10 minute fireworks display at Adaminaby Showground on 8<sup>th</sup> July, 2017 at 7pm.

The applicant has engaged the services of Elite FireWorks to conduct the display, a copy of their insurances and the notification from SafeWork NSW for the display are attached to this report.

Spectators will be directed to watch the display from the Adaminaby Town Centre.

The following officer's recommendation is submitted for Council's consideration.

#### OFFICER'S RECOMMENDATION

That Council

- A. Approve the proposal to issue a temporary licence over Adaminaby Showground to Selwyn Snow Resort for a period of 24 hours on 8<sup>th</sup> July 2017 for the purpose of a fireworks display
  - B. Approve the licence fee at \$175 for the period of licence in accordance with Council's adopted fees and charges for "Special Use for Assembly of Crowds"
  - C. Authorise the General Manager to execute the temporary licence and affix the Council seal.
-

## **BACKGROUND**

On 1<sup>st</sup> June 2017 Council received an application from Selwyn Snow Resort seeking consent to hold a 10 minute fireworks display at Adaminaby Showground on 8<sup>th</sup> July, 2017 at 7pm.

The applicant has engaged the services of Elite FireWorks to conduct the display and a copy of their insurances and a copy of the notification from SafeWork NSW for the display are attached to this report.

Adaminaby Showground is a Crown Reserve and under Section 31 of the Crown Lands Regulation 2006 Council, as Trustee of the Reserve, has the authority to issue a Temporary Licence to conduct the activity without submitting the application to the Crown for approval.

Selwyn Snow Resort is not proposing to permit spectators to enter the Showground but to direct the public to view the display from Adaminaby Town Centre or the Park on the far side of the Snowy Mountains Highway.

## **QUADRUPLE BOTTOM LINE REPORTING**

### **1. Social**

It is anticipated that the fireworks display will bring visitors and locals to Adaminaby township and the flow-on effects to local business will be substantial.

Selwyn Snow Resort will be responsible for all associated costs including advertising the event.

### **2. Environmental**

The temporary licence for the use of the Showground includes the requirement for all waste to be collected and disposed of within 24 hours of the event. As this is a night time event it will not be possible to clear the waste until the following day.

An inspection by Council staff will be carried out to ensure that the Showground is left in a clean and tidy state.

### **3. Economic**

It is proposed to charge Selwyn Snow Resort a fee of \$175.00 for the use of the Showground for a 24 hour period in accordance with Council's adopted fees and charges for "Special Use for Assembly of Crowds". Whilst the event will only be held over a 10 minute period, the organisers will still have to set up and clean up

### **4. Civic Leadership**

Adaminaby Showground is a Crown Reserve which is administered under the Trusteeship of Council.

Council may, at its discretion, issue a temporary licence to an applicant without first seeking the consent of the Crown under Section 31 of the Crown Lands Regulation 2006 as follows:

#### 31 Temporary licences

- (1) For the purposes of section 108 (1) of the Act, in addition to grazing, the purposes for which a temporary licence may be granted are as follows:
    - (a) access through a reserve,
    - (b) advertising,
    - (c) camping using a tent, caravan or otherwise,
    - (d) catering,
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5.1 PROPOSED TEMPORARY LICENCE FOR FIREWORKS DISPLAY AT THE ADAMINABY SHOWGROUND

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- (e) emergency occupation,
  - (f) entertainments,
  - (g) equestrian events,
  - (h) exhibitions,
  - (i) filming (within the meaning of the Local Government Act 1993),
  - (j) functions,
  - (k) hiring of equipment,
  - (l) holiday accommodation,
  - (m) markets,
  - (n) meetings,
  - (o) military exercises,
  - (p) mooring of boats to wharves or other structures,
  - (q) sales,
  - (r) shows,
  - (s) sporting and organised recreational activities,
  - (t) stabling of horses,
  - (u) storage.
- (2) For the purposes of section 108 (2) of the Act, in addition to any other condition subject to which a temporary licence is granted, the licence is subject to the condition that the relationship of landlord and tenant is not created between the parties.
- (3) For the purposes of section 108 (4) of the Act, the prescribed period for the expiration of a temporary licence is one year following the date on which it is granted.

**Determination by Administrator**

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993*.

Signature: .....

Date: .....

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Selwyn Snow Resort, Kings Cross Road, Cabramurra 2629  
Ph: 02 6454 9488 Fax: 02 6454 9482  
[www.selwynsnow.com.au](http://www.selwynsnow.com.au)  
[info@selwynsnow.com.au](mailto:info@selwynsnow.com.au)

1<sup>st</sup> June 2017

Snowy River Council  
2 Myack Street  
Berridale  
NSW 2628

Dear Madam/Sir,

**RE: Fire Works Display - Adaminaby**

I am seeking consent to hold a 10 minute Fire Works display in Adaminaby during the NSW School holiday period. Details are as follows:

Date: Saturday 8<sup>th</sup> July 2017

Venue: Adaminaby Show Ground

Time: 7.00pm

Contractors: Elite FireWorks  
35 Ashwood Rd Wilton, NSW 2571 Mobile 0417 436 194  
[info@elitefireworks.com.au](mailto:info@elitefireworks.com.au)  
[www.elitefireworks.com.au](http://www.elitefireworks.com.au)

Elite Fireworks operates with a \$20,000,000 public liability insurance coverage.

It is proposed that the Adaminaby Show Ground be used as the site to release the fireworks only, not as a gathering point.

Thank you for your time in considering this request.

Yours sincerely,



Angela Murdoch  
General Manager





Date 31/05/2017

Address 35 ASHWOOD ROAD  
WILTON NSW 2571

issue date

30/04/2017

Dear Dear Sir / Madam

print date

31/05/2017

## statement of coverage

The following policy of insurance covers the full amount of the employer's liability under the *Workers Compensation Act 1987 (NSW)*.

## valid until

30/04/2018

### policy number

101226601

### legal name

ELITE FIREWORKS PTY LIMITED

### trading name

ELITE FIREWORKS PTY LTD

### abn

22 150 565 030

### acn

150 565 030

### industry classification number (WIC)

933000 - Other Recreation Services

### number of workers\*

8

### wages+

\* Number of workers includes contractors/deemed workers

+ Total wages estimated for the current period

## important information

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987 (NSW)*. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, i.e. compare the number of employees on site to the average number of employees estimated; ensure that the wages are reasonable to cover the labour component of the work being performed; and confirm that the description of the industry/industries noted is appropriate. A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Yours faithfully,

A rectangular box with a black border, intended for a signature.

Jason McLaughlin

General Manager / Loss Prevention & Pricing Workers Insurance

icare is the brand of Insurance & Care NSW and acts for the Workers Compensation Nominal Insurer ABN 83 564 379 008



Winsure Underwriting Pty Ltd

A.B.N 68 169 336 252  
AFSL 459637

www.winsure.com.au

Monday, May 29 2017

**CERTIFICATE OF CURRENCY**

**The Insured:** Elite Fireworks Pty Ltd  
**Effected With:** Certain Underwriters at Lloyd's  
**Class:** Public and Products Liability  
**Other Interests Noted:** Wollongong City Council  
Shellharbour City Council  
**Policy Wording:** P&PL1013 Wording  
**Policy Number:** HGL-6577  
**Period of Insurance:** 22-05-2017 to 22-05-2018 at 4:00pm Local Time  
**Insured's Business:** Indoor and outdoor fireworks displays (including stage effects, stage pyro, special effects and the like) and a barge display in Tasmania.  
**Limits of Liability:** Public Liability: A \$20,000,000.00 any one occurrence  
Products Liability: A \$20,000,000.00 any one occurrence and in the aggregate  
**Extensions:** :As per policy wording

Signed on behalf of certain underwriters at Lloyd's by Winsure Underwriting Pty Ltd

Kind regards,



Simon Lightbody  
Winsure Underwriting Pty Ltd

**HIRTES INSURANCE BROKERS PTY. LTD.**

**\* PREMIUM PAID - WITH THANKS \***

SIGNED:  .....

**\* SECURITY & SERVICE \***

Level 5, 99 Bathurst Street, Sydney NSW 2000  
PO Box A2016, Sydney South NSW 1235

Phone: 02 9307 6600  
Fax: 02 9307 6699



SafeWork NSW

SafeWork NSW  
92-100 Donnison Street, Gosford, NSW, 2250  
Locked Bag 2906, Lisarow, NSW, 2252 | DX 731 Sydney  
T: 02 4321 5000 | Customer Service Centre 13 10 50  
contact@safework.nsw.gov.au | www.safework.nsw.gov.au  
ABN: 81 913 830 179

## Notification of Pyrotechnic Display

**Notification No:** NFD00501180

**Issued under the NSW Explosives Act and the NSW Explosives Regulation**

**Issued to:** Mr Saher Jindi

**Pyrotechnician Licence No:** XPYR200011

**When:** 08/07/2017 7:00PM - 7:30PM

**Where:** Adaminaby Show Ground, Snowy Mountains Highway, Scenic DR, ADAMINABY, NSW

2629 AUSTRALIA

**Display Reason:** Organised Public Display

**Type of Fireworks:** Aerial shells up to 75 mm

Ground display fireworks

## Appendix E – Temporary Licence, s108 Crown Lands Act 1989

### Temporary Licence

On this       day of June two thousand and seventeen the Snowy River Council Crown Reserves Reserve Trust (hereinafter referred to as the "Trust" being a corporation constituted under Section 92 of the Crown Lands Act 1989 (herein after referred to as the "Act") and being the appointed Trust for the whole of the land within Reserve No. 83545 for Public Reserve.

Notified on 3<sup>rd</sup> November 1961 and situated at 2 Myack Street, Berridale NSW, hereby grants pursuant to Section 108 of the Act a temporary licence to the person(s) specified in Section 1 of Schedule 1 (hereinafter referred to the "licensee") subject to the following terms and conditions:

- 1 That the licensee pays the Trust the specified licence fees.
- 2 That the licence remains in force for the period specified in Section 4 of the Schedule 1
- 3 That the licensee shall not interfere with any other person authorised by the Trust to use the reserve or any part thereof.
- 4 That the licensee will not use the land specified in Schedule 1 Section 2 except for the purpose(s) authorised by this licence.
- 5 That the licensee shall comply with all the special conditions specified in Section 6 of Schedule 1.
- 6 That any notice provided for in this licence shall be deemed to be validly served if;
  - a it is personally served on the licensee or where the licensee is a corporation or association, on an officer of the corporation or association; or
  - b it is sent by prepaid ordinary mail addressed to the licensee at the address shown in Section 5 of Schedule 1.
- 7 That the Trust does not make or give any warranty, promise or covenant to the licensee for quiet enjoyment of the licence area.

Seal affixed and attested on behalf of the Snowy River Shire Council Crown Reserves Reserve Trust.

By: *GENERAL MANAGER*

Witness:

Dated

Signed by the Licensee:

Witness:

Dated:

Temporary Licence

<b>SECTION 1: Licensee</b>	Selwyn Snow Resort
<b>SECTION 2: Licensee's Rights</b>	The Licensee shall have the use of the area shown by Black outline on diagram attached as Schedule 2 for the purpose of fireworks display (hereinafter called "the licensed area") (must be for prescribed purpose).
<b>SECTION 3: Licence Fee</b>	\$175.00
<b>SECTION 4: Licence Period</b>	The licence period shall be for 24 hours on 8 <sup>th</sup> July, 2017 (not to exceed 12 months). The Trust reserves the right to determine the Licence without prior notice if there is a breach by the licensee of any of the licence conditions.
<b>SECTION 5: Address for service of notice</b>	Kings Cross Road, Cabramurra 2629
<b>SECTION 6: Special Conditions</b>	<p>(a) The licensee shall collect and remove all rubbish including spent fireworks, wrappers, etc. from the area within 24 hours of the event. The licensee shall immediately repair and make good, damage occasioned by the licensee's use of the licensed area.</p> <p>(b) The Licensee shall indemnify and keep indemnified the Trust and the Minister administering the Crown Lands Acts against all actions, suits, claims, debts, obligations and other liabilities that may arise from the activities of the Licensee during the currency of the Licence.</p> <p>(c) The Licensee shall, before occupying the licensed area, take out a public risk insurance policy for the term of the licence, for the amount of \$20,000,000 for any one claim whereby the Trust and the Minister shall during the continuance of this Licence be indemnified against claims and demands arising from death or bodily injury or damage to property arising out of the Licensee's use of the licensed area.</p> <p>(d) The Licensee shall maintain all other insurances as may be required by the Workers' Compensation Act or any other Act or Acts of Parliament in regard to the conduct of activities of the Licensee on the licensed area. Copy of such coverage is to be handed to the Trust before occupying the Licensed area.</p> <p>(e) No relationship of landlord and tenant is or is intended to be created between the parties hereto by virtue of this License or in any way whatsoever.</p> <p>(f) The fireworks display shall not be conducted unless supervised by a Manager, being the Licensee, or an authorised employee/contractor of the Licensee.</p>

	<p>(g) The licensee's authorised employee/contractor must ensure that the public is not permitted to access the licensed area whilst the fireworks display is in progress.</p> <p>(h) The manager, or other authorised employee/contractor of the Licensee, is responsible for supervising activities and must be a person approved by the appropriate controlling body.</p> <p>(i) The Trust reserves the right to remove from or refuse entry to the licensed area any person regardless of any arrangements or contract with the Licensee.</p> <p>(j) This Licence is subject to the provisions of the Crown Lands Act 1989, including section 108 and 109 of that Act.</p> <p>(k) The Licensee shall not sublet, assign or otherwise deal with the Licensed area.</p>

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## 7.1 LAND ROVER 70TH ANNIVERSARY

Record No:

Responsible Officer:	Director Service Planning
Author:	Tourism Manager
Key Direction:	3. Strengthening Our Local Economy
Delivery Plan Strategy:	DP3.3 Promote collaborative economic development planning.
Operational Plan Action:	OP3.9 Participate in the Economic Development Officers Working Group to ensure Snowy Monaro Region's economic and tourism priorities are reflected.
Attachments:	1. Landrover 70th Anniversary - Preliminary Budget <a href="#">↓</a>
Cost Centre	
Project	
Further Operational Plan Actions:	

### EXECUTIVE SUMMARY

Over Easter next year we will be co-ordinating the Land Rover 70<sup>th</sup> Anniversary celebrations in Cooma and the surrounding region.

The event will have significant economic benefits that will flow across all sectors and throughout the entire region. In addition to this the region will be showcased during this particularly beautiful time of year with the autumn colours to these outside visitors with the expectation of return visits. It is also expected that this event will attract significant media attention for the region.

We are requesting financial assistance from Council for the amount of \$30,000 to cover the budget shortfall and to provide the initial funds to commence the organisation of this event. It is planned that we will finalise with a break even status at the end of the event. A copy of our preliminary budget including both estimated expenses and income is attached.

The following officer's recommendation is submitted for Council's consideration.

#### OFFICER'S RECOMMENDATION

- A. That Council provide financial assistance for the amount of \$30,000 to cover the budget shortfall so that planning for the event can commence as soon as possible.
- B. That a committee titled "Cooma Landrover 70<sup>th</sup> Anniversary" be formed as a sub-committee of the SMRC Section 355 Tourism Committee.

### BACKGROUND

The Land Rover 60<sup>th</sup> Reunion was held in the region 10 years ago and was a highly successful event.

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Based on reliable information from the 60<sup>th</sup> reunion and from Land Rover officials, we are expecting around 900 vehicles and up to 1800 participants to attend the event, coming in from VIC, Qld and across NSW. It is estimated that such an event will **generate close to 1 million dollars for the region during the 4 day event.**

## **QUADRUPLE BOTTOM LINE REPORTING**

### **1. Social**

Land Rover officials have requested that the accommodation and formal events be held in the township of Cooma. They have also requested additional tour options of the Snowy Mountains Scheme, day trips to the Bombala region and visits to the Jindabyne Lake Light Sculpture and the Adaminaby and Berridale Easter Fairs.

This event will have a positive economic benefit across the entire Snowy Monaro Region.

### **2. Environmental**

The event will have no detrimental effects on the environment.

### **3. Economic**

See attached table for projected expenditure and income for the event.

### **4. Civic Leadership**

Council is seen to be supporting tourism events which provide economic development opportunities across the region.

### **Determination by Administrator**

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993.*

Signature: .....

Date: .....

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Expenses						
Venue	Actual	Unit No	Unit cost	Budget Amount	Actual	Notes
Multi Function Centre				2000		Req waiver
Showground						
Portable Showers				\$10,000		
Portable Toilets				\$5,000		
Generators				\$3,000		
Exhibition booth hire		10	200	\$2,000.00		
MC				600		
Cleaning				\$1,000		
Marquee/Gazebos				3000		
Supplies and equipment				2000		
Total Venue Costs				\$28,600		
Operation Costs	Actual	Unit No	Unit cost	Budget Amount	Actual	Notes
Stationary	\$250.00			250		
Eventbrite processing fees	\$7.00pp	1000		7000		
Street Closure Process	\$3,000.00			3000		
Website Build in hosting	\$1,000.00			1000		
Motorkhana	\$2,000			2000		



[illegible]



[illegible]



Total Other Costs				\$5,000		
Total Expenses				134650		
Income						
Sponsorship & Advertising Income	Actual	Unit No	Unit cost	Budget Amount	Actual	Notes
Advertising in Program				\$3,000		
Gold Sponsorship				\$2,000		
Silver Sponsorship				\$1,500		
Bronze Sponsorship				\$1,000		
Booth Exhibitor		7	400	2800		
Total Sponsorship & Advertising Income				\$10,300		
Registration	Actual	Unit No	Unit cost	Budget Amount	Actual	Notes





Event Registration (including Lanyard/Program etc)	\$20 pp	1000 (estimate)		20,000		
Saturday evening BBQ	\$27pp	900		24300		
Sunday Formal Awards Night	\$45 pp	600		27000		
Total Registration				71,300		
Camping Fees	Actual	Unit No	Unit cost	Budget Amount	Actual	Notes
Powered Site	\$20 per night	200 (estimate)		16000		x 4 nights
Unpowered Site	\$10 per night	100 (estimate)		4000		x 4 nights
Other Income				20000		
Public Entry to Grand Display	\$5 per person	200		1000		
Public Entry to Grand Display	\$10 per family	100		1000		
Total Other Income				2000		
Total Income				\$104,600		



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## 11.1 DISABILITY INCLUSION ACTION PLAN

Record No:

Responsible Officer:	Director Service Planning
Author:	Community Service Officer
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1 Ensure that legislative obligations are met throughout all Council departments.
Operational Plan Action:	OP7.2 Completion of reporting requirements in accordance with legislation.
Attachments:	<ol style="list-style-type: none"><li>1. SMRC Disability Inclusion Action Plan - final draft <a href="#">↓</a></li><li>2. SMRC DIAP - Appendix 1 Summary of Discussion Points from Engagement <a href="#">↓</a></li><li>3. SMRC DIAP - Appendix 2 Disability Services <a href="#">↓</a></li><li>4. SMRC DIAP - Reader version <a href="#">↓</a></li></ol>
Cost Centre	
Project	
Further Operational Plan Actions:	DP4.11 Provide appropriate services and facilities for people with a disability within the Region OP4.36 Review Disability Inclusion Action Plan

### EXECUTIVE SUMMARY

The Snowy Monaro Regional Council Disability Inclusion Action Plan 2017-2021 will guide Council in the development of an inclusive community. Council's role in developing an inclusive community is one of leadership through the provision of inclusive Council services and facilities and through advocating for improvement to other service providers.

The NSW Disability Inclusion Act 2014, mandates that Councils must prepare a Disability Inclusion Action Plan which is submitted to the NSW Disability Council by 1 July 2017.

Council has engaged with its staff, with disability service providers and their clients and with community members across the Region, to consider improvements to services and facilities provided by Council (and others) across four key areas of focus. These focus areas included: improving community attitudes and behaviours towards people with disabilities, creating liveable communities; supporting access to meaningful employment; and improving the navigation of systems and processes.

The Draft Disability Inclusion Action Plan was presented to the April Council meeting and has been on public exhibition for a period of 28 Days. The feedback received during the exhibition period and a response to each point raised has been summarised in the table below and, where appropriate, included in the Plan.

The Plan is now referred to Council for adoption and implementation.

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The following officer's recommendation is submitted for Council's consideration.

#### **OFFICER'S RECOMMENDATION**

That Council

- (a) Receive and note the information in the report on the Snowy Monaro Regional Council Disability Inclusion Action Plan 2017-2021;
- (b) Adopt the Plan for implementation; and
- (c) Lodge the Plan with NSW Disability Council.

#### **BACKGROUND**

Under the NSW Disability Inclusion Act (2014) Council must prepare a Disability Inclusion Access Plan by 1 July 2017. The Plan will help to identify and reduce barriers that prevent people with disabilities from participating fully in their community.

Council must also integrate the Plan within its Community Strategic Plan, budgets and works programs to ensure that the Plan is resourced and actioned. It is noted that the organisation is currently undergoing a staffing restructure. The Plan allocates responsibility to the most appropriate department identified in the Draft Operational Structure. It will be the role of the current Community Services Officer to review these responsibilities once a final structure has been adopted and implemented, and where required re-allocate responsibility to the appropriate department.

Council has consulted people with disabilities, their families and carers and the broader community in the development of the Plan. Community engagement occurred through disability services and through community workshops held in Bombala, Cooma and Jindabyne. The workshops were promoted throughout the Region. The Plan has also been on public exhibition for further feedback.

#### **Feedback from public exhibition**

The feedback received from the public exhibition period and a response to each point raised has been summarised in the table below and, where appropriate, included in the Plan.

<b>Feedback</b>	<b>Response</b>
The front end of the document is too long. A lot of the information is repeated. Some of the information could be moved to the document appendices.	<p>Each section within the front end of the Plan is required under the NSW Local Government Disability Inclusion Action Planning Guidelines.</p> <p>The planning process and outcomes and links to Council's Community Strategic Plan must be clearly documented. Contextual information on demographics is also useful. It is understood that not everyone needs this level of detail.</p>

11.1 DISABILITY INCLUSION ACTION PLAN

	<p>A summary document of twelve pages has been prepared providing an overview of the full Plan.</p>
<p>The establishment of a Disability Inclusion Committee is an excellent initiative and one which should help oversee the implementation of the Plan and the deployment of resources to address the objectives.</p>	<p>The Inclusion Committee will be established as indicated in the Plan and will be involved in the Plan's implementation.</p>
<p>It would be preferable to see the level of resources dedicated to the initiatives in the Plan, so that the community can understand the level of commitment to each major item or project.</p> <p>The resourcing is cross-referenced to the Operational Plan. It would be easier to gauge the effectiveness of the Plan if the (finalised) resource allocations and timelines were reiterated precisely in the final document.</p>	<p>It is difficult to quantify up front, the level of staffing resources allocated to ongoing actions and many of the actions are embedded within the daily tasks of Council staff.</p> <p>Similarly, with new programs or construction works, these projects are costed prior to their implementation, once project details are known.</p> <p>Therefore, each strategy has been given key performance indicators (measures). The annual reports will provide an evaluation of how the actions are progressing. Progress will be measured over the life of the Plan.</p> <p>Many of the actions are recurrent. These actions are funded from operational budgets, for example, administration staff salaries. These strategies have been identified as being funded from operational budgets and as ongoing.</p> <p>Specific programs or works have been allocated a financial year for completion. These strategies will be placed into the Community Strategic Plan and budgets within years. The completion of these programs and works will also be reported on in the annual report.</p>
<p>While the document itemises the</p>	<p>Each strategy has been allocated key</p>

11.1 DISABILITY INCLUSION ACTION PLAN

<p>services that are already in place to address disability inclusion, there is no indication of how well these services are travelling. The final plan should include a summary of the results of recent evaluations of these services, or indicate when such evaluations will take place.</p>	<p>performance indicators (measures). The annual reports will provide an evaluation of how the actions are progressing. Progress will be measured over the life of the Plan.</p>
<p>Mental health services have not been addressed sufficiently in the Draft Plan. It is one of the most frequent disabilities we encounter in delivering services in our community. We are also frequently reminded of the lack of sufficient and effective local mental health support services.</p>	<p>Strategies have been included to provide mental health assistance to Council staff.</p> <p>The Plan lists disability and health services within the Assets section. Annexe 2 provides details on and contacts for mental health services (and other services) available in the Snowy Monaro Region. This information has been compiled while the Plan was on public exhibition. The Action Plan recommends that a directory of services (and other accessible assets) be developed in print, on-line and as a mobile phone app.</p> <p>Council is not a direct provider of mental health services, however, the Plan contains a strategy for Council to advocate to the State government to improve health services, including mental health services, in the Region. Specifically, psychologists to operate from the Snowy River Health Centre.</p>
<p>There is a lack of age-appropriate activities for young adults with disabilities, particularly where young people are included in groups which also contain the frail aged. Given the rise in numbers of young adults with disabilities, it would be appropriate for this group to receive special attention.</p>	<p>The Plan identifies the increase of younger people with disabilities within the Snowy Monaro Region.</p> <p>An additional strategy and action has been included for Council to develop a program for younger people within the Werri Nina Centre and to seek a partnership with a disability service provider to operate a program for young people with disabilities at The Hub Youth Centre.</p>

	<p>The initial service directory at Appendix 2 of the Plan, provides details of programs such as Carers ACT, Cooma Challenge, ASPECT, Cerebral Palsy Alliance, TAFE Cooma Campus, Jindabyne Sport and Recreation Camps.</p>
<p>I have noticed cars parked in disabled spaces at both Coles and Aldi carparks that have not displayed the Mobility Parking Scheme card. I have observed:</p> <ul style="list-style-type: none"> <li>• Parked cars with the engine running and driver inside waiting for passenger to return with snack food and alcohol - no mobility parking card visible.</li> <li>• 4WDs parked with a mobility card in a disability parking space but an abled body individual carrying heavy groceries in a tradesperson uniform - no mobility parking card visible.</li> <li>• Cars that are parked in a disabled parking space that once had mobility parking cards (residue from suction) - no mobility parking card visible.</li> <li>• A Ferrari was parked at one of the disabled parking spaces at Aldi - no mobility parking card visible.</li> </ul>	<p>Council rangers patrol public car parks and have arrangements to patrol some of the carparks within large private retail centres.</p> <p>This information has been referred to Council rangers with a request for additional patrols within the Coles and Aldi carparks of Cooma.</p>
<p>I suggest:</p> <ul style="list-style-type: none"> <li>• Make the disability parking signs larger;</li> <li>• Have blue pillars stationed at disability parking areas around the region (so it is literally in the driver's face and cannot be ignored);</li> <li>• Include penalties/fines plus loss of merit points from their licence.</li> </ul>	<p>Council does not control the operations of carparks within privately owned retail centres.</p> <p>A strategy and action has been included in the Plan for Council to advocate to privately owned retail developments for larger parking signs and blue paint on pillars adjacent to disabled parking spaces.</p> <p>Council does not control the legislation or the conditions applied to driver's licenses.</p>

### **Monitoring, evaluation and reporting**

The Disability Inclusion Act 2014 (DIA), requires Council to: report annually to the Minister on the implementation of the Plan, to review and update the Plan every four years and to make the Plan available to the public.

**Summary of strategies and actions within each key focus area of the Plan:**

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

- Engage with the community about Council business and implement a Communications Policy.
- Develop inclusive community engagement tools and methods and promote these tools to staff and the community.
- Provide resources on current inclusive language and photographs representing the diversity in the local community to staff on the Intranet.
- Use a wide range of media to engage with the community, including: on-line and electronic information, printed information; information stalls, community service networks and local radio promotions.
- Conduct a range of community education campaigns on disability types, facts and issues and campaigns that showcase the contributions, skills and experiences of local people with disabilities.
- Support community connection and capacity by providing accessible community programs based around common interests and skills.
- Provide community events at accessible sites, with facilities to support the attendance of people with disabilities.
- Develop inclusive community events policies and procedures.
- Provide an annual event in partnership with community organisations that celebrates International Day of People with a Disability.
- Provide inclusive customer service at central locations in larger towns and assist customers with disabilities where needed to conduct business with Council.
- Map the locations of disadvantaged communities and target the provision of Council services, infrastructure and facilities in these areas.
- Include a diversity training component in the staff and councillor induction processes to raise awareness of disability and cultural and gender diversity.

**Key focus area two: creating liveable communities.**

- Implement a Pedestrian Access and Mobility Plan and works program.
  - Include people with disabilities in the community engagement for the development of Pedestrian Access and Mobility Plans.
  - Provide disabled car parking spaces within Council owned car parks.
  - Provide accessible public toilets throughout the Region.
  - Provide accessible community centres in Berridale, Bombala, Cooma and Jindabyne.
-



- Provide a range of disability services and programs and continue to employ a Disability Services Officer, subject to funding.
- Provide community organisations with small grants where funding is available.
- Audit Council facilities for condition and access and implement a program of upgrades.
- Consult on the development of new Council owned community purpose buildings, public spaces and recreational facilities with staff across all relevant functional areas of Council and the community.
- Improve access to and within the Snowy Monaro Regional Council Offices in Cooma and Berridale.
- Manage compliance of construction works undertaken by developers of public and private buildings against requirements for access and mobility.
- Include resources on universal design for developers of community purpose buildings on Council's on-line development application webpage.
- Comply with legislative requirements and employ best practice principles in the design and delivery of new parks and recreational spaces.
- Provide accessible facilities at swimming pools in Bombala, Cooma and Jindabyne and improve access at Berridale pool.
- Discount dog registration fees for pensioners, provide free registration for assistance dogs (excluding therapy dogs), and deliver a subsidised de-sexing, microchipping and vaccination program.
- Support local businesses to become accessible by: providing information and resources. Establish accessible business awards in partnership with businesses.
- Advocate to Transport NSW and local bus companies to increase bus services within the Region.
- Develop a program for younger people with disabilities within the Werri Nina Centre and The Hub Youth Centre.
- Advocate to privately owned larger retail developments for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces.

Key focus area three: improving access to meaningful employment.

- Use merit based recruitment and employment systems in accordance with legislative and policy requirements.
  - Provide a tiered system of job application and interview processes that reflect the level of skill required for the position.
  - Complete worksite assessments for staff and provide adaptive equipment to staff, where required and within reason.
  - Promote a diverse workforce through compliance with legislative, policy and planning requirements for staff recruitment and management.
-

- Provide training in anti-discrimination legislation and Council's Equal Employment Opportunity Policy and Code of Conduct in Staff induction programs.
- Provide staff with training on Council's Vision and Values to develop an organisation culture, which is 'solutionary, together, accountable, innovative and caring'.
- Include non-discriminatory behavioural capabilities in Council's position descriptions and Code of Conduct and monitor and manage behaviour against these.
- Provide flexible working arrangements and a contemporary workplace to enable the employment of people with disabilities.
- Provide free counselling and support under the Employee Assistance Program (EAP) for staff experiencing personal and work related difficulties.
- Consider engagement of Disability Enterprises such as 'Cooma Challenge' as the contractor for operational tasks as negotiated.
- Establish a Peer Support Group and train Group members to provide general support and information to colleagues who are experiencing a range of difficulties.
- Further explore opportunities to establish working relationships with disability employment services (DES) and TAFE to offer job placements in Council.
- Provide information and resources to managers on the supports available to employ people through disability employment services. Also make these resources available to local businesses.
- Advocate to NSW Education to provide transition to work programs for young people with disability at local high schools.
- Identify people with disabilities working within Council and seek their participation in a community education campaign that promotes employment for people with disabilities.
- Host forums to consult with people with disabilities, employment agencies and TAFE on employment practices and opportunities.

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

- Provide accessible library resources in accordance with the interests and needs of people with disabilities. Provide free access to Wi-Fi and internet and provide a mobile library service.
  - Operate an accessible website that can be read by reading software, has capacity for audio and visual content and can accommodate communication devices. Web based services include web forms, development applications, payment of rates and information on Council business.
  - Communicate with the community using on-line and social media sites like Facebook and electronic noticeboards of Regional community networks.
  - Communicate Council business through schools, children's services, youth centres, community centres, community service inter-agencies (including disability services) and information stalls at events and shopping centres.
-

- Provide face to face customer service at centrally located Council facilities such as reception counters at Council business offices, Council's community centres, libraries and visitor information centres.
- Use a Corporate Style Guide for Council's written communication, which is based on the Guidelines for Producing Clear Print (2011) Roundtable on Information Access for People with Print Disabilities.
- Explore the capacity of Council's telephone system to support technology held by people who are hearing or vision impaired.
- Provide customer service staff with training and resources in sign language. Place a link on the staff intranet to the resources at Auslan Signbank and provide iPads or tablets at service counters to assist communication.
- Explore the use of webcasting equipment to broadcast Council meetings on-line.
- Review the web content and web-based business templates to improve their accessibility.
- Produce a community information directory on accessible services and facilities. Investigate a range of platforms on which to locate the directory, including: mobile phone apps and the internet, with the capacity to be printed from the internet.
- Support engagement with people with disabilities by maintaining a formal consultative mechanism.
- Advocate to NSW Family and Community Services for more National Disability Insurance Scheme (NDIS) information sessions in Jindabyne.
- Advocate to NSW Health for a range of health services to operate from the Snowy Monaro Health Centre in Jindabyne.
- Advocate to NSW Education for increased resources for children with disabilities in primary and secondary schools in Jindabyne.

## **Conclusion**

The Snowy Monaro Disability Inclusion Action Plan 2017-21 will provide a strategic approach to meet the changing needs of people with disabilities in our community and in doing so, also help meet the demands of an ageing population.

The DIAP provides strategies and actions to improve outcomes within each of the four key focus areas of the disability inclusion plan. The implementation of these strategies will help Council 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 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 to Council information and systems to support informed decision making and choice relating to Council's activities.
-

- Identify where Council can advocate for improvements to other levels of government, non-government agencies and businesses.

The DIAP also works to support national and state disability inclusion plans and initiatives and complies with legislative requirements for the development of inclusive communities.

The DIAP is presented for adoption and implementation.

## **QUADRUPLE BOTTOM LINE REPORTING**

### **1. Social**

The social outcomes of the implementation of the DIAP include the benefits of an inclusive community for all residents of and visitors to the Snowy Monaro Region. Universal design principles applied to public spaces, parks and community purpose buildings benefit people with disabilities and others living in our community, such as children, parents with prams and seniors.

The DIAP strategies support the UN Convention on the Rights of People with a Disability and the Disability Inclusion Act 2014 disability principles regarding equal access to goods, services and participation in community life.

### **2. Environmental**

There are no expected environmental impacts associated with the Snowy Monaro Regional Disability Inclusion Action Plan 2017-21.

### **3. Economic**

Each strategy within the Disability Inclusion Action Plan is supported by a resourcing strategy, which proposes that the implementation of the strategy be resourced within existing budgets, or that a budget bid for additional funds be made through Council's established annual budgeting process, or that an external grant be sought or other initiatives such as developer contributions be investigated.

Focus Area 2: Creating a Liveable Community has implications for the provision of all community purpose Council owned assets such as community purpose buildings, public places (street scaping projects in town centres), parks, recreation and sporting facilities, public toilets and pedestrian infrastructure.

The strategies contained in the DIAP mostly recommend improvements to Council's existing assets to meet access standards, through a progressive process of auditing for access and adapting them within established capital works programs. Where a new asset is recommended, for example, an All Abilities Playground in Bombala, the DIAP recommends that the works be conditional upon the securing of additional budget bids through Council's annual process and/or securing external grants.

### **4. Civic Leadership**

The NSW Disability Inclusion Act 2014 (DIA) encourages planning and coordination across state and local government to identify and reduce barriers that prevent people with disabilities from participating fully in their community. The Act mandates that councils must prepare a Disability Inclusion Action Plan by 1 July 2017. The Draft Snowy Monaro Disability Inclusion Action Plan 2017-21 has been developed to comply with the DIA.

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11.1 DISABILITY INCLUSION ACTION PLAN

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It is also mandatory under the Act, for Council to report its progress on the implementation of the Plan to the Minister for Disability Services within its annual report.

Each strategy contained within the Disability Inclusion Action Plan 2017-21 is linked to a theme, strategy and action within Council's Regional Delivery Program 2014-17.

Council will prepare a new Community Strategic Plan (CSP). Once the new CSP is completed, the references to the CSP within the DIAP will need to be reviewed and updated.

**Determination by Administrator**

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993*.

Signature: .....

Date: .....

# Disability Inclusion Action Plan 2017-21



## **SNOWY MONARO REGIONAL COUNCIL**

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**Jindabyne:** 2/1 Gippsland Street JINDABYNE NSW 2627

## Statement of commitment

I am pleased to present the Snowy Monaro Regional Council's Disability Inclusion Action 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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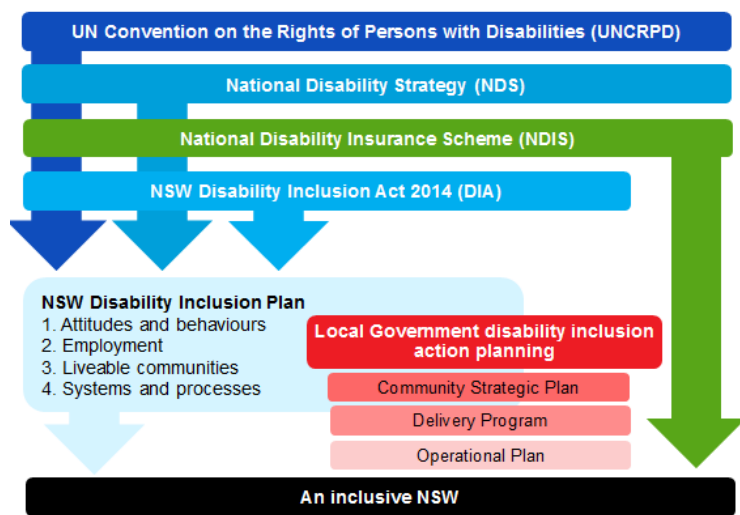
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## Introduction



## 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 Action 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 action 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 impacts their lives.

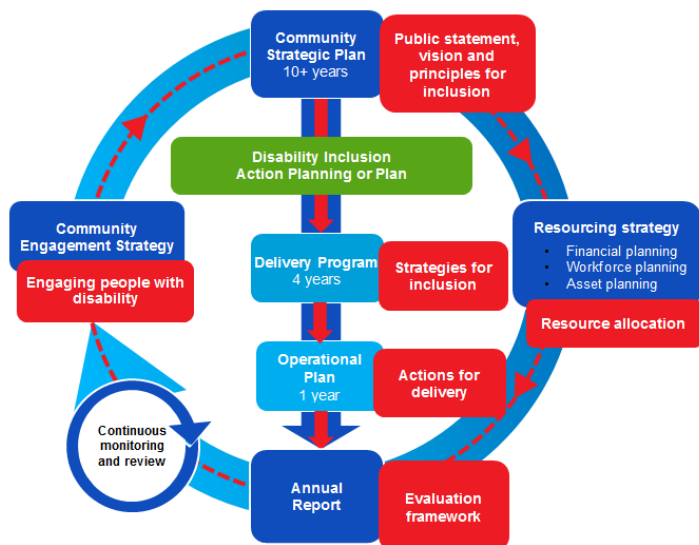
An inclusive community offers:

- 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.

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## 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, Ageing 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 Censuses of Population and Housing. The Community Profile provides information about people with disabilities and their carers who live in our region. This data can help us to plan for relevant services and facilities.

### People needing assistance with core activities

Assistance needed by age group (yrs)	2011			2006			Change
	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
<b>Total</b>	<b>881</b>	<b>2.3</b>	<b>5.8</b>	<b>721</b>	<b>2.0</b>	<b>5.1</b>	<b>+160</b>

Source: Australian Bureau of Statistics, 2006 and 2011. Compiled and presented by [.id](#), the population experts.

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. From 2006 to 2011, the number of people with profound or severe disability increased by 160.

## THE SNOWY MONARO REGION

The Snowy Monaro Regional Council area is located in south-eastern New South Wales, about 100 kms south of Canberra and about 400 kms south-west of Sydney. The Region covers 15,162 square kms 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.

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.

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
<b>Total persons</b>	<b>15,893</b>	<b>100</b>	<b>100</b>	<b>15,506</b>	<b>100</b>	<b>100</b>	<b>+386</b>

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 and experienced 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.

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### **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, our 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 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.

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 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 Bissaker	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
<b>Fri 24 Mar</b> <b>10am – 12noon</b>	Early in the planning process.	Project introduction, project work plan, planning framework, engagement and promotions strategy and schedule of meetings.
<b>Fri 31 Mar</b> <b>10am – 12noon</b>	On completion of the engagement process	Review notes on engagement outcomes; provide input to the development of key themes and priorities for action.
<b>Fri 7 Apr</b> <b>10am - 12noon</b>	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 Action 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.

## 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.

Workshops	Workshop program
<b>Bombala Staff Consultation</b> <b>Bombala Community Centre</b> <b>Tues 21 March</b> <b>1.30pm to 3.00pm</b>	<p>Welcome and introductions.</p> <p>Presentation on the disability inclusion action planning background, aims and process.</p> <p>Two small group workshops to identify existing supports and discuss the need for improvement:</p>
<b>Cooma Staff Consultation</b> <b>Cooma Office</b> <b>Wed 22 March</b> <b>9.00am to 12.30am</b>	<p>Work Group 1:</p> <ol style="list-style-type: none"> <li>Changing attitudes and behaviours</li> <li>Building a liveable community</li> </ol> <p>Work Group 2:</p> <ol style="list-style-type: none"> <li>Providing access to employment</li> <li>Navigating systems and information</li> </ol> <p>Large group discussion to review and add to small group discussions.</p>
<b>Jindabyne and Berridale Staff Consultation</b> <b>Berridale Office</b> <b>Thurs 23 March</b> <b>1.30pm to 4.30pm</b>	<p>Wrap up.</p>

## 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 Action 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.

### 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.

Workshops	Workshop program
<b>Bombala Community Centre</b> <b>Tues 21 March</b> <b>10.00am to 12.30am</b>	<p>Welcome and introductions</p> <p>Presentation on the Disability Inclusion Action Planning background, aims and process.</p> <p>Two small group workshops to identify existing supports and discuss the need for improvement:</p> <p>Work Group 1:</p> <ol style="list-style-type: none"> <li>Changing attitudes and behaviours</li> <li>Building a liveable community</li> </ol> <p>Work Group 2:</p> <ol style="list-style-type: none"> <li>Providing access to employment</li> <li>Navigating systems and information</li> </ol> <p>Large group discussion to review and add to small group discussions.</p> <p>Wrap up.</p>
<b>Werri-Nina Centre, Cooma</b> <b>Thurs 30 March</b> <b>10.00am to 12.30am</b>	
<b>Snowy River Health Centre</b> <b>Tues 28 March</b> <b>10.00am to 12.30am</b> <b>and</b> <b>Jindabyne Bowling Club</b> <b>Tues 4 Apr</b> <b>5.30pm to 7.30pm</b>	

## 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.
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- 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).
  - Yallambee Lodge Residential Aged Care Facility (Cooma) and Berridale Hostel.
  - Bombala Community Centre.
  - Snowy River Health Centre in Jindabyne, and
  - Community Transport, Home Maintenance and Modification Service.
- Providing accessible community events and programs that provide people with disabilities opportunities 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.
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- 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.
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- 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, quiet areas and low sensory activities.
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## **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 Village Ford 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 walking along 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:

- We 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 Candlebark 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.
  - The access at Nuggets Crossing needs improving: the existing ramp between the levels is too steep, all shop doors are heavy, and the location of the Chemist upstairs requires people to get back in their car and park up on the top level. There is insufficient parking near the Chemist. Businesses need good access otherwise it cuts people off from using their services.
  - The footpaths need to be wider and have tactile markings and pedestrian refuges. PAMP's need to provide for broader inclusion (vision impaired).
  - The Council office in Jindabyne is not accessible and the Council carpark behind the office is not accessible.
  - We need pram ramps on Thredbo Terrace.
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- There is no accessible parking close to the entrance of the Snowy River Health Centre.

## Asset mapping

During the Disability Inclusion Action 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, actions 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 disability services listed 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
<p><b>Council owned &amp; operated:</b>  <b>Bombala Community Centre</b>  <b>Snowy River Community Services, Berridale</b>  <b>Werri-Nina Centre, Cooma</b>  <b>The Hub, Youth Centre, Cooma</b>  <b>Cooma Library</b></p> <p><b>Council owned &amp; externally operated:</b>  <b>Snowy Mountains Neighbourhood Centre, Jindabyne</b>  <b>Snowy River Health Centre, Jindabyne</b></p>	<p>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 transitions  Respite programs.  Assistance with NDIS plan management.  Home Maintenance and Modification Program.  Community Transport Scheme.  Meals on Wheels Service.  Community Connect Program.</p>	<p>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</p>	<p>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</p> <p>Cooma Visitor Information Centre  Snowy River Visitor Centre</p>

Meeting rooms for hire	Services: Council & partner provided	Infrastructure	Sporting & Leisure
<b>Bombala Community Centre (access)</b> <b>Cooma Council Office</b> <b>Cooma Library (access)</b> <b>Werri-Nina Centre (access)</b>	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 (part-way) Bombala River Walk (part-way)
Community halls	Parks for hire & accessible playground	Development Planning	Show & Sportsgrounds for hire
<b>Adaminaby School of Arts</b> <b>Berridale Hall; Bibbenluke Hall</b> <b>Bredbo Community Hall</b> <b>Bombala Memorial Hall</b> <b>Cathcart School of Arts</b> <b>Dalgety Memorial Hall</b> <b>Delegate School of arts</b> <b>Delegate Hall; Jindabyne Memorial Hall; Kybeyan Hall</b> <b>Michelago Community Hall</b> <b>Mila Country Club</b> <b>Cooma Multi-function Centre</b> <b>Nimmitabel Community Hall</b> <b>Numeralla Community Hall</b> <b>Peak View Community Hall</b> <b>Shannon's Flat Community Hall</b> <b>Smith's Road Community Hall</b>	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: <sup>1</sup>**

Disability Support Services	Health	Education	Employment
<b>Anglicare</b>	Alzheimer's Australia	Jindabyne Central School and Bombala Central School: Disability & Learning Support Aids	Cooma Challenge: Disability Enterprise programs; transition to work programs
<b>Cooma Challenge: living support; group home; respite cottage; programs children &amp; young adults</b>	Australian Unity Health Care	Cooma Public and Cooma High School: Disability Support Units	Workability Employment Agency
<b>Cooma Contact</b>	Autism Australia (ASPECT)	NSW TAFE, Cooma Campus Home School Group	Max Employment Service
<b>Family and Community Services NSW</b>	Cerebral Palsy Alliance	<b>Carer Support</b>	<b>Sport &amp; Recreation</b>
<b>Guide Dogs NSW/ACT</b>	Grand Pacific Health	Carers ACT, Young Carers ACT & ATSI Carers ACT	Disabled Winter Sports Australia (Thredbo & Perisher)
<b>Mission Australia</b>	Greater Southern Area Health Services	Carer Assist, Cooma	NSW Sport: Jindabyne Sport & Recreation Centre
<b>Settlement Services: Ability Linker</b>	Mental Health Foundation	Cooma Monaro and Snowy River Support Group for Carers	Special Olympics ACT
<b>Uniting Care: Ability Links Aboriginal Linker Disability and Early Intervention Linker</b>	Monaro Early Intervention Service	<b>Informal/Interest Groups/ Advocacy</b>	Cooma Gym Club, Gymnastics for All Group
<b>Uniting: NDIS Local Area Coordinators</b>	Schizophrenia Fellowship NSW: One Door Mental Health, Personal Helpers & Mentors Service (PHaMS)	Illawarra Forum The Disability Trust	Ni-can online directory for inclusive sport

<sup>1</sup> This list is current at the time of development. It is acknowledged that the Disability landscape is in a period of significant change with the rollout of the NDIS.

YMCA The Hub

Cerebral Palsy Alliance Group  
ACT Disability, Aged and Carer  
Services (ADACAS)

## 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 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:

Used 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		Moderate	Serious injury –	Significant alterations	Significant skills, capacity or	Local impact - local	Potential for



<b>Unlikely</b>			hospitalisation	required across multiple assets	technical changes required	media/ visitor attention	significant legal/ regulatory fines
<b>3 Possible</b>		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
<b>4 Likely</b>		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.

Key issues	Likelihood	Risk types	Priority to address	Risk management
Improving attitudes & behaviours				
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 purpose buildings.	2	Safety, Assets, Liability	High	Audit public buildings for condition & 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 counters. 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.

#### **Links 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.

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## 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
<b>Conducts communication and engagement with the community about Council business.</b>	<p>Implements a Communications Policy to provide information to residents and ratepayers that is accurate, timely and informative.</p> <p>This will help keep the community up to date on Council's decisions, activities and achievements.</p>	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 Ongoing	<p>KPI: Communications Policy implemented.</p> <p># Community engagement events hosted.</p>
<b>Uses a wide range of media to engage with the community.</b>	<p>Council uses a wide range of media to communicate and engage with its community, including:</p> <p>On-line and electronic formats:</p> <ul style="list-style-type: none"> <li>• Council Website</li> <li>• Council Facebook</li> <li>• Links to community on-line noticeboards and Facebook sites.</li> </ul> <p>Printed:</p> <ul style="list-style-type: none"> <li>• Council newsletters, Information in the Monaro Post</li> </ul>	<p>Provides information to the community in a range of formats with the aim of reaching broad and diverse audiences.</p> <p>Aims to engage with vulnerable communities.</p>	7.4 7.4.1 DP 7.12 DP 7.13	Executive Officer	Operational Ongoing	<p>KPI: Range of media used to engage with the community.</p> <p># Hits to website.</p> <p># Followers on Facebook.</p> <p># Council newsletters.</p> <p># Columns &amp; pages in Monaro Post.</p> <p># Interagency</p>

	<ul style="list-style-type: none"> <li>Printed resources at Council centres</li> </ul> <p>Other:</p> <ul style="list-style-type: none"> <li>Information stalls and Engagement at community events</li> <li>Service Inter-agencies</li> <li>Local radio promotions</li> </ul>					<p>meetings hosted.</p> <p># Information stalls. at community events.</p> <p># Radio interviews.</p>
<b>Implements a range of community education campaigns on disability types, facts and issues</b>	<p>Provides community education campaigns linked with a range of health and disability Campaigns.</p> <p>Information on disability is promoted through activities of the Access Committees, local media and is linked to resources at the libraries.</p>	<p>Promotes community awareness and knowledge on a range of long-term health conditions and disabilities.</p> <p>Provides opportunities for local people with disabilities to influence attitudes about disabilities.</p>	<p>4.1</p> <p>4.1.1</p> <p>DP4.2</p>	Community Support Services and Aged Care	Operational Ongoing	<p># of community education campaigns</p> <p>Range of topics covered.</p>
<b>Supports community connection and capacity</b>	<p>Provides accessible community programs based around common interests and skills:</p> <p>E.g. Mobility Scooter user groups, training in scooter use, social outings and feedback to Council on access issues.</p>	<p>Assists to build social, friendship and support networks among people with similar interests, skills and needs.</p> <p>Provides opportunities to participate in community based activities.</p>	<p>4.2</p> <p>4.2.1</p> <p>DP4.6</p>	Community Support Services and Aged Care	Operational Ongoing	# and range of community development programs

<b>Provides opportunities for people with disabilities to participate in their community.</b>	Provides most community events at accessible sites, with some facilities to support the attendance of people with disabilities, E.g.: <ul style="list-style-type: none"> <li>• Access to the event site</li> <li>• Accessible toilets</li> <li>• Accessible parking</li> </ul>	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 Ongoing	# of events held at accessible sites
<b>Provides People with Disabilities with opportunities to participate in their community.</b>	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 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.	4.1 4.2.1 DP4.2	Economic Development & Tourism  Community partner organisations.	Operational. & Community partner resources.  Annually.	Annual event provided to celebrate International Day for People with Disabilities.
<b>Staff members provide inclusive customer service and a positive attitude towards</b>	Staff members treat customers with respect and provide inclusive customer service.	Provides people with disabilities with assistance that meets their specific needs.	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational Ongoing	High quality rating for customer service in Council's Community Satisfaction Survey



<b>people with disabilities.</b>	<p>Staff assist people with disabilities where needed to:</p> <ul style="list-style-type: none"> <li>• Access into and move around within Council premises.</li> <li>• Use Council's website and on-line application forms to conduct their business and find information.</li> </ul> <p>Provides customer service and face to face communication at central locations at:</p> <ul style="list-style-type: none"> <li>• Council business offices</li> <li>• Libraries</li> <li>• Visitor Information Centres</li> </ul>	Assists people with disabilities to participate in Council services and facilities.				# complaints regarding discriminatory customer service in Council's customer complaints system
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## 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
<b>Implement inclusive community engagement processes and activities.</b>	Develop a community engagement policy based on the spectrum developed by the International Association for Public Participation	<p>People with disabilities are included in Council's decision making processes and</p> <p>People with disabilities are</p>	7.4 7.4.1 DP7.12	Executive Officer	Operational 2017-18, then ongoing	<p>KPI: Community Engagement Policy produced.</p> <p>KPI: Range of inclusive engagement</p>

	<p>(IAP2).</p> <p>Include inclusive community engagement tools and methods; and</p> <p>Promote this to Staff and make it available on Council's intranet.</p>	<p>aware of and included in Council's services and facilities.</p>				tools in use.
<b>Use inclusive language and inclusive images in Council communication with the community.</b>	<p>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 for staff.</p>	<p>Communication with the community uses current inclusive language and reflects the diversity of the local community.</p> <p>People with disabilities are more visible within Council's communication.</p>	<p>7.4</p> <p>7.4.1</p> <p>DP7.12</p>	Executive Officer	Operational 2017-18, then ongoing	<p>KPI: Inclusive stock images compiled.</p> <p>KPI: Placed on staff intranet as a staff resource.</p>
<b>Develop policy and procedures for inclusive community events.</b>	<p>Develop a policy on Inclusive Community Events.</p> <p>Develop procedures that help staff to implement inclusive community events, for example:</p> <ul style="list-style-type: none"> <li>• An event site access audit checklist.</li> <li>• Hire accessible equipment such as portable accessible toilets where a site has</li> </ul>	<p>Events are inclusive.</p> <p>People with disability have opportunities to participate in community life and connect with others in their community.</p> <p>Inclusive events promote visibility and acceptance by the broader community of people with disability as they participate in daily activities.</p>	<p>4.1</p> <p>4.1.1</p> <p>DP 4.2</p>	Economic Development & Tourism	Operational 2018-19, then ongoing	<p>KPI: No of event access audits completed.</p> <p>KPI: % audit recommendations implemented.</p>

	<p>no accessible toilets or accessible pathways to key event facilities.</p> <ul style="list-style-type: none"> <li>• Provide disabled parking and accessible drop and ride areas.</li> <li>• Include information on access in event promotion.</li> <li>• Promote events in accessible formats.</li> </ul>					
<p><b>Develop a program of community education and awareness sessions that showcase the contributions, skills and experiences of local people with disabilities.</b></p>	<p>Profile local people with disabilities in a positive way E.g. achieving in and contributing to their community or as Council staff.</p> <p>Present segments on community radio stations.</p> <p>Prepare articles:</p> <ul style="list-style-type: none"> <li>• The Monaro Post</li> <li>• Council media, and</li> <li>• Social media platforms.</li> </ul> <p>Explore opportunities to work with Paralympians through the ski-resorts to help deliver community education campaigns.</p>	<p>Increase awareness of the skills and achievements of people with disabilities and of the contributions made to the community by people with disabilities.</p>	<p>4.1 4.1.1 DP4.2</p>	<p>Community Support Services &amp; Aged Care</p> <p>Community Radio Station</p>	<p>Operational 2017-18, then ongoing</p>	<p># of articles presented in Monaro Post, Council Newsletter and Social Media sites.</p> <p># of segments on community radio station.</p>
<p><b>Improve accessible</b></p>	<p>Support businesses to</p>	<p>Improve awareness of</p>	<p>3.1</p>	<p>Economic</p>	<p>Operational</p>	<p># of information</p>

<b>business practice enabling people with disabilities to access the goods and services they need.</b>	<p>understand the value of being inclusive and how to adopt inclusive business practices by:</p> <ul style="list-style-type: none"> <li>• Providing information on how to make a business accessible.</li> <li>• Providing information on the economic and social benefits of accessible business practice; and</li> <li>• Establishing Accessible Business Awards for Accessible Premises and Accessible Employment in partnership with business networks and chambers of commerce.</li> </ul>	<p>business operators and service providers of the challenges faced by people with disabilities in accessing businesses and services they need.</p> <p>Improving awareness of business operators and service providers in the economic and social benefits of becoming accessible.</p> <p>Encouraging and rewarding best practice in providing accessible businesses.</p>	3.1.3 DP 3.6	Development & Tourism	& Partner resourced. 2018-19, then ongoing	<p>resources sourced and promoted to business on accessible business practice.</p> <p>Partnership sought from business networks and chambers of commerce for Accessible Business Awards</p> <p>Award process developed and implemented.</p>
<b>Identify two to three facilities for access improvements arising from the recent audit of Council premises, and complete works quickly.</b>	<p>Identify 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.</p> <p>Implement 'Quick Wins' to promote the Disability Inclusion Action Plan.</p>	<p>Improve community confidence that Council will act following feedback provided during Disability Inclusion Action Plan community engagement process.</p>	7.4 7.4.1 DP7.12	Asset Management & Engineering Services	Operational 2017-18	2 to 3 improvements to access Council facilities implemented within 6 months of launching the DIAP
<b>Complete mapping</b>	Complete mapping of the	Council services,	4.3	Community	Operational	Social mapping of

<b>of the locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.</b>	locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.	infrastructure and facilities are provided in locations where 'vulnerable' people live.  Council services, infrastructure and facilities improve community: <ul style="list-style-type: none"> <li>• Connection &amp; support</li> <li>• Mobility</li> <li>• Access to goods and services</li> </ul>	4.3.1 DP4.11	Support Services & Aged Care	2019-20, then ongoing	vulnerable communities completed.
<b>Provide diversity training opportunities staff and councillors to improve inclusion.</b>	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	Operational 2017-18, then ongoing	Diversity training component included in staff and councillor induction process

## 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 people of all 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.

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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
<b>Develops and implements a Pedestrian Access Mobility Plan (PAMP).</b>	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.	<p>Enables access to key services and facilities by people with disabilities.</p> <p>Provides connectivity between key destination points.</p> <p>Improves independence in mobility and daily tasks and to improve participation in community life.</p>	2.2 2.2.1 DP2.7	Asset Management & Engineering Services	Operational Ongoing	<p>Maintain the implementation of the footpath maintenance and construction program</p> <p>% of tasks implemented under the PAMP.</p> <p># Pram ramps improved or provided.</p> <p># Kms of footpath improved or provided.</p> <p># Pedestrian crossing points improved.</p>
<b>Provides disabled car parking spaces within Council</b>	Provides disabled parking spaces in compliance with Building Code of Australia &	Improves access to a wide range of goods, services and facilities for people	2.2 2.2.1 DP2.6	Asset Management & Engineering	Operational Ongoing	Maintain the provision of disabled parking in



<b>owned car parks.</b>	Australian Standard (AS 1428) – Design for Access and Mobility.	with disabilities.  Supports connection to and participation in community life.		Services		accordance with AS 1428 and ratios established in BCA  % Disabled car spaces across Council owned carparks.
<b>Provides accessible public toilets that comply with Australian Standard (AS 1428) – Design for Access and Mobility.</b>	Provides accessible public toilets and promotes them on the National Public Toilet Map. Toilets are located at: <ul style="list-style-type: none"> <li>• Adaminaby Public Toilets</li> <li>• Berridale Public Toilets</li> <li>• Bombala Swimming Pool</li> <li>• Bombala, Monaro Hwy</li> <li>• Bredbo Centennial Park</li> <li>• Cooma Centennial Park</li> <li>• Cooma Lions Park 1</li> <li>• Dalgety, Brierly Street</li> <li>• Delegate Memorial Park</li> <li>• Jindabyne town centre</li> <li>• Jindabyne, Kalkite St</li> <li>• Jindabyne Banjo Paterson Park</li> <li>• Jindabyne, Barry Way</li> <li>• Lake Williams, Nimmitabel</li> <li>• Numeralla River</li> </ul>	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 Ongoing	Maintain the provision of accessible public toilets in accordance with AS1428.  % of public toilets that are accessible.

<b>Provides accessible community &amp; health centres</b>	<p>Provides community centres in accordance requirements of disabled access under the National Premises Standards, Building Code of Australia and AS1428, at:</p> <ul style="list-style-type: none"> <li>• Bombala Community Centre</li> <li>• Snowy River Community Services, Berridale</li> <li>• Werri Nina Centre, Cooma</li> </ul> <p>Community and health centres provided in partnership with non-profit, health and private medical practitioners:</p> <ul style="list-style-type: none"> <li>• Snowy Mountains Neighbourhood Centre, Jindabyne</li> <li>• Snowy River Health Centre, Jindabyne</li> </ul>	<p>Improves access to community centres for people with disabilities.</p> <p>Supports inclusion in community programs and services and provides connection with others.</p> <p>Provides opportunities for social and friendship support networks.</p> <p>Provides access to local health services, reducing the cost and time involved in travelling to Canberra or Sydney</p>	4.3 4.3.1 DP4.11	Facilities Management	Operational Ongoing	<p>Maintain the provision of accessible community centres.</p> <p># Complaints received relating to disabled access.</p> <p># Complaints received relating to service provision.</p>
<b>Provides services and programs for people with disability and their families and carers.</b>	<p>Provides disability services and programs under the National Disability Insurance Scheme (NDIS), including:</p> <ul style="list-style-type: none"> <li>• Assistance with personal activities and participating in community activities</li> <li>• Assistance with daily tasks through the Shared Living Centre.</li> </ul>	<p>Provides access to services and facilities locally, reducing costs and difficulties in travel.</p> <p>Provides support, learning and personal development opportunities for people with disabilities.</p> <p>Supports inclusion in community programs and</p>	4.3 4.3.1 DP4.11	Community Support Services & Aged Care	Operational Ongoing	<p>Maintain service provision at Werri-Nina Centre.</p> <p>Annual participation #'s for:</p> <ul style="list-style-type: none"> <li>• Day centre.</li> <li>• Life skills program.</li> <li>• Assistance with personal &amp;</li> </ul>

	<ul style="list-style-type: none"> <li>• Day Care Centre and programs.</li> <li>• The Life Skills and Development Program.</li> <li>• Assistance with household tasks.</li> <li>• Assistance with life stage transitions</li> <li>• Respite programs.</li> <li>• Assistance with NDIS plan management.</li> <li>• Home Maintenance and Modification Program.</li> <li>• Community Transport Scheme.</li> <li>• Meals on Wheels Service.</li> <li>• Community Connect Program.</li> <li>• Community Nursing.</li> <li>• Contact Centre</li> <li>• Scallywags Specials Needs Activities Group for Children.</li> <li>• Carers Support Group.</li> </ul>	<p>services and provides connection with others.</p> <p>Supports families and carers of people with disabilities.</p> <p>Supports transport to medical, shopping and personal appointments.</p>				<p>community activities.</p> <ul style="list-style-type: none"> <li>• Assistance with household tasks.</li> <li>• Respite programs.</li> <li>• Community Connect Program.</li> <li>• Scallywags Group.</li> <li>• Contact Group.</li> <li>• Trailblazers Group.</li> <li>• Stress Less and Progress Program.</li> <li>• Tuesday Club.</li> </ul> <p># Home maintenance or modifications.</p> <p># Meals provided.</p> <p># Transport services provided.</p> <p># Community Nursing visits.</p>
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	<ul style="list-style-type: none"> <li>Trailblazers Mobility Scooter Group.</li> <li>Stress Less and Progress Program.</li> <li>The Tuesday Club.</li> </ul>					
<b>Employs a Disability Services Officer.</b>	Links people with disability and their families and carers with supports, networks and resources.	<p>Improves independence for people with disabilities.</p> <p>Provides access to information on disability services and supports to improve choice of services and meet needs of people with disabilities.</p>	4.3 4.3.1 DP4.11	Community Support Services & Aged Care	Operational Ongoing	# people with disabilities assisted # carers assisted
<b>Provides community organisations with small grants.</b>	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 Annually	# and range of organisations provided with grants Annual grant budget.
<b>Audits Council facilities for condition and access and implements a program of upgrades to Council facilities.</b>	<p>Audits Council facilities for condition and access and implements a program of upgrades to Council facilities.</p> <p>Facilities include: Public toilets, sporting and recreational facilities, community halls, community centres and Council business offices.</p>	<p>Improves access to a wide range of Council facilities for people with disabilities.</p> <p>Supports connection to and participation in community life.</p>	5.2 5.2.1 DP5.2	Facilities Management	Operational 2017-2018, then ongoing	# and range of upgrades to access at Council facilities

<b>Manages compliance with legislative requirements through its development application and approvals process and through its construction certificate process:</b> <ul style="list-style-type: none"> <li>• <b>National Disability (Access to Premises — Buildings) Standards 2010 (Premises Standards)</b></li> <li>• <b>National Construction Code: Building Code of Australia (BCA)</b></li> <li>• <b>Australian Standard (AS 1428) – Design for Access &amp; Mobility</b></li> </ul>	<p>Manages compliance of construction works undertaken by developers of public and private buildings against requirements for access and mobility.</p> <p>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.</p>	<p>Provides appropriate, accessible housing for people with disabilities.</p> <p>Provides community purpose premises that are accessible for people with disabilities.</p> <p>Accessible buildings meet future needs as well as current expectations of equity and fairness.</p>	<p>6.2</p> <p>6.2.1</p> <p>DP6.7</p>	<p>Development &amp; Building Certification</p>	<p>Operational Ongoing</p>	<p># development approvals and construction certificates with requirements for access under Premises Standards, BCA &amp; AS1428</p>
<b>Manages compliance of housing development against State Environmental Planning Policies (SEPP's) to provide housing that meets the needs of people</b>	<p>Manages compliance of housing development against:</p> <p>SEPP (Affordable Rental Housing) 2009</p> <ul style="list-style-type: none"> <li>• Provides for affordable rental housing and</li> </ul>	<p>Provides opportunity for affordable rental housing for people on low incomes.</p> <p>Provides for secondary dwellings where people with disabilities can live independently and close to</p>	<p>6.2</p> <p>6.2.1</p> <p>DP6.7</p>	<p>Development &amp; Building Certification</p>	<p>Operational Ongoing</p>	<p># development approvals and construction certificates issued with requirements under SEPP (Affordable Rental Housing) 2009</p>

<p><b>with a disability and frailty:</b></p> <ul style="list-style-type: none"> <li>• <b>SEPP (Affordable Rental Housing) 2009</b></li> <li>• <b>SEPP (Housing for Seniors and People with Disabilities) 2004</b></li> </ul>	<ul style="list-style-type: none"> <li>• Enables secondary dwellings</li> </ul> <p><i>(Affordable housing or secondary dwellings are not required to be accessible but must have accessible and continuous pathways and entry to dwellings).</i></p> <p>SEPP (Housing for Seniors and People with Disabilities) 2004</p> <ul style="list-style-type: none"> <li>• Provides for residential care facilities, hostels and group or self-contained accommodation.</li> </ul> <p><i>(Housing for seniors and people with disabilities housing must be accessible).</i></p>	<p>their families and/or carer support networks.</p> <p>Provides opportunity for both independent and supported accommodation for people with disabilities, which meets the specific needs of people of all ages and abilities.</p>				<p># development approvals and construction certificates issued with requirements under SEPP (Housing for Seniors and People with Disabilities) 2004</p>
<p><b>Manages compliance of housing development against Australian Standard AS4299 Adaptable Housing.</b></p>	<p>Manages compliance of housing development against Australian Standard AS4299 Adaptable Housing to:</p> <p>Enables adaptable housing which is designed so that it can be modified easily in the future to become accessible.</p>	<p>Provides housing that meets specific needs of all users – ages and abilities. Supports independent living. Supports continued family and community networks.</p>	<p>6.2 6.2.1 DP6.7</p>	<p>Development &amp; Building Certification</p>	<p>Operational Ongoing</p>	<p># development approvals and construction certificates with requirements under AS4299</p>

	<p>Requires that one in four dwellings in multi-dwelling developments must be adaptable.</p> <p>Must provide accessible pathways and entry to the dwelling, access common use areas, one accessible bedroom, and an accessible bathroom.</p>					
<p><b>Complies with legislative requirements and employs best practice principles in the design and delivery of new parks and recreational spaces.</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• State-wide best practice manuals.</li> <li>• Australian Standards for access-mobility (AS1428) 2010 and playgrounds (AS4686).</li> <li>• Kidsafe best practice guides for playgrounds.</li> <li>• Safer by Design (CPTED) principles for lighting and improving visibility and natural surveillance.</li> <li>• Touched by Olivia</li> </ul>	<p>Improves access, mobility and safety for people using parks and recreational spaces.</p> <p>Provides inclusive active and passive parks so people with disabilities can participate in recreation.</p>	<p>5.3 5.3.1 DP5.4</p>	<p>Facilities Management – Parks and Recreation</p>	<p>Operational</p>	<p>Maintain compliance with Australian Standards and best practice guides when designing and delivering parks and recreational spaces.</p> <p># upgrades to parks and recreational spaces with improved accessibility.</p>

	Foundation Guidelines for all abilities playgrounds.					
<b>Provides accessible facilities at swimming pools in: Bombala Cooma Jindabyne</b>	<p>Provides accessible toilets and change rooms, disability parking and disabled access within swimming pools in:</p> <p>Bombala Cooma Jindabyne</p> <p>Provides a mobile wind down hoist to the pools. Staff are available to support the use of the lift.</p>	<p>Improves access to recreational facilities for people with disabilities.</p> <p>Supports connection to and participation in community life.</p>	5.2 5.2.1 DP5.2	Facilities Management	Operational Ongoing	<p>Maintain the provision of accessible facilities at swimming pools</p> <p># complaints received in customer complaints system</p>
<b>Provides accessible swim programs at: Cooma Bombala Jindabyne</b>	<p>Provides swim programs to people with disabilities in a range of formats:</p> <ul style="list-style-type: none"> <li>• Individual classes on a one to one basis tailored to specific needs.</li> <li>• Group aqua fitness classes for disability services.</li> <li>• Inclusive classes, integrated within regular classes.</li> </ul>	<p>Improves access to recreational facilities for people with disabilities.</p> <p>Supports connection to and participation in community life.</p>	5.2 5.2.1 DP5.2	Facilities Management	Operational Ongoing	<p>Maintain the provision of accessible swim programs at swimming pools.</p> <p>#complaints received in customer complaints system</p>



<b>Provides subsidies and education programs to pensioners and people experiencing financial difficulty.</b>	<p>Discounts dog registration fees for people who hold a pensioner card.</p> <p>Provides free registration for assistance dogs, however this excludes therapy dogs.</p> <p>Delivers a subsidised de-sexing, microchipping and vaccination program as part of the “Pay It Forward” Program for people who are experiencing financial difficulty. It requires no pension card, just a declaration that a pet owner needs help.</p>	<p>Provides low or no cost options for people with disabilities to register, micro-chip or de-sex an assistance dog or pet.</p>	<p>4.4 4.4.1 DP4.16</p>	<p>Environmental Management</p>	<p>Subsidised Registrations Operational Ongoing</p> <p>Pay it Forward Program: Grant Funding 2017-18</p>	<p># assistance dogs registered for no fee.</p> <p># pets registered under pensioner subsidy</p> <p># pets participating in the Pay it Forward Program</p>
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**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
<b>Consult with the community on the development of a Regional Pedestrian Access and Mobility Plan (PAMP).</b>	Conduct a community engagement process in the development of a four year Regional PAMP, which aligns with Council's delivery plan.	Identifies areas of high use by people with disability, the elderly and parents with prams and assign priorities for works.	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.
	Continue to revise the PAMP in response to community feedback through the customer complaints system.  Implement a checklist to ensure consultation extends to people with disability (& other target audiences).  Develop a Regional standard process for prioritising the provision of pedestrian infrastructure.	Reflects the specific needs for access and mobility of people with disabilities, the elderly and parents with prams.  Improves access and mobility to key services and facilities and connectivity between key destinations.				Community engagement with target audiences held.  # complaints from customer complaints system on pedestrian infrastructure
<b>Consult on the development of new community purpose</b>	Create cross functional teams of Council staff for the planning and development of	Reflects the specific needs for access and mobility of people with	7.4 7.4.1 DP7.13	Asset Management & Engineering	On a project by project basis.	Community engagement process

<b>buildings and public spaces and recreational facilities owned by Council, with:</b> <ul style="list-style-type: none"> <li>• Council staff across all relevant functional areas; and</li> <li>• The community, including people with disabilities.</li> </ul>	<p>Council's new community purpose buildings, facilities and public places (including parks and playgrounds).</p> <p>Conduct a community engagement process including people with disabilities in the development of Council's community purpose buildings and public places.</p>	<p>disabilities, the elderly and parents with prams.</p> <p>Improves access to and mobility within new Council services and facilities.</p>		Services		implemented on the design of new Council owned community purpose buildings.
<b>Include resources on universal design and best practice in disabled access for community purpose development on Council's on-line development application webpage.</b>	<p>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.</p> <p><i>Universal design principles guide the development of inclusive public buildings and spaces for use by all.</i></p>	<p>Provides developers of community and retail facilities with information to help improve disabled access to community buildings and spaces.</p> <p>Improves access to goods and services and participation in community life for people with disabilities.</p>	6.2 6.2.1 DP6.7	Development & Building Certification	Operational 2018-19, then ongoing	Resources on universal design and access best practice located on Council's website.
<b>Develop a program for younger people with disabilities at the Werri-Nina Centre.</b>	<p>Develop a program for younger people with disabilities at the Werri Nina Centre.</p> <p>Establish a partnership with a</p>	<p>Younger people with disabilities have access to age appropriate programs.</p> <p>Provides opportunities for</p>	4.3; 4.3.1; DP4.11.	Community Support Services and Aged Care.	Additional budget bid in 2019-20.	Program for younger people with disabilities operating from the Werri-Nina Centre.

<b>Establish a partnership with a disability service provider to operate a program for young people with disabilities at The Hub, Youth Centre.</b>	disability service provider to operate a program for young people with disabilities from The Hub Youth Centre.	young people to meet peers.				Partnership formed with a disability service provider to operate a program for young people with disabilities from The Hub, Youth Centre.
<b>Seek interest from chambers of commerce and business networks for the development of a Business Award for:</b> <ul style="list-style-type: none"> <li>• <b>Best Practice in Physical Access and Mobility within a business premises; and</b></li> <li>• <b>Accessible employment</b></li> </ul>	Seek interest from chambers of commerce and business networks for the development of a Business Award for: <ul style="list-style-type: none"> <li>• Best Practice in Physical Access and Mobility within a business premises; and</li> <li>• Accessible employment</li> </ul> <p>Prepare a position paper for consideration of Council, chambers of commerce or business networks containing award criteria, process and potential funding sources.</p>	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). 2018-19  Funding: local business. 2018-19	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.
<b>Prepare a report to Council proposing a small grant program to support local businesses with minor modifications to improve disabled</b>	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.	Promotes access and mobility within local businesses for people with disabilities.  Provides people with disabilities with access to	3.1 3.1.1 DP3.4	Economic Development & Tourism	2018/19 Report produced.  50% Council Budget bid for	Report prepared for Council proposing a small grant program to support local business with minor modifications to improve disabled

<b>access to and within their premises.</b>	<ul style="list-style-type: none"> <li>The report would propose Council funding up to \$2,500 per applicant - applicants would match funding on a \$ for \$ basis, as a minimum.</li> <li>Grant eligibility criteria.</li> <li>Grant application and selection process.</li> <li>Total grant pool.</li> <li>Potential funding sources.</li> </ul>	<p>a broad range of services and facilities and to improve their participation in community life.</p> <p>Assists local businesses to expand their reach (to people with disabilities, the elderly and parents with prams).</p>			<p>additional funds</p> <p>50% Matched by Businesses.</p>	access to and within their premises.
<b>Provide small businesses with information and educational resources to improve access.</b>	<p>Provide small businesses 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.</p> <p>Place these resources on Council's website and promote them to businesses.</p>	<p>Provides local businesses with information and tools to improve access to their business.</p> <p>Assists local businesses to expand their reach to people with disabilities, the elderly and parents with prams.</p> <p>Improves access to goods and services for people with disabilities.</p>	3.1 3.1.1 DP3.4	Economic Development & Tourism	Operational 2017-18, then ongoing	# and range of educational resources to improve access provided on Council's website
<b>Advocate for increased accessible public transport</b>	<p>Advocate to Transport NSW and local bus companies to increase bus services within the Region.</p> <p>Advocate to Transport NSW to partner with SMRC</p>	<p>Provide the transport disadvantaged with increase connection from rural townships to larger Centres including Canberra, Cooma and Bega.</p>	2.1 2.1.1 DP2.3	Economic Development & Tourism	Operational 2019-20	Advocacy to Transport NSW completed.

	Community Transport Service to connect Bombala and Nimmitabel with the Snowy Mountains Hwy bus route.					
<b>Improve access to and within the Snowy Monaro Regional Council Office in:</b> <ul style="list-style-type: none"> <li>• Cooma &amp;</li> <li>• Berridale</li> </ul>	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.	<p>Improves access to Council's business and services by people with disabilities.</p> <p>Reduces physical barriers to employing people with disabilities.</p> <p>Improves access to Council meetings and participation in Council's decision making processes of people with disabilities.</p>	7.3 7.3.1 DP 7.9	Facilities Management	Budget bid for additional funds 2018-19	Works completed to improve access to and within the Cooma Council Office
<b>Advocate to privately owned larger retail developments, like Coles and Aldi, for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces.</b>	Advocate to privately owned larger retail developments, like Coles and Aldi, for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces.	<p>Improved signage and visibility of disabled car parking spaces.</p> <p>Improved awareness that these spaces are for people with disabilities.</p>	4.4; 4.4.1; DP4.16.	Environmental Management.	Operational. 2017-18	Advocacy to private larger retail carpark owners for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces, completed.

## 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
<b>Council uses merit based recruitment and employment systems in accordance with legislative and policy requirements.</b>	<p>Implements employment selection criteria, skills and tasks contained in position descriptions.</p> <p>Assesses job applicants against objective position descriptions, selection criteria, skills and tasks.</p> <p>Obtains a medical assessment of a preferred job candidate's capacity to perform the position requirements.</p>	<p>Provides an objective process to assess the capacity of job applicants to perform job requirements.</p> <p>Provides a work environment that supports an employee to perform the tasks required for their job.</p>	7.3 7.3.1 DP7.8	<p>Human Resources Management &amp;</p> <p>Staff responsible for recruitment and management of staff.</p>	Operational Ongoing	<p>Maintain a merit based recruitment and employment systems in accordance with legislative requirements.</p> <p>% of staff who self-identify as having a disability on recruitment.</p>

<b>Completes worksite assessments for staff as required under Work Health &amp; Safety legislation.</b>	<p>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</p> <p>Adaptive equipment is provided to staff where required within reason.</p>	<p>Improves access to and ongoing support with employment for people with disabilities.</p> <p>Supports the health and safety of employees.</p>	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational Ongoing	<p>Continue to conduct worksite assessments.</p> <p># work site assessments completed.</p> <p>% work site modifications completed.</p>
<b>Promotes a diverse workforce through compliance with legislative, policy and planning requirements for staff recruitment and management.</b>	<p>Complies with legislative and policy requirements for the recruitment and ongoing management of Council staff. Operates within the parameters of:</p> <ul style="list-style-type: none"> <li>Local Government State Award (2014),</li> <li>Industrial Relations Act and Regulations (1996) NSW</li> <li>Work Health &amp; Safety Act and Regulations (2011) NSW</li> <li>Anti-Discrimination Act (1977) NSW,</li> <li>Disability Inclusion Act (2014)</li> <li>Local Government Act 1993</li> <li>Council's Human Resourcing Strategy.</li> <li>Council's Equal</li> </ul>	<p>Supports an inclusive and safe work environment.</p> <p>Provides opportunities for people with disabilities to access meaningful employment.</p> <p>Provides Council with an additional source of skilled employees within the labour market.</p>	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management &  Staff responsible for recruitment and management of staff.	Operational Ongoing	Maintain compliance with legislative and policy requirements for the recruitment and management of staff.



	Employment Opportunity Policy and Plan <ul style="list-style-type: none"> <li>Council's Code of Conduct.</li> </ul>					
<b>Provides training in anti-discrimination legislation and Council's Equal Employment Opportunity Policy and Code of Conduct in Staff induction programs.</b>	Provides training on anti-discrimination legislation and EEO policies in staff induction programs.	Provides a non-discriminatory 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 Ongoing	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.
<b>Provides staff with training on Council's Vision and Values to develop an organisational</b>	Provides all staff with training on Council's Vision and Values to develop an organisational culture, which focuses on being:	Promotes a work place culture which is collaborative, inclusive and caring. These values support workplace	7.3 7.3.1 DP7.8 DP7.9	Executive Office & Human Resources Management	Operational Ongoing	Maintain staff training in organisational vision and values

<b>culture, which is:</b> <ul style="list-style-type: none"> <li>• Solutionary</li> <li>• Together</li> <li>• Accountable</li> <li>• Innovative</li> <li>• Caring</li> </ul>	<ul style="list-style-type: none"> <li>• Solutionary</li> <li>• Together</li> <li>• Accountable</li> <li>• Innovative</li> <li>• Caring</li> </ul>	<div>diversity.</div> <div>Promotes inclusive and respectful customer service.</div>				# & % staff attending vision and values training.
<b>Inclusive and non-discriminatory behavioural capabilities are included in Council's position descriptions and Code of Conduct.</b>	<p>Council position descriptions contain behavioural capabilities for inclusive and respectful behaviour.</p> <p>Behaviour is monitored and managed continuously and within an annual performance appraisal process.</p> <p>Action plans are developed and implemented for staff who do not meet the behavioural capabilities.</p>	<p>Staff are managed to display inclusive and respectful behaviour towards each other and community members.</p>	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management &  Staff responsible for recruitment and management of staff	Operational Ongoing	<p>All position descriptions contain criteria on EEO and WHS requirements.</p> <p>Annual performance appraisals completed for all staff.</p>
<b>Provides flexible working arrangements and a contemporary workplace through measures like:</b> <ul style="list-style-type: none"> <li>• Flexible and part-time work hours.</li> </ul>	<p>Provides staff with access to a range of flexible and contemporary working arrangements that support the needs of people with disability such as:</p> <p>Reduced and flexible work hours, through part-time or job</p>	<p>Supports reasonable adjustment to jobs to enable the employment of people with disabilities.</p> <p>Provides a range of options that can be implemented to support modifications to tasks</p>	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management &  Staff responsible for recruitment and management of staff	Operational Ongoing	<p>Maintain a range of flexible working arrangements for staff.</p> <p>% Part-time hours</p> <p># Remote</p>

<ul style="list-style-type: none"> <li>• <b>Job sharing arrangements.</b></li> <li>• <b>Working from remote locations.</b></li> </ul>	<p>sharing arrangements.</p> <p>Working from remote locations.</p> <p>Providing technology that supports working from remote locations.</p> <p>Work arrangements are negotiated based on employee and organisation requirements.</p>	once needs have been identified for staff with disabilities.				worksite assessments and modifications completed.
<b>Uses the staff intranet as a central location for information on all employee related matters.</b>	<p>Uses the staff intranet as a source of information on policies, resources and programs to support staff.</p> <p>Promotes the intranet within the new employee information package and on staff induction.</p>	<p>Staff have easy access to information on a wide range of employment related matters.</p> <p>Provides information on the supports available to staff with disabilities.</p>	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational Ongoing	Maintain information on supports available to staff on the Intranet.
<b>Provides staff with access to counselling through the Employee Assistance Program.</b>	<p>Provides free counselling and support under the Employee Assistance Program (EAP) for staff experiencing personal and work related difficulties.</p> <p>EAP is promoted in new employee information package, on staff induction and on the Staff intranet.</p>	Improves health, wellbeing and work outcomes for staff.	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational Ongoing	Maintain the provision of the Employee Assistance Program.
<b>Engages Disability</b>	Engages Disability Enterprise	Provides employment	7.3 7.3.1	Human	Operational	# Disability

<b>Enterprise 'Cooma Challenge' as the contractor for operational tasks as negotiated.</b>	'Cooma Challenge' as the contractor for operational tasks as negotiated.	opportunities for people with disability.  Provides quality contracting services for Council.	DP7.8 DP7.9	Resources Management	Ongoing	Enterprise Services providing Council with services
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## 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
<b>Establish a Peer Support Program to Staff.</b>	Establish a Peer Support Group and train members to provide general support and information on resources to help colleagues who are experiencing difficulties at work.  Promote the Peer Support Program in new employee 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 2019-20	Peer Support Program established.  Member training opportunities provided.
<b>Further explore opportunities to establish working relationships with</b>	Identify worksites that have jobs or tasks available that are able to be modified to meet individual and	Provides opportunities for people with disabilities to gain employment skills and experience and	7.3 7.3.1 DP7.8 DP7.9	Human Resources Management	Operational 2018-19	Process for establishing working relationships with

<b>disability employment services (DES) and TAFE to offer job placements in Council.</b>	<p>organisational needs.</p> <p>Identify Managers willing to champion the process.</p> <p>Develop agreements, policies and procedures required to support working relationships with Disability Employment Services (DES).</p> <p>Work with DES to evaluate the process and consider ongoing relationships.</p>	<p>permanent employment.</p> <p>Assists young people with disabilities to transition from education to work.</p>				<p>disability employment organisations &amp; TAFE investigated.</p>
<p><b>Provide information and resources to managers on the supports available to employ people through disability employment services.</b></p> <p><b>Provide these resources to local businesses.</b></p>	<p>Provide information and resources to managers on the supports available to employ people through disability employment services. E.g.:</p> <ul style="list-style-type: none"> <li>• Support workers that provide on the job assistance</li> <li>• Assistive technologies and equipment for reasonable adjustment of worksites</li> <li>• Workplace subsidies for volunteering and traineeships</li> <li>• Methods of calculating wages based on productivity.</li> </ul> <p>Place information on the staff intranet.</p>	<p>Improves knowledge of Council staff and business operators on supports available to employ people with disabilities.</p> <p>Improves opportunities for people with disabilities to gain employment skills and experience and permanent employment.</p>	<p>7.3 7.3.1 DP7.8 DP7.9</p>	<p>Human Resources Management</p>	<p>2018-19 Operational</p>	<p>Range of information on DES resources and supports placed on intranet and Council's website</p> <p>Information promoted to local business within the region.</p>

	Place this information on Council's website and promote its availability to local businesses.					
<b>Advocate to NSW Education to provide transition to work programs for young people with disability at local high schools.</b>	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 2019-20	Advocacy to NSW Education for increased transition to work programs completed.
<b>Deliver a community education campaign highlighting the contributions made to the Council workplace and the resulting outcomes for the community.</b>	<p>Identify people with disabilities working within Council and seek their participation in a community education campaign that promotes employment for people with disabilities.</p> <p>The campaign could profile:</p> <ul style="list-style-type: none"> <li>• The worker's role at Council and their achievements</li> <li>• Positive employment experience for Council</li> <li>• Positive outcomes for the community.</li> </ul> <p>Link these articles with the broader community education campaign listed in Focus Area One.</p>	<p>Provides factual information and positive experiences and outcomes of employing people with disabilities.</p> <p>Encourages employers to consider employing people with disabilities.</p>	7.3 7.3.1 DP7.8 DP7.9	Economic Development & Tourism  (Community Development)	Operational 2017-18, then ongoing	<p># of articles placed on Council's web and Facebook pages.</p> <p># of articles featured in Council's page in the Monaro Post</p> <p># Editorials in the Monaro Post.</p> <p># Community radio interviews.</p>

<b>Consult with people with disabilities, employment agencies and TAFE on employment practices and opportunities.</b>	<p>Establish a project in partnership with the Regional Access Inclusion Committee to:</p> <ul style="list-style-type: none"> <li>• Provide informal meetings between: <ul style="list-style-type: none"> <li>○ People with disabilities;</li> <li>○ Employment agencies</li> <li>○ NSW TAFE staff and</li> <li>○ Council Human Resources staff and Managers</li> </ul> </li> <li>• Discuss employment practices and opportunities for people with disabilities.</li> </ul>	Improves opportunities for people with disabilities to gain employment skills and experience and permanent employment.		<p>Economic Development &amp; Tourism</p> <p>(Community Development)</p> <p>Regional Access Inclusion Committee</p>	Operational 2019-20	# forums held to discuss accessible employment practices and 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 to 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
<b>Provides accessible resources at the Snowy Monaro Regional Library.</b>	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 Ongoing	Maintain the provision of accessible resources at the Regional Library.
<b>Provides a mobile library service to people living in townships across the Region.</b>	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 Ongoing	Maintain the operations of the mobile library. service.  # Clients.
<b>Communicates with the community in a variety of ways.</b>	Operates a website that conforms to WACG level 3. It can be read by reading software, has capacity for	Supports access to information on Council services and facilities in a centralised location	7.1 7.1.2 DP7.3	Governance	Operational Ongoing	Maintain operation of Council's website at WACG level 3 or above.

	<p>audio and visual content and can accommodate communication devices.</p> <p>Web based services include:</p> <ul style="list-style-type: none"> <li>• Web forms.</li> <li>• Development applications.</li> <li>• Payment of rates.</li> <li>• Information on Council activities, facilities, services and contacts.</li> </ul> <p>Customer service staff assists people to locate information on the website, over the phone or when they present at the Counter.</p>	<p>which is accessible from home and a range of locations.</p> <p>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.</p>				<a href="http://www.w3.org/WAI/WCAG30">http://www.w3.org/WAI/WCAG30</a>
<b>Communicates with the community in a variety of ways.</b>	<p>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.</p>	<p>Reduces barriers that prevent access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.</p>	<p>7.1 7.1.2 DP7.3</p>	Governance	Operational Ongoing	<p>Maintain communication through a range of electronic formats.</p>
<b>Communicates with the community in a variety of ways.</b>	<p>Communicates Council business through:</p> <ul style="list-style-type: none"> <li>• Community organisations, including: schools, children's</li> </ul>	<p>Reaches people that may not access information through mainstream channels.</p>	<p>4.2 4.2.1 DP4.6</p>	Community Support Services & Aged Care	Operational Ongoing	<p>Range of communication with organisations maintained.</p>

	<p>services, churches, youth centres, community centres, community service inter-agencies; and</p> <ul style="list-style-type: none"> <li>Information stalls at events, shopping centres, other organisations activities.</li> </ul>					Information stalls at community events and venues maintained.
<b>Communicates with the community in a variety of ways.</b>	<p>Provides customer service at centrally located and high customer traffic locations as a first point of information on all Council facilities and services; at</p> <ul style="list-style-type: none"> <li>Reception counters at Council business offices.</li> <li>Community centres.</li> <li>Libraries; and</li> <li>Visitor information centres.</li> </ul>	<p>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.</p> <p>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.</p>	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational Ongoing	<p>KPI: Maintain Council's customer service counter as a central and first point of information on all Council facilities and services.</p> <p>Statistics: No of staff trained in quality customer service.</p>
<b>Communicates with the community in a variety of ways.</b>	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 Ongoing	<p>KPI: Council's Style Guide reviewed and link included to <a href="http://printdisability.org">http://printdisability.org</a></p>

	<p>communication of Staff.</p> <p>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.</p> <p>The Style Guide is promoted to staff and made available on the Intranet.</p>	Improves Council's written communication is with people with vision impairment				Style Guide is available on the Intranet.
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## 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
<b>Communicates with the community in a variety of ways.</b>	Explore the capacity of Council's telephone system to support technology held by customers who are hearing or vision impaired.	Enables communication on Council business with people with hearing impairments.	7.1 7.1.2 DP7.3	Governance	Operational 2017-18, then ongoing	Capacity of Council's telephone system explored for its ability to support assistive hearing and vision technology.
<b>Communicates with the community in a variety of ways.</b>	Provide customer service staff with training and resources in sign language.	Improve communication with people with vision or hearing impairments.	7.4 7.4.1 DP7.11	Chief Financial Officer	Operational 2018-19, then ongoing	Link to Auslan Signbank <a href="http://www.auslan.org">http://www.auslan.org</a>

	<p>Place a link on the staff intranet to the resources at Auslan Signbank  <a href="http://www.auslan.org.au/">http://www.auslan.org.au/</a>          Auslan Signbank is a language resources site for Auslan (Australian Sign Language)</p> <p>Provide iPads at service counters to assist communication.</p>					<a href="#">au/</a> provided on Staff intranet
<b>Supports communication with the Community through a range of formats.</b>	<p>Explore the use of webcasting equipment to broadcast Council meetings on-line.</p> <p>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.</p>	<p>Increases the accessibility of Council meetings.</p> <p>Includes people with disabilities in Council's decision making processes and provides access to information on Council services and facilities.</p>	7.1 7.1.2 DP7.3	Governance	Operational 2017-18, then ongoing	No and % of Council meetings broadcast on-line.
<b>Supports communication with the Community through a range of formats.</b>	<p>Review the web content and web communication templates to improve their accessibility, e.g.:</p> <ul style="list-style-type: none"> <li>• System templates.</li> <li>• Communication templates.</li> <li>• On-line forms.</li> <li>• On-line complaints mechanism.</li> </ul>	Improves Council's web-based communication with people with disabilities.	7.1 7.1.2 DP7.3	Governance	Operational 2017-18 and 2018-19, then ongoing	<p>% Web content reviewed for accessibility</p> <p># &amp; % Web templates reviewed for accessibility</p>

<b>Provides information to the community in a range of formats.</b>	<p>Produce a Community Directory that incorporates information on accessible services and facilities.</p> <p>Investigate a range of platforms on which to locate the Directory; including:</p> <ul style="list-style-type: none"> <li>• Web-based</li> <li>• Mobile phone app</li> <li>• Printable from the web</li> </ul> <p>Incorporate a range of accessible services and facilities within a broader directory. E.g.:</p> <ul style="list-style-type: none"> <li>• Public toilets</li> <li>• Bus routes and taxi services</li> <li>• Parks and playgrounds</li> <li>• Cafes and restaurants</li> <li>• Health &amp; disability services</li> <li>• Retail stores</li> </ul> <p>Make directories available at centrally located and high customer traffic locations such as;</p> <ul style="list-style-type: none"> <li>• Reception counters at Council business offices.</li> <li>• Community centres.</li> <li>• Libraries; and</li> <li>• Visitor information centres.</li> </ul>	<p>Supports participation in local community life for residents of and visitors to the Snowy Monaro Region that have a disability.</p> <p>Improves economic activity within the Snowy Monaro Region.</p>	3.1 3.1.4 DP3.8	Economic Development & Tourism	Budget bid in 2018-19 operating plan.  2018-19	KPI: Access maps produced for the Snowy Monaro Region.  Statistics: No of hits to webpage.
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<b>Supports engagement with and representation from people with disabilities.</b>	<p>Establish a Regional Inclusion Committee.</p> <p>Adopt a structure that enables the Committee to meet as a combined group to address regional issues and as three sub groups to address locality based issues in and around the following towns:</p> <ul style="list-style-type: none"> <li>• Bombala</li> <li>• Cooma</li> <li>• Jindabyne</li> </ul> <p>Explore ways that the Regional Inclusion Committee can attract wide representation and involvement in access issues.</p> <p>Establish a social media or on-line platform for community input to Committee discussion on an issues basis.</p>		4.2; 4.2.1; DP 4.6; DP 4.7	Community Support Services and Aged Care.	Operational 2017-18, then ongoing	<p>Regional Committee established.</p> <p>Sub groups established.</p> <p>On-line platform established for community input into Committee business.</p>
<b>Advocate to other levels of Government for increases to and improvement in service provision.</b>	Request that the National Disability Insurance Scheme (NDIS) Local Area Coordinator Uniting facilitate additional 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	Community Support Services and Aged Care.	Operational 2017-18, then ongoing	KPI: Request made to Uniting Local Area Coordinator for the NDIS to facilitate information sessions in Jindabyne.

						Statistics: Number of information sessions held by NDIS in Jindabyne.
<b>Advocate to other levels of Government for increases to and improvement in service provision.</b>	<p>Advocate to NSW Health for increased services to operate at the Snowy Monaro Health Centre in Jindabyne.</p> <p>Advocate to NSW to implement the recommendations in the Health Needs Assessment completed prior to the development of the Centre.</p> <p>Services included community nursing, podiatry, mental health services, counselling, a medical script filling service, paediatric health services, physiotherapy, occupational therapy, speech therapy, and audiology.</p>	<p>Provides access to health services that are targeted towards the needs of people with disabilities living in Jindabyne and surrounds.</p> <p>Decreases travel and accommodation costs associated with attending health services in Canberra and Sydney.</p>	<p>4.2 DP 4.6 DP 4.7</p> <p>7.2 7.2.1 DP7.7</p>	Community Support Services and Aged Care.	Operational 2017-18, then ongoing	<p>KPI: Advocacy completed.</p> <p>Statistics: Number and range of outreach services operating at the Snowy Monaro Health Centre in Jindabyne.</p>
<b>Advocate to other levels of Government for increases to and improvement in service provision.</b>	<p>Advocate to NSW Education for increased support for children with disabilities in Jindabyne Central School, for:</p> <ul style="list-style-type: none"> <li>Increased disability support staff;</li> </ul>	Provides access to education in a way that meets the needs of children with disabilities attending Jindabyne Central School.	4.2; DP 4.6; DP 4.7; 7.2; 7.2.1; DP7.7	Community Support Services and Aged Care.	Operational 2017-18, then ongoing	<p>KPI: Advocacy completed.</p> <p>Statistics: Number and range of resources for students with disabilities increased to Jindabyne Central</p>



	<ul style="list-style-type: none"><li>• Learning support staff;</li><li>• Increased disability support funding and resources.</li></ul> <p>The need for additional funding for resources for children with disabilities in schools is linked to the need for additional disability health and support services in Jindabyne. School staff are unable to source local services for children with disabilities. This in-turn, can impact on a child's learning and wellbeing at school.</p>					School.
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## KEY FOCUS AREA ONE: Improving attitudes and behaviours towards people with disabilities.

### Community focus:

- 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.
    - 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. There is still stigma associated with disability. We still use many labels and definitions.
  - 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.

Internal focus:

- The attitude of workers also needs to change. So many people who don't want to work, they don't want to do outreach as it is more work. Services need to employ people with the right skills and attitudes. Workers need to provide services across their community. 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.
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- 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.
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- 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:

- Footpaths around Village Ford 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 Cooma:

- Advocate for disabled access into the Westpac Bank in Cooma.
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- 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.

Site specific works Jindabyne:

- 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 Candlebark 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.
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- 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.

## FOCUS AREA THREE: Improving access to meaningful employment

### 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.

#### 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.
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- 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.
- Employment services are not providing outreach to Jindabyne.
- Council can organise employment activities e.g. social and economic enterprises: café linked to hospitality training at TAFE; cooking classes, The Hub Youth Centre has a program, and NSW Sport & Recreation Centre in Jindabyne has a commercial kitchen. We need a local employment network.

## 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.
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- 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.
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- 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
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- 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.
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- 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.
  - Could encourage people who are passionate about improving outcomes for people with disabilities as elected representatives on Council.
  - Council can support inclusion in a range of children's activities, to encourage learning through interaction e.g.
    - Playgrounds
    - Sports programs
    - Library activities
  - People in their 30's to 40's with acquired brain injuries need age appropriate social opportunities, people are presently attending activities with elderly people
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- Once children outgrow the Monaro Early Intervention Service, there are no more services locally. We travel to the Royal Far West Hospital in Sydney for services, as this is a one stop shop for services. The Snowy River Health Centre could become a one stop shop for paediatric services. Currently they don't provide the full range of services needed.
  - Disability services should be provided within a whole of life framework. We are always fighting and advocating. It is exhausting. We are working parents and have to fight for services across many different service types and many different people within each service. Sometimes it becomes too hard and you give up.
  - Department of Education need to fund and provide disability services through schools. Currently, not a lot of the funding reaches the children.
  - Individuals need to advocate to local members. Let them know of their experiences. We need a way to assist collaborative action to advocate for change. There are 165 students with disabilities at the Central School. Teachers need to share this information with services funding bodies. Parents and teachers can work together and be stronger.
  - Information sharing between service providers and need to reduce top heavy administrative processes as the funding is not going to front line services. There is too much red tape e.g. NDIS registration process.
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Service Name	Description	Phone	Email & Website
<b>Disability Support: Council services</b>			
<b>Bombala Community Centre</b>	<ul style="list-style-type: none"> <li>Community services team members: assessment, referral, support coordination and NDIS plan management.</li> <li>Community Transport: medical and social appointments, shopping trips and group outings.</li> <li>Home help and domestic assistance.</li> <li>Home Maintenance and Modification Program:</li> <li>Meals on Wheels Service:</li> <li>Assistance with tasks such as banking, letter writing.</li> </ul>	02 6458 4620	<a href="mailto:council@snowymonaro.nsw.gov.au">council@snowymonaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au">https://www.snowymonaro.nsw.gov.au</a>
<b>Snowy River Community Services, Berridale</b>	<ul style="list-style-type: none"> <li>Community services team members: assessment, referral, support coordination and NDIS plan management.</li> <li>Domestic assistance.</li> <li>Assistance with home and yard maintenance.</li> <li>Meals on Wheels.</li> <li>Personal care.</li> <li>Social support with individual and group outings.</li> <li>Assistance with shopping.</li> </ul>	02 6451 1059	<a href="mailto:council@snowymonaro.nsw.gov.au">council@snowymonaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au">https://www.snowymonaro.nsw.gov.au</a>
<b>Werri-Nina Centre, Cooma</b>	<ul style="list-style-type: none"> <li>Disability Services Team assisting with: assessment, referral, support coordination and NDIS plan management.</li> <li>The Contact Centre: a centre-based day program of activities and excursions.</li> <li>Life skills and development programs, assistance with life stage and transition and respite programs.</li> <li>Assistance at Home: domestic &amp; household tasks,</li> </ul>	02 6455 4000 02 6455 4051	<a href="mailto:council@snowymonaro.nsw.gov.au">council@snowymonaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au">https://www.snowymonaro.nsw.gov.au</a>



	<p>personal care, support with activities.</p> <ul style="list-style-type: none"> <li>• ComPacks - Short term package of community support services to assist people returning home from hospital.</li> <li>• Home Maintenance and Modification Program: occupational therapist assessments and modifications to homes and yards to improve access.</li> <li>• Meals on Wheels Service: home delivered fresh and frozen meals.</li> <li>• Community Transport: based in Bombala and Berridale providing services to people living in Cooma and surrounds.</li> </ul>		
<b>Snowy Monaro Regional Library</b>	<ul style="list-style-type: none"> <li>• Branch locations in Cooma, Bombala and the Snowy Mountains Neighbourhood Centre.</li> <li>• Offers a range of accessible resources, online resources and free internet and Wi-Fi.</li> </ul>	02 6455 1730	<a href="mailto:library@monaro.nsw.gov.au">library@monaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au">https://www.snowymonaro.nsw.gov.au</a>
<b>Snowy Region Mobile Library</b>	Operates in Adaminaby, Berridale, Bredbo, Cathcart, Dalgety, Delegate, Jindabyne, Michelago, and Nimmitabel. Offers a range of accessible resources.	02 6455 1730	<a href="mailto:library@monaro.nsw.gov.au">library@monaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au">https://www.snowymonaro.nsw.gov.au</a>
<b>Snowy Mountains Neighbourhood Centre, Jindabyne</b>	<ul style="list-style-type: none"> <li>• Information, support, free internet and Wi-Fi access and library services. The Centre provides health, safety and legal information and acts as a portal to connect residents with a range of services.</li> <li>• A range of community groups operate from the Centre.</li> </ul>	02 6457 1044	<a href="mailto:all.smnc@bigpond.net.au">all.smnc@bigpond.net.au</a> <a href="https://www.snowymonaro.nsw.gov.au/491/Neighbourhood-Centre">https://www.snowymonaro.nsw.gov.au/491/Neighbourhood-Centre</a>
<b>Snowy River Health Centre, Jindabyne</b>	<ul style="list-style-type: none"> <li>• Jindabyne Medical Practice, physiotherapy, pathology, chiropractor, Digital X-ray facility, podiatrist, Skin Cancer Clinic, Social Steppers Heart</li> </ul>	02 6451 1569	<a href="mailto:elizabeth.bellingham@snowymonaro.nsw.gov.au">elizabeth.bellingham@snowymonaro.nsw.gov.au</a> <a href="https://www.snowymonaro.nsw.gov.au/">https://www.snowymonaro.nsw.gov.au/</a>

	<p>Foundation Walking Group, Life Falls Prevention Program</p> <ul style="list-style-type: none"> <li>• Centre has sessional rooms and meeting and educational space</li> <li>• ComPacks, short term package of community support services to assist people returning home from hospital.</li> </ul>		<u>707/Snowy-River-Health-Centre</u>
<b>The Hub, Youth Centre, Cooma</b>	<ul style="list-style-type: none"> <li>• Youth Development Officers, provide support and referral services for young people aged 12-24.</li> <li>• The Hub Youth Centre meeting and activity space which is accessible.</li> <li>• Youth events, Youth Week and School Holiday Programs.</li> <li>• Snowy Youth Council.</li> <li>• YMCA Youth Programs.</li> <li>• Youth Health Worker, Grand Pacific Health</li> </ul>	<p>02 6452 5534 The Hub: 0437 135 092 YMCA: 0403 498 322</p>	<p><u><a href="mailto:melissa.sass@snowymonaro.nsw.gov.au">melissa.sass@snowymonaro.nsw.gov.au</a></u> <u><a href="mailto:admin.coomahub@ymca.org.au">admin.coomahub@ymca.org.au</a></u> <u><a href="https://www.snowymonaro.nsw.gov.au/267/Young-People">https://www.snowymonaro.nsw.gov.au/267/Young-People</a></u></p>
<b>Disability support: other than Council</b>			
<b>Anglicare Southern NSW Regional Office, Goulburn</b>	<ul style="list-style-type: none"> <li>• Day programs</li> <li>• Accommodation and housing services</li> <li>• Support coordination and plan management</li> <li>• Community engagement and participation</li> <li>• Travel and transport assistance</li> <li>• Flexible respite option</li> <li>• Life skills development, personal care and safety</li> <li>• Therapeutic support</li> <li>• Assistance with household tasks</li> <li>• Social outings and activities</li> <li>• Employment support</li> </ul>	02 4823 4000	<u><a href="https://www.anglicare.com.au/contact-us/">https://www.anglicare.com.au/contact-us/</a></u>

<b>Cooma Challenge</b>	<ul style="list-style-type: none"> <li>• Ageing Parent Carer Respite Program</li> <li>• Monaro Community Access Day Program</li> <li>• Snowy Monaro Respite Cottage</li> <li>• Children and young adults disability support services</li> <li>• Group home</li> <li>• Community Living Service</li> <li>• Disability Enterprise</li> </ul>	02 6452 2156	<a href="mailto:admin@coomachallenge.org.au">admin@coomachallenge.org.au</a> <a href="http://coomachallenge.org.au/Contact-Cooma-Challenge-Limited.php">http://coomachallenge.org.au/Contact-Cooma-Challenge-Limited.php</a>
<b>Family and Community Services NSW, Snowy Monaro Region</b>	FaCS provides and funds a range of services, programs and resources to support families to care for their child or young person with a disability and assists children and young people with a disability and their families to access mainstream services.	02 6455 0200 1300 841 566	<a href="mailto:Southern.iri@facs.nsw.gov.au">Southern.iri@facs.nsw.gov.au</a> <a href="http://www.community.nsw.gov.au/about-us/contact-us/facs-community-services-centres">http://www.community.nsw.gov.au/about-us/contact-us/facs-community-services-centres</a>
<b>Guide Dogs NSW, Albury, Wagga Wagga, Griffith, Cooma</b>  <b>Office is in Albury</b>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Orientation and mobility</li> <li>• Assistive technology</li> <li>• Daily living training</li> <li>• Low vision services for adults and children</li> <li>• Workplace training</li> <li>• Training guide dogs and companion dogs</li> <li>• Advocacy</li> </ul>	02 6041 5201	<a href="https://www.guidedogs.com.au/contact-us/our-offices">https://www.guidedogs.com.au/contact-us/our-offices</a>
<b>Guide Dogs, ACT (also service NSW)</b>	Services as above. Contact: Chase Richardson, ACT	0400 510 568	<a href="mailto:crichardson@guidedogs.com.au">crichardson@guidedogs.com.au</a>
<b>Mission Australia, Cooma</b>	<ul style="list-style-type: none"> <li>• Community Connections Program, assisting complex issues including, substance abuse, mental health issues, intellectual or cognitive disability or challenging behaviour.</li> <li>• Ability Linker, Early Links (0-8 yrs), Jo Cooper</li> </ul>	02 4824 4000  02 4824 4011	<a href="mailto:admintablelands@missionaustralia.com.au">admintablelands@missionaustralia.com.au</a>

<b>Settlement Services: Ability Linkers, Cooma</b>	<ul style="list-style-type: none"> <li>Settlement Services International (SSI) is a not-for-profit organisation providing a range of services in the areas of humanitarian settlement, housing, asylum seeker assistance, multicultural foster care, disability support and employment services.</li> <li>Ability Linker, Monaro Region: Tracey Crompton</li> </ul>	02 8713 9200  0402 434 975	<a href="mailto:abilitylinks@ssi.org.au">abilitylinks@ssi.org.au</a> <a href="http://www.ssi.org.au/services/ability-links-nsw">http://www.ssi.org.au/services/ability-links-nsw</a> <a href="mailto:t.crompton@ssi.org.au">t.crompton@ssi.org.au</a>
<b>The Disability Trust, ACT and Queanbeyan</b>	<ul style="list-style-type: none"> <li>Respite and in-home care</li> <li>Support coordination</li> <li>Independent living</li> <li>Community living support</li> <li>Clinical services</li> <li>Day programs</li> </ul>	1300 797 443 ACT: 02 6262 9460 QBN: 02 6232 9440	<a href="http://disabilitytrust.org.au/contact-us/">http://disabilitytrust.org.au/contact-us/</a>
<b>Uniting Care: Ability Links, Cooma</b>	<p>Help to find ways to be a part of your local community, set goals and plan for your future, build confidence to achieve your dreams and develop support networks.</p> <ul style="list-style-type: none"> <li>Ability Links, Beck Minear</li> <li>Aboriginal Links, Athol Callaghan</li> </ul>	0455 099 803 0429 070 955	<a href="https://www.abilitylinksnsw.org.au">https://www.abilitylinksnsw.org.au</a>
<b>Uniting: NDIS Local Area Coordinators, Cooma</b>	<p>NDIS plan management, information and support. Alicia Collings(Bombala and Delegate) Tracy Clifton (Remainder of Snowy Monaro Region) Deb Bosden (Remainder of Snowy Monaro Region)</p>	0408 312 161 0427 998 055 0429 161 679	<a href="mailto:alicia.collings@uniting.org">alicia.collings@uniting.org</a> <a href="mailto:tclifton@uniting.org">tclifton@uniting.org</a> <a href="mailto:dbosden@uniting.org">dbosden@uniting.org</a>
<b>Health</b>			
<b>Alzheimer's Australia, Cooma</b>	<p>Dementia support and education services are provided in house and on an outreach basis. Services include:</p> <ul style="list-style-type: none"> <li>Advice &amp; support</li> <li>Recently diagnosed</li> <li>Peer support – connecting with others</li> </ul>	02 6452 3961	<a href="mailto:nsw.farsouthcoast@alzheimers.org.au">nsw.farsouthcoast@alzheimers.org.au</a>

	<ul style="list-style-type: none"> <li>• Younger onset dementia</li> <li>• Education</li> <li>• Counselling</li> <li>• Information, resources and library</li> <li>• The Safely Home Program</li> </ul> <p>National Dementia Hotline</p>	1800 100 500	<a href="mailto:helpline.nat@alzheimers.org.au">helpline.nat@alzheimers.org.au</a>
<b>Australian Unity Health Care, Southern NSW Region</b>	<ul style="list-style-type: none"> <li>• Personal care</li> <li>• Meal preparation</li> <li>• Domestic tasks</li> <li>• Physiotherapy</li> <li>• Home nursing</li> <li>• Occupational therapy</li> <li>• Respite care</li> <li>• Home from hospital program</li> <li>• Dietician</li> <li>• Assistance with daily business, interests and activities</li> <li>• Transport and travel</li> <li>• Culturally appropriate services for Aboriginal people</li> </ul>	1300 160 170	<a href="mailto:customercare@australianunity.com.au">customercare@australianunity.com.au</a> <a href="https://www.australianunity.com.au/home-services">https://www.australianunity.com.au/home-services</a>
<b>Australian Unity Health Care, Aboriginal Homecare Service</b>	Our team includes 300 Aboriginal staff members who have been carefully selected and trained to meet your support and cultural needs.	1300 797 606	<a href="https://www.australianunity.com.au/assisted-living/ahc">https://www.australianunity.com.au/assisted-living/ahc</a> <a href="mailto:customercare@australianunity.com.au">customercare@australianunity.com.au</a>
<b>Autism Australia (ASPECT), ACT</b>	Early intervention, educational outreach, positive behaviour support and other services.	1800 277 328	<a href="https://www.autismspectrum.org.au/forms/contact-us">https://www.autismspectrum.org.au/forms/contact-us</a>
<b>Cerebral Palsy Alliance, ACT</b>	<ul style="list-style-type: none"> <li>• Mobility, movement, fitness &amp; training</li> <li>• Cognitive, wellbeing and counselling</li> <li>• Sleep therapy</li> </ul>	1300 888 378 02 6199 0600	<a href="https://www.cerebralpalsy.org.au/contact-us/our-sites/">https://www.cerebralpalsy.org.au/contact-us/our-sites/</a>

	<ul style="list-style-type: none"> <li>• Gastrostomy feeding</li> <li>• Accommodation &amp; respite</li> <li>• Community access &amp; lifestyle</li> <li>• Going to school, training &amp; employment</li> <li>• Dental clinic</li> <li>• Early childhood intervention</li> <li>• Behaviour support</li> </ul>		
<b>Grand Pacific Health</b>	<ul style="list-style-type: none"> <li>• Heart Foundation Walking Groups</li> <li>• Food Sense Workshops</li> <li>• Falls Prevention Programs</li> </ul> Kate Greenwood: Monaro Region	0448 968 972	<a href="mailto:kgreenwood@gph.org.au">kgreenwood@gph.org.au</a> <a href="http://www.gph.org.au">www.gph.org.au</a>
<b>Grand Pacific Health</b>	Aboriginal Health Teams Koori Health Check 715 Tracey Collier: Monaro Region	02 6492 3768	<a href="mailto:tcollier@gph.org.au">tcollier@gph.org.au</a> <a href="http://www.gph.org.au">www.gph.org.au</a>
<b>Greater Southern Area Health Services, Snowy Monaro</b>	Cooma Hospital and Health Service Bombala District Hospital Delegate Multi-purpose Service	02 6455 3222 02 6458 5777 02 6459 8000	<a href="http://yhs.health.nsw.gov.au/hospitals/detail.asp">http://yhs.health.nsw.gov.au/hospitals/detail.asp</a>
<b>Mental Health Foundation ACT/NSW</b>	Accommodation, employment support, personal assistance and development, group and personal wellbeing activities and life skills.	0451 517 890	<a href="mailto:mhfnadis@mhf.org.au">mhfnadis@mhf.org.au</a>
<b>Monaro Early Intervention Service (MEIS), Cooma</b>	<ul style="list-style-type: none"> <li>• Family support</li> <li>• Speech pathology</li> <li>• Psychology</li> <li>• Playgroups</li> <li>• Parent support groups</li> </ul>	02 6452 7424	<a href="mailto:meis@snowy.net.au">meis@snowy.net.au</a>
<b>Personal Helpers &amp; Mentors (PHAMS)</b>	Support for people with mental illness. Assistance with services for housing, health services, domestic violence,	02 6452 4690	<a href="mailto:lisa.gibb@onedoor.org.au">lisa.gibb@onedoor.org.au</a> <a href="http://www.onedoor.org.au/services/indi">http://www.onedoor.org.au/services/indi</a>

<b>Schizophrenia Fellowship NSW, Cooma</b>	legal issues & court support, financial & education.		vidual-support
<b>Homelessness</b>			
<b>Path2Home Booklet, Southern Cross Community Housing</b>	Homelessness resources guide for the Monaro Region.	02 4421 5145	info@scch.org.au <a href="http://www.path2home.org.au/monaro/">http://www.path2home.org.au/monaro/</a>
<b>Monaro Community Access Service (MCAS), Cooma</b>	Homelessness programs.	02 6452 6174	manager@mcas.ngo.org.au
<b>Mission Australia Cooma and Region Homelessness Support Services, Cooma</b>	Staff provide support, advocacy & outreach to people who are homeless or at risk of homelessness. Operate four, two bedroom crisis accommodation facilities in Cooma.	02 4824 4000 02 6452 3623	<a href="mailto:admintablelands@missionaustralia.com.au">admintablelands@missionaustralia.com.au</a> <a href="mailto:morrellca@missionaustralia.com.au">morrellca@missionaustralia.com.au</a>
<b>Southern Youth and Family Services, Homeless Youth Assistance Program, Cooma</b>	Assists young people aged 12-15 years, who are at risk of homelessness or homeless. Case worker: Mel Sass (Cooma)	0429 409 834	<a href="mailto:syfs@syfs.org.au">syfs@syfs.org.au</a> <a href="http://www.syfs.org.au/contact-us/">http://www.syfs.org.au/contact-us/</a>
<b>Education</b>			
<b>Bombala Central School</b>	Financial assistance, assisted school travel, disability programs, learning assistance programs, disability and learning support aids.	02 6458 3423	<a href="mailto:bombala-p.school@det.nsw.edu.au">bombala-p.school@det.nsw.edu.au</a> <a href="http://www.bombala-p.schools.nsw.edu.au/">http://www.bombala-p.schools.nsw.edu.au/</a>
<b>Jindabyne Central School</b>	Financial assistance, assisted school travel, disability programs, learning assistance programs, disability and learning support aids.	02 6456 2346	<a href="mailto:jindabyne-c.school@det.nsw.edu.au">jindabyne-c.school@det.nsw.edu.au</a> <a href="http://www.jindabyne-c.schools.nsw.edu.au/">http://www.jindabyne-c.schools.nsw.edu.au/</a>

<b>Cooma Public School</b>	Financial assistance, assisted school travel, disability programs, learning assistance programs, disability and learning support aids. Disability Support Unit	02 6452 1933	cooma-p.school@det.nsw.edu.au <a href="http://www.cooma-p.schools.nsw.edu.au/">http://www.cooma-p.schools.nsw.edu.au/</a>
<b>Monaro High School</b>	Financial assistance, assisted school travel, disability programs, learning assistance programs, disability and learning support aids. Disability Support Unit.	02 6452 4611	monaro-h.school@det.nsw.edu.au <a href="http://www.monaro-h.schools.nsw.edu.au/contact-us">http://www.monaro-h.schools.nsw.edu.au/contact-us</a>
<b>NSW TAFE Illawarra, Cooma Campus</b>	Support and services available to assist students with disabilities, include: <ul style="list-style-type: none"> <li>• Course selection</li> <li>• Course entry tests and exam modifications</li> <li>• Tutorial and group study centres</li> <li>• Communication aids, note takers, interpreters</li> <li>• Adaptive equipment or technology</li> <li>• Making reasonable adjustments</li> </ul> <p>Contact teacher consultant Clare Corby (or as listed on website) 02 6452 0799</p>	1300 766 123	<a href="mailto:coomacsc@tafensw.edu.au">coomacsc@tafensw.edu.au</a> <a href="mailto:clare.corby1@tafensw.edu.au">clare.corby1@tafensw.edu.au</a> <a href="http://www.illawarra.tafensw.edu.au/support-for-students/disabilities-support">http://www.illawarra.tafensw.edu.au/support-for-students/disabilities-support</a>
<b>Cooma Home Schoolers, Home School Group</b>	Home schooling resources and support.	Contact on Facebook	<a href="http://homeschoolaustralia.com/directory/States/NSW/NSWsupportgroups.html">http://homeschoolaustralia.com/directory/States/NSW/NSWsupportgroups.html</a>
<b>Carer support</b>			
<b>CarersNSW</b>	<ul style="list-style-type: none"> <li>• Counselling and support</li> <li>• Information and resources</li> <li>• Education and training programs</li> <li>• Carer support programs</li> </ul>	1800 052 222	<a href="http://www.carersnsw.org.au/">http://www.carersnsw.org.au/</a>
<b>CarersACT</b>	<ul style="list-style-type: none"> <li>• Disability programs incorporating a range of skill development and engaging activities, like growing</li> </ul>	1800 272 624	<a href="mailto:disability@carersact.org.au">disability@carersact.org.au</a> <a href="http://www.carersact.org.au/">http://www.carersact.org.au/</a>



	<p>and cooking your own ingredients, music, yoga, photography, dance, gym, walking, art and craft. The activities are for people with moderate cognitive disabilities who are aged between 18-40 years.</p> <ul style="list-style-type: none"> <li>• Counselling and support</li> <li>• Taking a break respite program</li> <li>• Information and resources</li> <li>• Advocacy</li> </ul>		
<b>YoungCarersACT</b>	<ul style="list-style-type: none"> <li>• Organising short-term respite.</li> <li>• Coordinating in-home support.</li> <li>• Providing assistance with education costs and extracurricular activity fees.</li> <li>• Supplying information, advice and referral services.</li> <li>• Giving practical support to help maintain school attendance and grades.</li> <li>• Referral to counselling, support groups and activities.</li> <li>• Early vocational training program for young carers at risk of leaving school.</li> </ul>	1800 052 222	<a href="mailto:carers@carersact.org.au">carers@carersact.org.au</a> <a href="http://www.carersact.org.au/about-us/contact-us">http://www.carersact.org.au/about-us/contact-us</a>
<b>Aboriginal and Torres Strait Islander CarersACT</b>	<p>Program coordinator has expertise with Aboriginal and Torres Strait Islander cultural needs and works with carers to link them into areas of support. Yarning trips are designed to help carers "get away" and learn more about Indigenous cultural practices.</p>	1800 052 222	<a href="mailto:carers@carersact.org.au">carers@carersact.org.au</a> <a href="http://www.carersact.org.au/about-us/contact-us">http://www.carersact.org.au/about-us/contact-us</a>
<b>Carer Assist, Cooma</b>	<p>Support, Advocacy, Information and education for carers of people with a mental illness.</p>	02 6452 4075	<a href="https://www.mycommunitydirectory.com.au/New_South_Wales/Snowy_Monaro/Ageing_Services/Carer_Information/150636/Carer_Assist">https://www.mycommunitydirectory.com.au/New_South_Wales/Snowy_Monaro/Ageing_Services/Carer_Information/150636/Carer_Assist</a>
<b>Cooma-Monaro and</b>	<p>This is a general carer support group. Contact: Snowy</p>	02 6451 1059	

<b>Snowy River Support Group for Carers</b>	River Home Living Support Service		
<b>Employment</b>			
<b>Cooma Challenge</b>	Australian Disability Enterprises: Koombah Garden Maintenance and Essentially Monaro Transition to Work Programs	02 6452 2156	<a href="mailto:admin@coomachallenge.org.au">admin@coomachallenge.org.au</a> <a href="http://coomachallenge.org.au/Contact-Cooma-Challenge-Limited.ph02">http://coomachallenge.org.au/Contact-Cooma-Challenge-Limited.ph02</a>
<b>Max Employment Service, Bega</b>	<ul style="list-style-type: none"> <li>Preparing for work, including training in specific job skills.</li> <li>Job search support, such as résumé development, interview skills and job seeking.</li> <li>Support on entry to a job, including on the job training and coworker and employer interaction.</li> <li>Ongoing support in a job if you need it.</li> <li>Purchase of vocational training.</li> <li>Help with requirements for workplace modifications.</li> </ul>	02 6491 6200	<a href="http://www.maxsolutions.com.au/contact-us/locations.aspx">http://www.maxsolutions.com.au/contact-us/locations.aspx</a>
<b>The Disability Trust, Workability Employment Agency, Cooma</b>	Disability Employment Service, delivers employment programs for people with disability. Provides outreach services in Bombala and Jindabyne.	02 6452 6522	<a href="mailto:amanda.steinke@workability.net.au">amanda.steinke@workability.net.au</a> <a href="mailto:naelle.curtis@disabilitytrust.org.au">naelle.curtis@disabilitytrust.org.au</a>
<b>Advocacy, information and resources</b>			
<b>ACT Disability, Aged and Carer Advocacy Service (ADACAS), South East NSW, includes Snowy Monaro Region</b>	<p>NDIS self-advocacy and NDIS appeals. Provides support to individuals in reviewing their NDIS plans and supports NDIS complaints and appeals.</p> <p>Provides supported decision making for people with impaired decision making due to age, disability, acquired brain injury or mental illness.</p>	Contact through website	<a href="http://www.adacas.org.au/contact-us">http://www.adacas.org.au/contact-us</a>

<b>Illawarra Forum,</b>	<ul style="list-style-type: none"> <li>• Peak Body and advocacy.</li> <li>• Community service sector capacity building.</li> <li>• Organisation, sectoral, regional and cross-sectoral planning and consultation.</li> <li>• Organisational skills development and training opportunities.</li> </ul>	02 4256 4333	<a href="mailto:info@illawarraforum.org.au">info@illawarraforum.org.au</a> <a href="http://illawarraforum.org.au/contact-us/">http://illawarraforum.org.au/contact-us/</a>
<b>The Disability Trust, Snowy Monaro Region</b>	Information, resources, advice and advocacy. (Disability services and employment see above).	1300 797 443	<a href="mailto:info@disabilitytrust.org.au">info@disabilitytrust.org.au</a> <a href="http://disabilitytrust.org.au/contact-us/enquiries/">http://disabilitytrust.org.au/contact-us/enquiries/</a>
<b>Support groups</b>			
<b>Parkinson's Support Group</b>	Meets monthly at the Werri-Nina Centre Cooma. Is open to people living throughout the Snowy Monaro Region.	0411 885 575	<a href="mailto:rogeranorton@gmail.com">rogeranorton@gmail.com</a>
<b>Sport, recreation and leisure</b>			
<b>Disabled Winter Sports Australia (Thredbo &amp; Perisher)</b>	<ul style="list-style-type: none"> <li>• Adaptive snow sports equipment.</li> <li>• Volunteer adaptive snow sports guides to assist on snow.</li> <li>• Adaptive lessons through a snow sports school.</li> <li>• Advice on accessible places to stay and how to get around the resort.</li> </ul>	1300 797 443	<a href="mailto:info@disabledwintersport.com.au">info@disabledwintersport.com.au</a> <a href="https://www.disabledwintersport.com.au/contact/">https://www.disabledwintersport.com.au/contact/</a>
<b>NSW Sport: Jindabyne Sport &amp; Recreation Centre</b>	<ul style="list-style-type: none"> <li>• Inclusive holiday camps.</li> <li>• Respite weekends for children and young people with disabilities and their siblings and carers.</li> <li>• Accessible accommodation.</li> </ul>	02 6450 0200	<a href="https://sportandrecreation.nsw.gov.au/contact">https://sportandrecreation.nsw.gov.au/contact</a>
<b>Cooma Gym Club, Gymnastics for All Group</b>	Adaptive gymnastics classes for people with disabilities.	0437 763 616	<a href="mailto:Coomagymclub@gmail.com">Coomagymclub@gmail.com</a> <a href="http://cooma.gymnastics.org.au/default">http://cooma.gymnastics.org.au/default</a>

			aspx
<b>Special Olympics, ACT</b>	For children and adults with an intellectual disability in Canberra and the Snowy Monaro. Provides access to year-round sports training and competition in a variety of team and individual sports.	02 6230 1069	<a href="mailto:soactadmin@specialolympics.com.au">soactadmin@specialolympics.com.au</a> <a href="http://www.specialolympics.com.au/act">http://www.specialolympics.com.au/act</a>
<b>Ni-Can on-line directory for inclusive sport, recreation and leisure programs.</b>	Lists a range of sporting, recreational and artistic activities that are inclusive of people of all abilities.	Contact on website or email	<a href="mailto:enquiries@nican.com.au">enquiries@nican.com.au</a> <a href="http://www.nican.com.au/services/">http://www.nican.com.au/services/</a>

# Snowy Monaro Regional Council Disability Inclusion Action Plan 2017-21

## **Contacts for Snowy Monaro Regional Council**

### **Head Office**

Cooma: 81 Commissioner Street, COOMA, NSW, 2630

Phone: 1300 345 345

Email: [council@snowymonaro.nsw.gov.au](mailto:council@snowymonaro.nsw.gov.au)

Mailing address: PO Box 714, COOMA, NSW, 2630

### **Branch Offices**

Berridale: 2 Myack Street, BERRIDALE, NSW, 2628

Bombala: 71 Caveat Street, BOMBALA, NSW, 2632

Jindabyne: 2/1 Gippsland Street, JINDABYNE, NSW, 2627

## **Statement of commitment**

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

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).

**Dean Lynch**

**Administrator, Snowy Monaro Regional Council**

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# Introduction

## Background

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 Action Plan and link it to its Community Strategic Plan, operating plans, budgets and human resource strategies. In this way the DIAP will be integrated within Council's core business and will be resourced and actioned.

## Disability defined

The NSW Disability Inclusion Act 2014 defines disability 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.

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## 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; and
- Inclusive public spaces will prepare our Region for an ageing population and welcome children and their parents into the space.

Under the Act, the Disability Inclusion Action Plan must:

- Be based on the Disability Inclusion Act disability principles;
  - Include actions to help people with disabilities to participate in community life; and
  - Include consultation with people with disabilities.
-

## **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; and
- 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. 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 to services and facilities provided by other levels of government, non-government agencies or businesses and where there is a clear opportunity to partner with other agencies.

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## 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. 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.
  - 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.
  - 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.
-

## **People with disability living locally**

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.

The following data is drawn from the Snowy Monaro Regional Council area Community Profile. The Profile provides demographic analysis for the region based on results from the Censuses of Population and Housing.

### **People needing assistance with core activities**

In 2011, 881 people or 2.3% of the population in the Snowy Monaro Region 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 with profound or severe disability increased by 160 people since 2006.

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 (an increase of 54 people); 85 years and over (an increase of 51 people) and 0 to 4 years old (an increase of 28 people).

Increases in these age groups may indicate a need for increased 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.

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## **People providing unpaid assistance to a person with a disability**

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

There was an increase of 358 people providing care to a person with a disability over 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.

## **Indigenous people**

At the time of writing this Plan, there was no data within the Community Profile on disability for Indigenous people living in the Snowy Monaro Region.

## **People from non-English speaking backgrounds**

In 2011, 12.5 percent of the Snowy Monaro Regional population was born overseas, and 6.4 percent were from a non-English speaking background, compared with 10.8 percent and 5.2 percent respectively for Regional NSW. In 2011, in our Region, the largest numbers of people born overseas included people from Germany, the Netherlands and Italy.

Between 2006 and 2011, the number of people born overseas increased by 100 or 4.2 percent. The number of people from a non-English speaking background increased by 37 or 3.0 percent. Growth predominantly 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 and experienced difficulty in speaking English. Council could improve access to information, services and facilities by communicating in the languages other than English that are most commonly spoken by people in our Region. In 2011, there were established communities of German, Dutch and Italian residents and emerging communities of Swiss and Indian residents.

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## **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. The SEIFA index provides the following information about the Snowy Monaro Region population.

The average SEIFA score for 2011 for all residents within the Snowy Monaro Regional Council area is 1008.6, which was slightly higher than the Australian average. In general, our 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 (that is the areas of highest disadvantage) in our Region, were:

- Pockets of Bombala, with a SEIFA score of 924.
- Pockets of Cooma , with a SEIFA score of 870.
- Rural South, with a SEIFA score of 967.
- Pockets of Berridale, with a SEIFA score of 930.
- Delegate, with a SEIFA score of 844.

These are areas of focus for Council to consider when developing strategies that improve access to goods, services and facilities that would be of relevance to people with disabilities.

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## Key observations from demography

Demography for the Nation and our Region supports the need for improvement in the four key focus areas of this 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.

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, and respite care and support services for carers themselves. This is important, given that nationally, over 95 percent 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 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.
  - Provide a focus on those areas within the Region which experience higher levels of disadvantage (lower 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 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, and
- 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, and
- The review of the draft plan.

The Group membership comprised of four Council representatives, three community representatives – one from Bombala, one from Cooma and one from Jindabyne, and the planning consultant. Group communication was facilitated by face to face meetings and by email and the Group met at the following milestones:

- Early in the planning process, to consider the project work plan, planning framework, engagement and promotions strategy and the schedule of group meetings
  - On completion of the engagement process, to review notes on engagement outcomes and to provide input to the development of key themes and priorities for action.
-

- On completion of the first draft of the Plan, to consider the Draft and provide feedback.

## **Engagement with Council staff**

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

The purpose of the engagement with Council staff was to:

- Increase awareness of and ownership over the Disability Inclusion Action 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.

We held three workshops with staff at Council office locations in Bombala, Berridale and Cooma. The workshops identified existing supports and discussed improvements and new initiatives to support:

- Changing attitudes and behaviours towards people with disabilities.
  - Building a livable community.
  - Providing access to meaningful employment, and
  - Navigating systems and information.
-

## Community engagement

We invited people with disability, their families and their carers to participate in the Disability Inclusion Action Plan consultations through disability services and the broader community.

The purpose of the community engagement was to:

- Seek information on the specific needs and priorities of people with disabilities and to identify barriers to their participation in activities and seek solutions.
- Empower people with disabilities 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 Action 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.

We engaged with people with disabilities through 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 services provide support to people with disabilities. The Interagency membership also encompasses range of services for women, children, Indigenous people and people from culturally diverse backgrounds.

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

A community workshop was held in Bombala and in Cooma. Two community workshops were held in Jindabyne. The workshops identified existing supports and discussed new initiatives to:

- Improve attitudes and behaviours towards people with disabilities.
- Build a livable community.
- Improve access to meaningful employment, and
- Improve the navigation of systems and information.

## **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 Disability Inclusion Action Plan action plan.

The site specific has been referred to the relevant Council sections to be included in works programs. A detailed list of discussion points arising from the engagement sessions is provided at [Appendix 1](#).

## **Strategic themes arising from engagement.**

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

Council could change community attitudes and behaviours 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 Disability Inclusion Action Plan 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 inclusive communities by:

- Providing or advocating for accessible footpaths, public toilets, car parking spaces and public transport, business premises and practices as a high priority.
  - 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 Building Code of Australia 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.
- Providing accessible community events and programs that provide people with disabilities opportunities 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 by 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.
  - Providing 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 and 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 (For example, 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, for example, 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, quiet areas and low sensory activities.

## **Site-specific themes arising from engagement.**

Suggestions arising from community engagement also included improvements to physical access at specific sites within the Snowy Monaro Region. These discussion points 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 walking along 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.
  - 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 grass grows over the edge of footpaths throughout Cooma making wheelchair access difficult.
- Provide accessible car parking for Centennial Park.

### **Site specific works Jindabyne:**

- We need safe road crossings with pedestrian refuges across the Highway (Kosciuszko Road) to connect the 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 access at Nuggets Crossing needs improving: the existing ramp between the levels is too steep, all shop doors are heavy, and the location of the Chemist upstairs requires people to get back in their car and park up on the top level. There is insufficient parking near the Chemist.
-

- The footpaths need to be wider and have tactile markings and pedestrian refuges. PAMP's need to provide for broader inclusion (vision impaired).
  - The Council office in Jindabyne is not accessible and the Council carpark behind the office is not accessible.
  - There is no accessible parking close to the entrance of the Snowy River Health Centre.
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## Asset mapping

During the Disability Inclusion Action Planning process, Council 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 may 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 disability services at [Appendix Two](#). The mapping of all disability infrastructure, facilities, services, systems and processes provided by organisations other than Council, was outside the scope of this planning process. Council needs to assess the facilities below for accessible features.

### **Council services and facilities supporting people with disabilities.**

#### **Community Centres - Council owned and operated:**

- Bombala Community Centre
- Snowy River Community Services, Berridale
- Werri-Nina Centre, Cooma
- The Hub, Youth Centre, Cooma
- Cooma Library

#### **Community Centres - Council owned with externally operated services:**

- Snowy Mountains Neighbourhood Centre, Jindabyne
- Snowy River Health Centre, Jindabyne

#### **Council Operated Disability Services**

- 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 transitions
- Respite programs.
- Assistance with NDIS plan management.
- Home Maintenance and Modification Program.
- Community Transport Scheme.
- Meals on Wheels Service.
- Community Connect Program.
- Cooma Library (resources for people with disabilities)
- Mobile Library Service
- Cooma Scooter Group

**Disability support programs at Bombala Community Centre:**

- Contact Centre.
- Scallywags Specials Needs Activities Group for Children.
- Carers Support Group.
- Trailblazers Mobility Scooter Group.
- Stress Less and Progress.
- The Tuesday Club.

**Accessible public toilets:**

- Aaminaby 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
-

**Community information:**

- 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

**Community purpose buildings:**

- 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

**Recreational facilities:**

- Cooma Basketball Stadium (accessible features)
  - Bombala Swimming Pool (accessible features)
  - Berridale Swimming Pool (no access to pool)
  - Cooma Swimming Pool (accessible features)
  - Jindabyne Swimming Pool (accessible features)
  - Jindabyne Foreshore Shared Pathway (accessible part-way)
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- Bombala River Walk (accessible part-way)

**Parks and sportsgrounds for hire:**

- Berridale Skate Park
- Centennial Park Cooma
- Norris Park Cooma
- Jindabyne Terrain Park
- Jindabyne All Abilities Playground
- Cooma Showground
- Dalgety Showground
- Adaminaby sports ground
- Berridale sports ground
- Bombala sports ground
- Bombala racecourse and recreation ground
- Bredbo recreation ground
- Cooma sports grounds
- Delegate sports ground
- Jindabyne sports grounds
- Nimmitabel sports ground

**Others:**

- Accessible car parking, pedestrian infrastructure and town centre street-scaping and public spaces.

## **Regional services supporting people with disabilities**

**Disability Support Services**

- Anglicare
  - Cooma Challenge: living support; group home; respite cottage, etc
  - Cooma Contact
  - Family and Community Services NSW
  - Guide Dogs NSW/ACT
  - Mission Australia
  - Monaro Multicultural Centre
  - Settlement Services: Ability Linkers
  - The Disability Trust ACT and Queanbeyan
  - Uniting: Ability Links, Aboriginal Linker and Early Intervention Linker
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- Uniting: NDIS Local Area Coordinators
- YMCA: The Hub

### **Health**

- Alzheimer's Australia
- Autism Australia (ASPECT)
- Australian Unity Health Care
- Cerebral Palsy Alliance
- Grand Pacific Health
- Greater Southern Area Health Services
- Monaro Early Intervention Service
- Mental Health Foundation
- Schizophrenia Fellowship NSW, One Door Mental Health, Personal Helpers and Mentors (Phams)

### **Homelessness**

- Path2Home booklet
- Monaro Community Access Service
- Mission Aust., Homelessness Support Service and Connections Program
- Southern Youth and Family Services, Homeless Youth Assistance Program

### **Education**

- Jindabyne Central School: Disability and Learning Support Aids
- Bombala Central School: Disability and Learning Support Aids
- Cooma Public and Cooma High School: Disability Support Units
- Home School Group
- NSW TAFE Illawarra, Cooma Campus

### **Employment**

- Cooma Challenge: Disability Enterprises and transition to work programs
- Max Employment Service
- The Disability Trust, Workability Employment Agency

### **Carer Support**

- Aboriginal and Torres Strait Islander Carers ACT
  - CarersACT/NSW
  - YoungCarersACT
-

- Carer Assist, Cooma
- Cooma Monaro and Snowy River Support Group for carers

### **Sport and Recreation**

- Cooma Gym Club, Gymnastics for All Group
- Disabled Winter Sports Australia (Thredbo and Perisher)
- Ni-Can On-line Directory for Inclusive Sport
- NSW Sport: Jindabyne Sport and Recreation Centre
- Special Olympics ACT

### **Informal/Interest Groups**

- Parkinson's Support Group, Cooma

### **Advocacy organisations**

- ACT Disability, Aged and Carer Service (ADACAS)
  - Cerebral Palsy Alliance Group
  - Illawarra Forum (Peak Body, Advocacy and Training, Disability Group)
  - The Disability Trust
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## 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 likely to occur again).

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

**Low priority:** Minimal risk to Council operations or services: For example, Non accessible website (Reputation/Services).

**Moderate priority:** Moderate risk to Council operations or services: For example, Obstructions to path of travel due to footpath dining (Safety/Liability).

**High priority:** Significant risk to Council operations or services: For example, Non accessible major Council asset (Safety/Assets/Liability).

**Highest priority:** Severe risk to Council operations or services: For example, Legal case due to Council non-compliance. (Reputation/Liability).

### Risk Matrix:

The following risk ratings of severity are based on the potential consequences of an incident arising from not implementing Disability Inclusion Action Plan strategies.

**Risk type: Rare - 1**

**Risk Description:** Minor

**Safety:** Minor injury – first aid or minimal medical.

**Assets:** Minor alterations required.

**Services:** Minimal skills, capacity or technical upgrades required.

**Reputation:** Slight impact.

**Liability:** Potential for minor regulatory fines.

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**Risk type: Unlikely - 2**

**Risk Description:** Moderate.

**Safety:** Serious injury – hospitalisation.

**Assets:** Significant alterations required across multiple assets.

**Services:** Significant skills, capacity or technical changes required.

**Reputation:** Local impact - local media/ visitor attention.

**Liability:** Potential for significant legal/ regulatory fines.

**Risk type: Possible - 3**

**Risk Description:** Major.

**Safety:** Long-term illness or fatality.

**Assets:** Major retrofit/ renovations required across multiple assets.

**Services:** Major skills, capacity or technical changes required – across a range of departments.

**Reputation:** State impact – State media/ government attention.

**Liability:** Potential for major legal/ regulatory fines.

**Risk type: Likely - 4**

**Risk Description:** Catastrophic.

**Safety:** Multiple fatalities.

**Assets:** Extensive retrofit/ renovations required across multiple assets.

**Services:** Extensive skills, capacity or technical changes required across council.

**Reputation:** National impact and media attention.

**Liability:** Potential for criminal liability.

Source: NSW Disability Inclusion Action Planning Guidelines (2015) for 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.

### **Key Focus Area One: Improving attitudes and behaviours towards people with disabilities.**

**Key issue:** Not including people with disabilities in engagement processes.

**Likelihood:** 1.

**Risk types:** Services, Reputation.

**Priority:** Low.

**Manage risk:** Review the Community Engagement Strategy and adopt inclusive engagement processes.

**Key issue:** Not conducting accessibility education campaigns.

**Likelihood:** 1.

**Risk types:** Services, reputation.

**Priority:** Low.

**Manage risk:** Develop and conduct accessibility education campaigns.

**Key issue:** Not providing staff training on inclusive behaviour.

**Likelihood:** 2.

**Risk types:** Services, liability.

**Priority:** Moderate.

**Manage risk:** Provide staff training on inclusion and workplace diversity.

**Key issue:** Not providing accessible events and activities.

**Likelihood:** 2.

**Risk types:** Safety, services, liability.

**Priority:** High.

**Manage risk:** Develop and implement accessible events policies and procedures.

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## **Key Focus Area Two: Creating liveable communities.**

**Key issue:** Not providing accessible footpaths, carparks and other pedestrian infrastructure.

**Likelihood:** 3.

**Risk types:** Safety, assets, liability.

**Priority:** Highest.

**Manage risk:** Review the Pedestrian Access Mobility Plan using an accessible community engagement process. Implement the revised PAMP.

**Key issue:** Not providing accessible public toilets.

**Likelihood:** 2.

**Risk types:** Safety, assets, liability.

**Priority:** High.

**Manage risk:** Audit public toilets for accessibility. Implement program to upgrade toilets to be accessible.

**Key issue:** Not providing accessible community purpose buildings.

**Likelihood:** 2.

**Risk types:** Safety, assets, liability.

**Priority:** High.

**Manage risk:** Audit public buildings for condition and accessibility. Implement a program of works to upgrade public buildings to become accessible.

## **Key Focus Area Three: Providing access to meaningful employment.**

**Key issue:** Not complying with legislative requirements for equal opportunity and inclusive employment.

**Likelihood:** 2.

**Risk types:** Safety, services, liability.

**Priority:** Moderate.

**Manage risk:** 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.

**Key issue:** Not making reasonable adjustments to worksites or providing adaptive equipment.

**Likelihood:** 2.

**Risk types:** Safety, services, liability.

**Priority:** High.

**Manage risk:** Collect data on worksite adjustments. Review adjustments and equipment needed on an individual basis.

**Key issue:** Not advocating to other businesses for inclusive employment practices.

**Likelihood:** 1.

**Risk types:** Reputation.

**Priority:** Low.

**Manage risk:** Seek partnership programs with business networks for accessible business awards, audits, grants.

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

**Key issue:** Not providing inclusive customer service.

**Likelihood:** 2.

**Risk types:** Services, liability.

**Priority:** Moderate.

**Manage risk:** Provide training in inclusive customer service.

**Key issue:** Not providing general information in accessible formats.

**Likelihood:** 2.

**Risk types:** Services, liability.

**Priority:** Moderate.

**Manage risk:** Review all methods of information provision for accessibility, including website, social media, printed information and customer services.

**Key issue:** Not providing emergency information in accessible formats.

**Likelihood:** 3.

**Risk types:** Safety, services, reputation, liability.

**Priority:** Highest.

**Manage risk:** Provide emergency information in formats accessible to people with vision and hearing impairments and people who are housebound.

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**Key issue:** Not providing accessible Council services.

**Likelihood:** 2.

**Risk types:** Safety, services, liability.

**Priority:** High.

**Manage risk:** Review service provision and adjust for accessibility.

**Key issue:** Not operating an Inclusion Committee.

**Likelihood:** 1.

**Risk types:** Reputation.

**Priority:** Low.

**Manage risk:** Establish a Regional Inclusion Committee.

**Key issue:** Not working cooperatively to plan major community purpose facilities/infrastructure.

**Likelihood:** 2.

**Risk types:** Services, assets.

**Priority:** Moderate.

**Manage risk:** Establish cross functional work teams to plan community purpose major works projects.

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## Monitoring, evaluation and reporting

Section 13 of the Disability Inclusion Act 2014 (DIA), stipulates that councils must report on the implementation of their disability inclusion plan within in their Annual Reports and forward a copy 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; and
- Provide accurate and timely reporting.

Key performance indicators (KPI's) have been identified during the strategy development process. Most of the performance indicators 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.

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 counters and each of the disability services and organisations listed within the asset map. A copy will also be provided to the Disability Council of NSW. The Plan will also be promoted to Council staff and located on the staff intranet as a planning and service delivery resource.

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# **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.

### **Links 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.

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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 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 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 BEHAVIOUR**

**Strategy:** Conducts communication and engagement with the community about Council business.

**Action:** 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.

**Outcome:** Community members have communication and information on and have opportunities to participate in Council's business activities and decision making processes.

**IPR links:** 7.4; 7.4.1; DP7.12; DP7.13.

**Lead:** Executive Officer.

**Budget:** Operational. Ongoing.

**KPIs:** Communications policy implemented and Number of community engagement events hosted.

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**Strategy:** Uses a wide range of media to engage with the community.

**Action:** Council uses a wide range of media to communicate and engage with its community, including:

On-line and electronic information:

- Council Website.
- Council Facebook.
- Links to community on-line noticeboards and Facebook sites.

Printed information:

- Council newsletters, Information in the Monaro Post.
- Printed resources at Council centres

Other information:

- Information stalls and Engagement at community events.
- Service Inter-agencies.
- Local radio promotions.

**Outcome:** 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.

**IPR links:** 7.4; 7.4.1; DP 7.12; DP 7.13.

**Lead:** Executive Officer.

**Budget:** Operational. Ongoing.

**KPIs:** Range of media used to engage with the community; Number of Hits to website; Number of Followers on Facebook; Number of Columns and pages in Monaro Post; Number of Interagency meetings hosted; Number of Information stalls at community events; Number of Radio interviews.

**Strategy:** Implements a range of community education campaigns on disability types, facts and issues.

**Action:** Provides community education campaigns linked with a range of National and International Campaigns. For example, International Day of

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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.

**Outcome:** 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.

**IPR link:** 4.1; 4.1.1; DP4.2.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPIs:** Number of community education campaigns; Range of topics covered.

**Strategy:** Supports community connection and capacity.

**Action:** Provides accessible community programs based around common interests and skills: For example, 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.

**Outcome:** Assists to build social friendship and support networks among people with similar interests, skills and needs. Provides opportunities to participate in community based activities.

**IPR links:** 4.2; 4.2.1; DP4.6.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPI's:** Number of and range of community development programs.

**Strategy:** Provides basic accessible facilities at community events.

**Action:** Provides most community events at accessible sites, with some facilities to support the attendance of people with disabilities, for example; access to the event site; accessible toilets and accessible parking

**Outcome:** Provides opportunities for people with disabilities to participate in community events. Provides limited interaction and learning between people with disability and other community members.

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**IPR links:** 4.1; 4.2.1; DP4.2.

**Lead:** Economic Development and Tourism (Community Development Officer).

**Budget:** Operational. Ongoing.

**KPIs:** Number of events held at accessible sites.

**Strategy:** Provides People with Disabilities with opportunities to participate in their community.

**Action:** 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.

**Outcome:** People with disability have opportunities to participate in community life and 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.

**IPR link:** 4.1; 4.2.1; DP4.2.

**Lead:** Economic Development and Tourism (Community Development Officer) and Community partner organisations.

**Budget:** Operational and Community partner resources. Annually.

**KPIs:** Annual event provided to celebrate International Day for People with Disabilities.

**Strategy:** Staff members provide inclusive customer service and have a positive attitude towards people with disabilities.

**Action:** 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 and to 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 and visitor information centres.

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**Outcome:** Provides people with disabilities with assistance that meets their specific needs. Assists people with disabilities to participate in Council services and facilities.

**IPR links:** 7.4; 7.4.1; DP7.11.

**Lead:** Chief Financial Officer.

**Budget:** Operational. Ongoing.

**KPIs:** High quality rating for customer service in Council's Community Satisfaction Survey; Number of complaints regarding discriminatory customer service in Council's customer complaints system.



## HOW COUNCIL WILL BUILD ON WHAT IT IS 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:** Implement inclusive community engagement processes and activities.

**Action:** 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, promote this to Staff and make it available on Council's intranet.

**Outcome:** 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.

**IPR links:** 7.4; 7.4.1; DP7.12.

**Lead:** Executive Officer.

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Community Engagement Policy produced. Range of inclusive engagement tools in use.

**Strategy:** Use inclusive language and inclusive images in Council communication with the community.

**Action:** 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 for staff.

**Outcome:** Communication with the community uses current inclusive language and reflects the diversity of the local community. People with disabilities are more visible within Council's communication.

**IPR links:** 7.4; 7.4.1; DP7.12.

**Lead:** Executive Officer.

**Budget:** Operational. 2017-18, then ongoing

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**KPIs:** Range of resources on inclusive language on intranet and range of stock images on internet.

**Strategy:** Develop policy and procedures for inclusive community events.

**Action:** 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.

**Outcome:** 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.

**IPR links:** 4.1; 4.1.1; DP 4.2.

**Lead:** Economic Development and Tourism.

**Budget:** Operational. 2018-19.

**KPIs:** No of event access audits completed. Percentage of audit recommendations implemented.

**Strategy:** Develop a program of community education and awareness sessions that showcase the contributions, skills and experiences of local people with disabilities.

**Action:** Profile local people with disabilities in a positive way. For example, achieving in and contributing to their community or as Council staff. Present segments on community radio stations. Prepare articles for:

- The Monaro Post.
- Council newsletters.
- Social media platforms.

Explore opportunities to work with Paralympians through the ski-resorts to help deliver community education campaigns.

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**Outcome:** Increase awareness of the skills and achievements of people with disabilities and of the contributions made to the community by people with disabilities.

**IPR links:** 4.1; 4.1.1; DP4.2.

**Lead:** Community Support Services and Aged Care and Community Radio Station.

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Number of articles presented in Monaro Post, Council Newsletter and Social Media sites. Number of segments on community radio station.

**Strategy:** Improve accessible business practice enabling people with disabilities to access the goods and services they need.

**Action:** 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.
- Establishing Accessible Business Awards for Accessible Premises and Accessible Employment in partnership with business networks and chambers of commerce.

**Outcome:** Improve awareness of business operators and service providers, of the challenges faced by people with disabilities in accessing the goods and services they need.

Improve awareness of business operators and service providers in the economic and social benefits of becoming accessible. Encourage and reward best practice in providing accessible businesses.

**IPR links:** 3.1; 3.1.3; DP 3.6.

**Lead:** Economic Development and Tourism. 2018-19, then ongoing.

**Budget:** Operational and partner resourced.

**KPIs:** Number 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. Award process developed and implemented.

**Strategy:** Identify two to three facilities for access improvements arising from the recent audit of Council premises, and complete works quickly.

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**Action:** Identify 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 Action Plan.

**Outcome:** Improve community confidence that Council will act following feedback provided during Disability Inclusion Action Plan community engagement process.

**IPR links:** 7.4; 7.4.1; DP7.12.

**Lead:** Asset Management and Engineering Services.

**Budget:** Operational. 2017-18.

**KPIs:** 2 to 3 improvements to access Council facilities implemented within 6 months of launching the DIAP.

**Strategy:** Complete mapping of the locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.

**Action:** Complete mapping of the locations of disadvantaged communities and advocate for the provision of Council services, infrastructure and facilities in these areas.

**Outcome:** Council services, infrastructure and facilities are provided in locations where 'vulnerable' people live. Council services, infrastructure and facilities improve community connection and support, mobility and access to goods and services.

**IPR links:** 4.3; 4.3.1; DP4.11.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. 2019-20, then ongoing.

**KPIs:** Social mapping of vulnerable communities completed.

**Strategy:** Provide diversity training opportunities staff and councillors to improve inclusion.

**Action:** Include a diversity training component in the staff and councillor induction processes to raise awareness of disability, cultural and gender diversity.

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**Outcome:** Improved Staff awareness on access and inclusion and ways to improve interaction with Council customers and other staff members who have disabilities.

**IPR links:** 7.3; 7.3.1; DP7.8.

**Lead:** Human Resources Management.

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Diversity training component included in staff and councillor induction process.

## **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 people of all 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: 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.

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### **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 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.

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## 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:** Develops and implements a Pedestrian Access Mobility Plan (PAMP).

**Action:** 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.

**Outcome:** 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.

**IPR links:** 2.2; 2.2.1; DP2.7.

**Lead:** Asset Management and Engineering Services.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the implementation of the footpath maintenance and construction program; and

- Percentage of tasks implemented under the PAMP.
- Number of Pram ramps improved or provided.
- Number of kilometres of footpath improved or provided.
- Number of Pedestrian crossing points improved.

**Strategy:** Provides disabled car parking spaces within Council owned car parks.

**Action:** Provides disabled parking spaces in compliance with Building Code of Australia and Australian Standard (AS 1428) – Design for Access and Mobility.

**Outcome:** Improves access to a wide range of goods, services and facilities for people with disabilities. Supports connection to and participation in community life.

**IPR links:** 2.2; 2.2.1; DP2.6.

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**Lead:** Asset Management and Engineering Services.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of disabled parking in accordance with AS 1428 and ratios established in BCA. Ratio disabled car spaces across Council owned car parks.

**Strategy:** Provides accessible public toilets that comply with Australian Standard (AS 1428) – Design for Access and Mobility.

**Action:** 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.

**Outcome:** Improves access to public toilets for people with disabilities. Supports connection to and participation in community life.

**IPR links:** 5.2; 5.2.1; DP5.2.

**Lead:** Facilities Management.

**Budget:** Operational. Ongoing.

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**KPIs:** Maintain the provision of accessible public toilets in accordance with AS1428. Percentage of public toilets that are accessible.

**Strategy:** Provides accessible community and health centres.

**Action:** Provides community centres in accordance requirements of disabled access under the National Premises Standards, Building Code of Australia and 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.

**Outcome:** Improves access to community centres for people with disabilities. Supports inclusion in 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.

**KPIs:** 4.3; 4.3.1; DP4.11.

**Lead:** Facilities Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of accessible community centres. Number of Complaints received relating to disabled access. Number of Complaints received relating to service provision.

**Strategy:** Provides services and programs for people with disability and their families and carers.

**Action:** 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.
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- Assistance with household tasks.
- Assistance with life stage transitions
- 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 Program.
- The Tuesday Club.

**Outcome:** Provides access to services and facilities locally, reducing costs and difficulties with 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 medical, shopping and personal appointments.

**IPR links:** 4.3; 4.3.1; DP4.11.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain service provision at Werri-Nina Centre.

Annual participation Numbers for:

- Day Care Centre.
  - Life skills program.
  - Assistance with personal and community activities.
  - Assistance with household tasks.
  - Respite programs.
  - Community Connect Program.
  - Scallywags Group.
  - Contact Group.
  - Trailblazers Group.
  - Stress Less and Progress Program.
-

- Tuesday Club.

Number of home maintenance or modifications.

Number of meals provided.

Number of transport services provided.

Number of community nursing visits.

**Strategy:** Employs a Disability Services Officer.

**Action:** Links people with disability and their families and carers with supports, networks and resources. Improves independence for people with disabilities.

**Outcome:** Provides access to information on disability services and supports to improve choice of services and meet needs of people with disabilities.

**IPR links:** 4.3; 4.3.1; DP4.11.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPIs:** Number of people with disabilities assisted. Number of carers assisted.

**Strategy:** Provides community organisations with small grants.

**Action:** Provides community organisations to support their facilities, services and activities.

**Outcome:** Provides opportunities for community connection and support to people with disabilities and health conditions.

**KPIs:** 7.2; 7.2.1; DP7.6.

**Lead:** Chief Financial Officer.

**Budget:** Operational. Annually.

**KPIs:** Number of and range of organisations provided with grants. Annual grant budget.

**Strategy:** Audits Council facilities for condition and access and implements a program of upgrades to Council facilities.

**Action:** Audits Council facilities for condition and access and implements a program of upgrades to Council facilities including: public toilets, sporting and recreational facilities, community halls, community centres and Council business offices.

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**Outcome:** Improves access to a wide range of Council facilities for people with disabilities. Supports connection to and participation in community life.

**IPR links:** 5.2; 5.2.1; DP5.2.

**Lead:** Facilities Management.

**Budget:** Operational. Ongoing.

**KPIs:** Number of and range of upgrades to access at Council facilities.

**Strategy:** Manages compliance with legislative requirements through its development application and approvals process and through its construction certificate process:

- National Disability (Access to Premises — Buildings) Standards 2010 (Premises Standards).
- National Construction Code: Building Code of Australia (BCA).
- Australian Standard (AS 1428) – Design for Access and Mobility.

**Action:** 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.

**Outcome:** Provides appropriate, accessible housing for people with disabilities. Provides community purpose premises that are accessible for people with disabilities. Accessible buildings meet future needs as well as current expectations of equity and fairness.

**IPR links:** 6.2; 6.2.1; DP6.7.

**Lead:** Development and Building Certification.

**Budget:** Operational. Ongoing.

**KPIs:** Number of development approvals and construction certificates with requirements for access under Premises Standards, BCA and AS1428.

**Strategy:** Manages compliance of housing development against State Environmental Planning Policies (SEPPs) to provide housing that meets the needs of people with a disability and frailty.

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**Action:** Manages compliance of housing development against State Environmental Planning Policies SEPP (Housing for Seniors and People with Disabilities) 2004 to provide housing that meets the needs of people with a disability and frailty.

Manages compliance of housing development against SEPP (Affordable Rental Housing) 2009 to provide affordable rental housing and enable secondary dwellings. *(Affordable housing or secondary dwellings are not required to be accessible but must have accessible and continuous pathways and entry to dwellings).*

**Outcome:** 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.

**IPR links:** 6.2; 6.2.1; DP6.7.

**Lead:** Development and Building Certification.

**Budget:** Operational. Ongoing.

**KPIs:** Number of development approvals and construction certificates issued with requirements under SEPP (Affordable Rental Housing) 2009. Number of development approvals and construction certificates issued with requirements under SEPP (Housing for Senior's and People with Disabilities) 2004.

**Strategy:** Manages compliance of housing development against Australian Standard AS4299 Adaptable Housing.

**Action:** 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 pathways and entry to the dwelling, access common use areas, one accessible bedroom and an accessible bathroom.
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**Outcome:** Provides housing that meets specific needs of all users – ages and abilities. Supports independent living. Supports continued family and community networks.

**IPR links:** 6.2; 6.2.1; DP6.7.

**Lead:** Development and Building Certification.

**Budget:** Operational. Ongoing.

**KPIs:** Number of development approvals and construction certificates with requirements under AS4299.

**Strategy:** Complies with legislative requirements and employs best practice principles in the design and delivery of new parks and recreational spaces.

**Action:** 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.

**Outcome:** 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.

**IPR links:** 5.3; 5.3.1; DP5.4.

**Lead:** Facilities Management, Parks and Recreation.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain compliance with Australian Standards and best practice guides when designing and delivering parks and recreational spaces. Number of upgrades to parks and recreational spaces with improved accessibility.

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**Strategy:** Provides accessible facilities at swimming pools in Bombala, Cooma and Jindabyne.

**Action:** Provides accessible toilets and change rooms, disability parking and disabled access within swimming pools in Bombala, Cooma and Jindabyne. Provides a mobile wind down hoist to the pools. Staff are available to support the use of the lift.

**Outcome:** Improves access to recreational facilities for people with disabilities. Supports connection to and participation in community life.

**IPR links:** 5.2; 5.2.1; DP5.2.

**Lead:** Facilities Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of accessible facilities at swimming pools. Number of complaints received in customer complaints system.

**Strategy:** Provides accessible swim programs at Bombala, Cooma and Jindabyne swimming pools.

**Action:** 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.

**Outcome:** Improves access to recreational facilities for people with disabilities. Supports connection to and participation in community life.

**IPR links:** 5.2; 5.2.1; DP5.2.

**Lead:** Facilities Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of accessible swim programs at swimming pools. Number of complaints received in customer complaints system.

**Strategy:** Provides subsidies and education programs to pensioners and people experiencing financial difficulty.

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**Action:** 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 de-sexing, microchipping and vaccination program as part of the “Pay It Forward” program for people who are experiencing financial difficulty. It doesn’t require a pension card, just a declaration that a pet owner needs help.

**Outcome:** Provides low or no cost options for people with disabilities to register, micro-chip or de-sex an assistance dog or pet.

**IPR links:** 4.4; 4.4.1; DP4.16.

**Lead:** Environmental Management.

**Budget:** Operational - ongoing, Pay it Forward Grant Funding - 2017-18

**KPIs:** Number of assistance dogs registered for no fee. Number of pets registered under pensioner subsidy. Number of pets participating in the Pay it Forward Program.

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## 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:** Consult with the community on the development of a Regional Pedestrian Access and Mobility Plan (PAMP).

**Action:** 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. 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.

**Outcome:** 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. Improves access and mobility to key services and facilities and connectivity between key destinations.

**IPR links:** 2.2; 2.2.1; DP2.7.

**Lead:** Asset Management and Engineering Services

**Budget:** 2018/19 One off engagement process resulting in a four year program to align with the delivery plan.

**KPIs:** Regional Pedestrian Access and Mobility Plan (PAMP) produced. Community engagement with target audiences held. Number of complaints from customer complaints system on pedestrian infrastructure.

**Strategy:** 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.
  - The community including people with disabilities.
-

**Action:** 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).

**Outcome:** 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.

**IPR links:** 7.4; 7.4.1; DP7.13.

**Lead:** Asset Management and Engineering Services.

**Budget:** On a project by project basis.

**KPIs:** Community engagement process implemented on the design of new Council owned community purpose buildings.

**Strategy:** Include resources on universal design and best practice in disabled access for community purpose development (For example, Medical Centres and Retail centres) on Council's on-line development application webpage.

**Action:** Include resources on universal design and best practice in disabled access for community purpose development (For example, Medical Centres and Retail centres) on Council's on-line development application webpage.  
*Universal design principles guide the development of inclusive public buildings and spaces that can be used by all people.*

**Outcome:** Provides developers of community and retail facilities with information to help improve disabled access to community buildings and spaces.

**IPR links:** 6.2; 6.2.1; DP6.7.

**Lead:** Development and Building Certification.

**Budget:** Operational. 2018-19, then ongoing.

**KPIs:** Resources on universal design and access best practice located on Council's website.

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**Strategy:** Develop a program for younger people with disabilities within the Werri-Nina Centre, Cooma and establish a partnership with a disability service provider to operate a program for younger people with disabilities from The Hub, Youth Centre, Cooma.

**Action:** Develop a program for younger people with disabilities within the Werri Nina Centre and establish a partnership with a disability service provider to operate a program for younger people with disabilities from The Hub Youth Centre.

**Outcome:** Younger people with disabilities have access to age and interest appropriate programs.

**IPR links:** 4.3; 4.3.1; DP4.11.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPIs:** A program for younger people with disabilities developed and operating from the Werri-Nina Centre, Cooma. A partnership formed with a disability service provider to operate a program for younger people with disabilities from The Hub, Youth Centre Cooma.

**Strategy:** 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.

**Action:** Prepare a position paper for consideration of Council, chambers of commerce or business networks containing award criteria, process and potential funding sources.

**Outcome:** 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).

**IPR links:** 3.1; 3.1.1; DP3.4.

**Lead:** Economic Development and Tourism.

**Budget:** Operational (staff resources). External funding from local business. 2018-19.

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**KPI:** 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.

**Strategy:** Prepare a report to Council proposing a small grant program to support local businesses with minor modifications to improve disabled access to and within their premises.

**Action:** 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 \$2,500 per applicant - applicants would match funding on a dollar for dollar basis, as a minimum.
- Grant eligibility criteria.
- Grant application and selection process.
- Total grant pool.
- Potential funding sources.

**Outcome:** 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).

**IPR links:** 3.1; 3.1.1; DP3.4.

**Lead:** Economic Development and Tourism

**Budget:** 2018/19 Report produced. Budget bid for additional funds in 2018-19. 50 percent Council funded. 50 percent Matched by Businesses.

**KPIs:** 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.

**Strategy:** Provide small businesses with information and educational resources to improve access.

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**Action:** Provide small businesses with information and educational resources to improve access, For example, Good Access is Good Business Guide, Small Business Access Self- Assessment Guide, and The Tradie's Guide to Good Access. Provide these resources (or similar) on Council's website. Promote these resources to business.

**Outcome:** 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.

**IPR links:** 3.1; 3.1.1; DP3.4.

**Lead:** Economic Development and Tourism.

**Budget:** Operational. 2017-18, then ongoing

**KPIs:** Number of and range of educational resources to improve access provided on Council's website.

**Strategy:** Advocate for increased accessible public transport.

**Action:** 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 to connect Bombala and Nimmitabel with the Snowy Mountains Hwy bus route.

**Outcome:** Provide the transport disadvantaged with increase connection from rural townships to larger Centres including Canberra, Cooma and Bega.

**IPR links:** 2.1; 2.1.1; DP2.3.

**Lead:** Economic Development and Tourism.

**Budget:** Operational. 2019-20

**KPIs:** Advocacy to Transport NSW completed.

**Strategy:** Improve access to and within the Snowy Monaro Regional Council Offices in Cooma and Berridale.

**Action:** 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.

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**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP 7.9.

**Lead:** Facilities Management.

**Budget:** Budget bid for additional funds 2018-19.

**KPIs:** Works completed to improve access to and within the Cooma Council Office.

**Strategy:** Advocate to privately owned larger retail developments, like Coles and Aldi, for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces.

**Action:** Advocate to privately owned larger retail developments, like Coles and Aldi, for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces.

**Outcome:** Improved signage and visibility of disabled car parking spaces. Improved understanding that these spaces are for people with disabilities.

**IPR links:** 4.4; 4.4.1; DP4.16.

**Lead:** Environmental Management.

**Budget:** Operational. 2017-18

**KPIs:** Advocacy to private larger retail carpark owners for larger disabled parking signs and blue paint on pillars adjacent to disabled parking spaces, completed.

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## **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:** Council uses merit based recruitment and employment systems in accordance with legislative and policy requirements.

**Action:** 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.

**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8.

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**Lead:** Human Resources Management and Staff responsible for recruitment and management of staff.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain a merit based recruitment and employment systems in accordance with legislative requirements. Percent of staff who self-identify as having a disability during the recruitment process.

**Strategy:** Implements a tiered system of job application and interview processes that reflects the level of skill and capacity required for the position.

**Action:** Implements a tiered system of job application and interview processes that reflects the level of skill and capacity required for the position.

**Outcome:** Job application and interview processes can be adapted to reflect the skill and capacity of a job applicant with disability, where needed. For example, shorter, clearer and less complex recruitment processes for less complex positions.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain a tiered system of job application and interview processes.

**Strategy:** Completes worksite assessments for staff as required under Work Health and Safety legislation.

**Action:** 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.

**Outcome:** Improves access to and ongoing support with employment for people with disabilities. Supports the health and safety of employees.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Continue to conduct worksite assessments. Number of worksite assessments completed. Percentage of work site modifications completed.

**Strategy:** Promotes a diverse workforce through compliance with legislative, policy and planning requirements for staff recruitment and management.

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**Action:** 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 and 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.

**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management and Staff responsible for recruitment and management of staff.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain compliance with legislative and policy requirements for the recruitment and management of staff.

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**Strategy:** Provides training in anti-discrimination legislation and Council's Equal Employment Opportunity Policy and Code of Conduct in Staff induction programs.

**Action:** Provides training on anti-discrimination legislation and EEO policies in staff induction programs.

**Outcome:** Provides a non-discriminatory work environment that supports workplace diversity. Promotes inclusive and respectful customer service.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain an induction program with an EEO and Code of Conduct training component. Number of and percentage of staff trained anti-discrimination legislation and Council's EEO policy and Code of Conduct Number of Staff grievances relating to discrimination. Number of Customer complaints relating to discrimination.

**Strategy:** Provides staff with training on Council's Vision and Values to develop organisation culture, which is solutionary, together, accountable, innovative and caring.

**Action:** Provides staff with training on Council's Vision and Values to develop organisation culture, which is solutionary, together, accountable, innovative and caring.

**Outcome:** Promotes a work place culture which is collaborative, inclusive and caring. These values support workplace diversity. Promotes inclusive and respectful customer service.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Executive Office and Human Resources Management

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Maintain staff training in organisational vision and values. Number and percentage of staff attending vision and values training.

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**Strategy:** Inclusive and non-discriminatory behavioural capabilities are included in Council's position descriptions and Code of Conduct.

**Action:** 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.

**Outcome:** Staff are managed to display inclusive and respectful behaviour towards each other and community members.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management and Staff responsible for recruitment and management of staff.

**Budget:** Operational. Ongoing.

**KPIs:** All position descriptions contain criteria on EEO and WHS requirements. Annual performance appraisals completed for all staff.

**Strategy:** Provides flexible working arrangements and a contemporary workplace, including measures like flexible and part-time work hours, job sharing arrangements and working from remote locations.

**Action:** 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.

**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management and Staff responsible for recruitment and management of staff.

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**Budget:** Operational. Ongoing.

**KPIs:** Maintain a range of flexible working arrangements for staff. Percentage part-time hours. Number of remote worksite assessments and modifications completed.

**Strategy:** Uses the staff intranet as a central location for information on all employee related matters.

**Action:** 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.

**Outcome:** Staff have easy access to information on a wide range of employment related matters. Provides information on the supports available to staff with disabilities.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain information on supports available to staff on the Intranet.

**Strategy:** Provides staff with access to counselling through the Employee Assistance Program.

**Action:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of the Employee Assistance Program.

**Strategy:** Engages Disability Enterprise 'Cooma Challenge' as the contractor for operational tasks as negotiated.

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**Action:** Engages Disability Enterprise 'Cooma Challenge' as the contractor for operational tasks as negotiated.

**Outcome:** Provides employment opportunities for people with disability. Provides quality contracting services for Council.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. Ongoing.

**KPIs:** Number of Disability Enterprise Services providing Council with services.

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## 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:** Establish a Peer Support Program for Staff.

**Action:** 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.

**Outcome:** Improves health, wellbeing and work outcomes for staff.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. 2019-20, then ongoing.

**KPIs:** Peer Support Program established. Member training opportunities provided.

**Strategy:** Further explore opportunities to establish working relationships with disability employment services (DES) and TAFE to offer job placements in Council.

**Action:** 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 support working relationships with Disability Employment Services (DES). Work with DES to evaluate the process and consider ongoing relationships.

**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

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**Lead:** Human Resources Management.

**Budget:** Operational. 2018-19.

**KPIs:** Process for establishing working relationships with disability employment organisations and TAFE investigated.

**Strategy:** Provide information and resources to managers on the supports available to employ people through disability employment services. Provide these resources to local businesses.

**Action:** Provide information and resources to managers on the supports available to employ people through disability employment services. For example:

- 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 the information on the staff intranet and on Council's website and promote its availability to local businesses.

**Outcome:** 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.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Human Resources Management.

**Budget:** Operational. 2018-19.

**KPIs:** Range of information on DES resources and supports placed on intranet and Council's website. Information promoted to local business within the region.

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**Strategy:** Advocate to NSW Education to provide transition to work programs for young people with disability at local high schools.

**Action:** 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.

**Outcome:** Better prepares young people with disability to transition from school to work.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Economic Development and Tourism (Community Development) Operational.

**Budget:** 2019-20.

**KPIs:** Advocacy to NSW Education for increased transition to work programs completed.

**Strategy:** Deliver a community education campaign highlighting the contributions made to the Council workplace and the resulting outcomes for the community.

**Action:** 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.

**Outcome:** Provides factual information and positive experiences and outcomes of employing people with disabilities. Encourages employers to consider employing people with disabilities.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Economic Development and Tourism (Community Development).

**Budget:** Operational. 2017-18, then ongoing.

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**KPIs:** Number of articles placed on Council's web and Facebook pages. Number of articles featured in Council's page in the Monaro Post. Number of Editorials in the Monaro Post. Number of Community radio interviews.

**Strategy:** Consult with people with disabilities, employment agencies and TAFE on employment practices and opportunities.

**Action:** Establish a project in partnership with the Regional Access Inclusion Committee to:

- Provide informal meetings between:
  - People with disabilities.
  - Employment agencies.
  - NSW TAFE staff.
  - Council Human Resources staff and Managers.
- Discuss employment practices and opportunities for people with disabilities.

**Outcome:** Improves opportunities for people with disabilities to gain employment skills and experience and permanent employment.

**IPR links:** 7.3; 7.3.1; DP7.8; DP7.9.

**Lead:** Economic Development and Tourism (Community Development) Regional Access Inclusion Committee.

**Budget:** Operational. 2019-20, then ongoing.

Number of forums held to discuss accessible employment practices and opportunities.

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## **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 to minimise duplication.

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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:** Provides accessible resources at the Snowy Monaro Regional Library.

**Action:** Provides accessible library resources in accordance with the interests and needs of people with disabilities. Provides free access to Wi-Fi and internet.

**Outcome:** 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.

**IPR links:** 3.2; 3.2.1; DP3.9.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain the provision of accessible resources at the Regional Library.

**Strategy:** Provides a mobile library service to people living in townships across the Region.

**Action:** Provides a mobile library service to people living in townships across the Region.

**Outcome:** 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.

**IPR links:** 3.2; 3.2.1; DP3.9.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. Ongoing.

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**KPIs:** Maintain the operations of the mobile library service. Number of Clients.

**Strategy:** Communicates with the community in a variety of ways.

**Action:** 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. Web based services include web forms, development applications, payment of rates and 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.

**Outcome:** Supports access to information on Council services and facilities in a centralised location which is accessible from home and a range of locations. 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.

**IPR links:** 7.1; 7.1.2; DP7.3.

**Lead:** Governance.

**Budget:** Operational. Ongoing.

**KPIs:** Maintain operation of Council's website at WACG level 3 or above.  
<http://www.w3.org/WAI/WCAG30>.

**Strategy:** Communicates with the community in a variety of ways.

**Action:** 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.

**Outcome:** Reduces barriers that prevent access to information, such as limited mobility, poor physical access to services and facilities, people who are housebound.

**IPR links:** 7.1; 7.1.2; DP7.3.

**Lead:** Governance.

**Budget:** Operational.

**KPIs:** Maintain communication through a range of electronic formats.

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**Strategy:** Communicates with the community in a variety of ways.

**Action:** Communicates Council business through:

- Community organisations, including: schools, children's services, churches, youth centres, community centres, community service inter-agencies; and
- Information stalls at events, shopping centres, other organisations activities.

**Outcome:** Reaches people that may not access information through mainstream channels.

**IPR links:** 4.2; 4.2.1; DP4.6.

**Lead:** Community Support Services and Aged Care

**Budget:** Operational. Ongoing.

**KPIs:** Range of communication with organisations maintained. Information stalls at community events and venues maintained.

**Strategy:** Communicates with the community in a variety of ways.

**Action:** 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.
- Visitor information centres.

**Outcome:** 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.

**IPR links:** 7.4; 7.4.1; DP7.11.

**Lead:** Chief Financial Officer.

**Budget:** Operational. Ongoing.

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**KPIs:** Maintain Council's customer service counter as a central and first point of information on all Council facilities and services. Statistic: No of staff trained in quality customer service.

**Strategy:** Communicates with the community in a variety of ways.

**Action:** Provides a Corporate Style Guide, which contains templates and adopted principles and formats that guide the written 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.

**Outcome:** Enables communication on Council business with people with print disabilities. Improves Council's written communication is with people with vision impairment.

**IPR links:** 7.4; 7.4.1; DP7.12.

**Lead:** Chief Financial Officer.

**Budget:** Operational. Ongoing.

**KPIs:** Council's Style Guide reviewed and link included to <http://printdisability.org>

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## 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:** Communicate with the community in a variety of ways.

**Action:** Explore the current capacity of Council's telephone system to supports technology held by customers who are hearing or vision impaired. For example, enables amplification or the conversion of voice to text.

**Outcome:** Enables communication on Council business with people with hearing impairments.

**IPR links:** 7.1; 7.1.2; DP7.3.

**Lead:** Governance.

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Capacity of Council's telephone system explored for its ability to support assistive hearing technology.

**Strategy:** Communicate with the community in a variety of ways.

**Action:** 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 or tablets at service counters to assist communication.

**Outcome:** Improves communication with people with vision or hearing impairments.

**IPR links:** 7.4; 7.4.1; DP7.11.

**Lead:** Chief Financial Officer.

**Budget:** Operational. 2018-19, then ongoing.

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**KPIs:** Link to Auslan Signbank <http://www.auslan.org.au/> provided on Staff intranet.

**Strategy:** Support communication with the Community through a range of formats.

**Action:** 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.

**Outcomes:** 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.

**IPR links:** 7.1; 7.1.2; DP7.3.

**Lead:** Governance.

**Budget:** Operational. 2017-18, then ongoing.

**KPIs:** Number and percentage of Council meetings broadcast on-line.

**Strategy:** Support communication with the Community through a range of formats.

**Action:** Review the web content and web communication templates and tools to improve their accessibility. For example:

- System templates.
- Communication templates.
- On-line forms.
- On-line complaints mechanism.

**Outcome:** Improves Council's web-based communication with people with disabilities.

**IPR links:** 7.1; 7.1.2; DP7.3.

**Lead:** Governance.

**Budget:** Operational. 2017-18 and 2018-19.

**KPIs:** Percentage of Web content reviewed for accessibility. Number of and percentage of Web templates reviewed for accessibility.

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**Strategy:** Provide information to the community in a range of formats.

**Action:** Produce a Community Directory that incorporates information on accessible services and facilities. Investigate a range of platforms on which to locate the Directory; including the internet, mobile phone apps and printed directories from the internet platform.

Incorporate a range of accessible services and facilities within a broader directory. For example:

- Public toilets.
- Bus routes and taxi services.
- Parks and playgrounds.
- Cafes and restaurants.
- Health and disability services.
- Retail stores.

Make directories available at centrally located and high customer traffic locations, such as:

- Reception counters at Council business offices.
- Community centres.
- Libraries.
- Visitor information centres.

**Outcome:** Supports participation in local community life for residents of and visitors to the Snowy Monaro Region that have a disability. Improves economic activity within the Region.

**IPR links:** 3.1; 3.1.4; DP3.8.

**Lead:** Economic Development and Tourism.

**Budget:** 2018-19. Budget bid in 2018-19 operating plan.

**KPIs:** Access maps produced for the Snowy Monaro Region. Statistics: No of hits to webpage.

**Strategy:** Support engagement with and representation from people with disabilities.

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**Action:** 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 Bombala, Cooma and 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.

**Outcome:** Enables participation in Council business with people with disabilities.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. 2018-19, then ongoing.

**KPIs:** Regional and local Inclusion Committees established for the Snowy Monaro Region. Electronic platform established for the Inclusion Committee.

**Strategy:** Advocate to other levels of Government for increases to and improvement in service provision.

**Action:** Request that the National Disability Insurance Scheme (NDIS) Local Area Coordinator Uniting facilitate additional community information sessions in Jindabyne.

**Outcome:** Provides information on the National Disability Insurance Scheme (NDIS) to the community services that support people with disabilities.

**IPR links:** 4.2; 4.2.1; DP 4.6; DP 4.7.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. 2017-18.

**KPIs:** Request made to Uniting Local Area Coordinator to facilitate information sessions on the NDIS in Jindabyne. Statistic: Number of information sessions facilitated by the NDIS Local Co-ordinator in Jindabyne.

**Strategy:** Advocate to other levels of Government for increases to and improvement in service provision.

**Action:** Advocate to NSW Health to implement the recommendations contained in the health needs assessment completed prior to the development of the Snowy Monaro Health Centre. Health services should be extended to

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better service people with disabilities. For example, community nursing, podiatry, mental health services, counselling services, medical script filling service and paediatric health services such as physiotherapy, occupational therapy, speech therapy, and audiology.

**Outcome:** 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.

**IPR links:** 4.2; DP 4.6; DP 4.7; 7.2; 7.2.1; DP7.7.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. 2017-18.

**KPIs:** Advocacy completed. Statistics: Number and range of outreach services operating at the Snowy Monaro Health Centre in Jindabyne.

**Strategy:** Advocate to other levels of Government for increases to and improvement in service provision.

**Action:** Advocate to NSW Education for increased resources for children with disabilities in Jindabyne Central School, for example disability support staff, learning support staff, 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.

**Outcome:** Provides access to education in a way that meets the needs of children with disabilities attending school in Jindabyne.

**IPR links:** 4.2; DP 4.6; DP 4.7; 7.2; 7.2.1; DP7.7.

**Lead:** Community Support Services and Aged Care.

**Budget:** Operational. 2017-18.

**KPIs:** Advocacy completed. Statistics: Number and range of outreach services operating at the Snowy Monaro Health Centre in Jindabyne.

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## 11.2 PREPAID FINANCIAL ASSISTANCE GRANT 2017-18

Record No:

Responsible Officer:	Director Corporate & Community Services
Author:	Financial Accountant
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.6 Increase and improve Council's financial sustainability.
Operational Plan Action:	OP7.18 Effective management of Council funds to ensure financial sustainability.
Attachments:	Nil
Cost Centre	4010 Financial Services

### EXECUTIVE SUMMARY

On 8 June 2017 Snowy Monaro Regional Council received the prepayment of \$4.54m in Financial Assistance Grant (FAG) funding relating to the first two quarters of the year ended 30 June 2018.

A letter has been forwarded to Helen Pearce, Executive Officer, NSW Local Government Grants Commission, to request a formal agreement with NSW Councils to maintain FAG payments to the year in which they are allocated. This would ensure a fairer representation of Council's financial position in future years.

A letter of request has also been forwarded to Tim Hurst, Acting Chief Executive Officer, Office of Local Government to accept and hold the recent \$4.54m prepayment on our behalf until 4 July 2017 so it is reflected in the 2018 financial year.

The following officer's recommendation is submitted for Council's consideration.

### OFFICER'S RECOMMENDATION

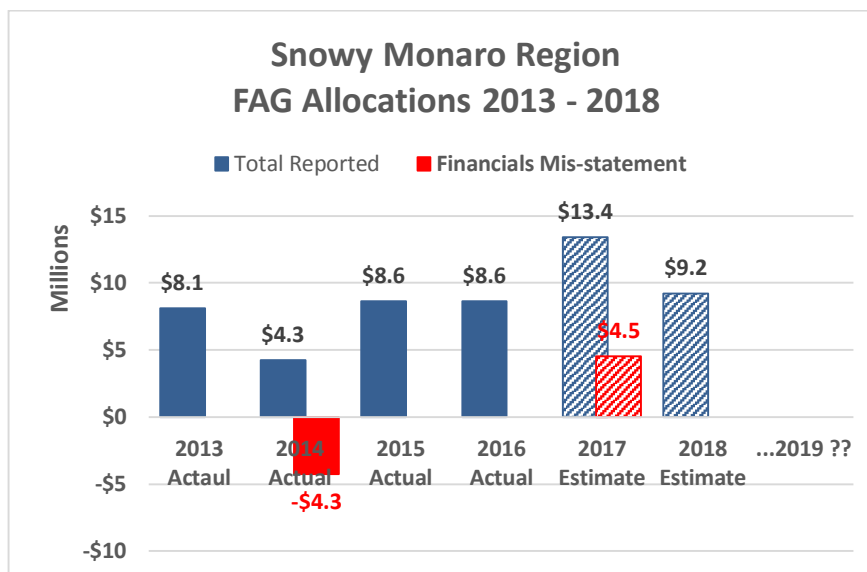
That Council

- A. Confirm the action to be taken for the request to transfer of \$4,538,182 to the Office of Local Government prior to 30 June 2017 to be held until 4 July 2017; and
- B. In the event the request is rejected by the Office of Local Government, treat the payment appropriately within Councils financial statements.

### BACKGROUND

Under the current accounting standards this \$4.54m of prepaid grant funding will have to be recorded in our financial statements for this year ending 30 June 2017. The following chart highlights the impact of the FAG payment timing since 2013 in our region.

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The former Snowy River Shire, Cooma-Monaro Shire and Bombala Shire council's had a \$4.3m negative impact collectively to their operating result in 2014 due to the cessation of FAG prepayments. There will be an opposite impact to Snowy Monaro Regional Council's operating performance in 2017 which will be unfairly inflated by \$4.5m. This has a significant impact on communicating the financial performance of local government in our region given most rate payers don't read the "fine print". Not only does it distort council's operating result but also impacts the key performance indicators and ratios in the annual financial statements.

A formal agreement between the Grants Commission and NSW Councils to maintain FAG payments to the year in which they are allocated would help ensure a fairer representation of Council's financial position in future years.

#### QUADRUPLE BOTTOM LINE REPORTING

##### 1. Social

This action would help with communication of council's annual financial performance to the community in future years.

##### 2. Environmental

There are no environment impacts

##### 3. Economic

The lost interest earned on this funding is far outweighed by the uncertainty and material misstatement in the representation of council's performance.

##### 4. Civic Leadership

Council is demonstrating a strong stance for the Local Government industry and the Snowy Monaro community for a fairer representation of financial performance in future years.

#### Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993*.

Signature: .....

Date: .....