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

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# 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**

# Contents

# 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.

# 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.

# 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.

## 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.

## 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.

# 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:
  o The Style Guide. The Guide now complies with Vision Australia's Print Guidelines and staff education on its use will be provided.
  o Information technology system templates.
  o 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:
  - o Providing high Vis or tactile signage in Council facilities.
  - o Installing tactile indicators on pathways.
  - o Reducing footpath clutter.
  - o 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:
  - o The web
  - o A mobile phone and tablet app
  - o Touchscreens at libraries and visitor centres
  - o 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, quite 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.

# 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:**
- 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

**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)

- 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
- 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

# 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.

**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.

**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.

**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.

# 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.

# 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.

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.

**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

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.

**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.

**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

**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.

**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.

**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.

**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.

**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.

# 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.
**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 carparks.

**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.
**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.
- 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.

**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.

**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.

**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.

**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.

**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.

# 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.

**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.

**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.

**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.

**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 visability 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.

# 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.

**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.

**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.

**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.

**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.

**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.

**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.

# 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.

**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.

**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.

**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.

# FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES

**Goal**

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

**Links to the SMRC Delivery Program 2014-2017**

**Key Direction Three: Strengthening our Local economy.**

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

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

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

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

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

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

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

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

# WHAT COUNCIL IS CURRENTLY DOING

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

**FOCUS AREA 4: NAVIGATING SYSTEMS AND PROCESSES**

**Strategy:** 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.

**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.

**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.

**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

# 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.

**KPIs:** Link to Auslan Signbank [http://www.auslan.org.au/](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.

**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.

**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 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.