



NARRANDERA SHIRE COUNCIL
DISABILITY INCLUSION ACTION PLAN 2017-2021
UPDATE ON PROGRESS AS AT 30 JUNE 2020



COUNCIL STRATEGIES AND ACTIONS TO ADDRESS DISABILITY AND INCLUSION ISSUES

FOCUS AREA 1 Developing Positive Attitudes and Behaviours

Council CSP Goal - To live in an inclusive and tolerant community

| No | Strategy | Action | Timeframe | Responsibility |
|--|---|---|-----------------|--|
| 1 | Elevate the profile and importance of people with a disability in our Community | Consider the appointment a person with a disability as a “Living Life My Way” Ambassador for the Shire | By 30 June 2019 | Community Support Manager – supported by: Events & Visitor Services Officer |
| <p>Comment as at 30 June 2020:</p> <p>In reviewing this action, the term disability has a very wide scope and the appointment of a single person to represent all persons within the community that have a disability may be problematic and requires further consideration.</p> <p>The next generation of this plan with encompass other ideas and methodology on how to promote inclusiveness.</p> | | | | |
| 1 | Elevate the profile and importance of people with a disability in our Community | Advocate for a regular item in the media showcasing people with a disability, disability programs, support staff and carers | Ongoing | Communications Officer |
| <p>Comment as at 30 June 2020:</p> <p>Council has placed items in the media highlighting funding opportunities for persons with a disability, suggestions have also been directed to local businesses that they should reassess their points of access and egress therefore potentially increasing customer opportunities for sales.</p> | | | | |

Council has created a new website with a page dedicated to providing information to people living with a disability, including advising of local businesses who are accessible (<https://www.narrandera.nsw.gov.au/community/our-people/people-living-disability>).

Using the many media platforms available, Council has also showcased people living with a disability including a post for the Lake Talbot Water Park Slides opening, the Lake Talbot Water Park changerooms opening and members of Kurrajong with support staff using Library facilities and participating in programs.

During the COVID-19 pandemic Council's Community Support team assisted persons deemed as vulnerable with essential services such as the purchase of food items and medication with this service extensively advertised.

| | | | | |
|---|--|--|---------|--|
| 2 | Educate Council front line staff on the considerations of people with a disability | Conduct disability awareness training on a regular basis | Ongoing | Human Resources Manager – supported by: Workplace Health and Safety Officer |
|---|--|--|---------|--|

Comment as at 30 June 2020:

As part of the annual training and development program the Human Resources team are currently looking at available options for awareness education.

Council staff are aware that persons with a disability have a lot to contribute to the community and make sure that arrangements are in place to assist persons with a disability.

| | | | | |
|---|---|--|---------|------------------------|
| 3 | Promote disability awareness across the Community | Council to set an example by using its publications and website to foster positive attitudes – including promotion of actions being undertaken from the DIAP | Ongoing | Communications Officer |
|---|---|--|---------|------------------------|

Comment as at 30 June 2020:

Staff regularly participate in and contribute to meetings that share disability resource information both internal and external to Council. Relevant information for persons with a disability and their carers is disseminated where possible either through social media or traditional print.

| | | | | |
|--|---|---|---------|---------------------------|
| 3 | Promote disability awareness across the Community | Participate in events, forums, expos or meetings that has a focus on disability awareness - such as International Day of People with a Disability | Ongoing | Community Support Manager |
| <p>Comment as at 30 June 2020:</p> <p>Where possible Council staff participate in appropriate forums such as the Local Health Advisory Committee and Interagency Group meetings also meetings with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network. The weekly Transfer of Care meetings with service providers such as those co-ordinated by the Narrandera Hospital to discuss patient discharge needs are invaluable.</p> | | | | |
| 3 | Promote disability awareness across the Community | Provide education around road/pedestrian safety into the Community for and about people with a disability | Ongoing | Road Safety Officer |
| <p>Comment as at 30 June 2020:</p> <p>The Road Safety Officer delivered the 65Plus workshop which provides advice and safety tips for people in the community aged 65 or over to help make safer choices when driving, riding, walking, using a mobility scooter or catching public transport. The workshop profiles the changes to health that can come with age, and how conditions such as vision impairment and dementia can affect abilities as road users. Checklists are included to help develop safer driving habits and make better choices when walking and crossing the road.</p> <p>The Road Safety Officer presents the community safety section of the 'Stepping On' program when requested by Narrandera Health Service. This presentation focused on pedestrian safety for people with reduced mobility and included information for mobility scooter users</p> | | | | |

FOCUS AREA 2 Creating Liveable Communities

Council CSP Goal - To feel connected and safe

| No | Strategy | Action | Timeframe | Responsibility |
|---|--|--|-----------------|--|
| 1 | Ensure the needs of people with a disability are properly considered | Implement an Access Committee – including people with a disability/carers/support worker to be regularly consulted on improving and evaluating Council's actions in addressing disability issues | By 30 June 2019 | Community Support Manager |
| <p>Comment as at 30 June 2020:</p> <p>In reviewing this action, the next generation of this plan with encompass other ideas and methods on how to promote inclusiveness.</p> | | | | |
| 2 | Ensure safety of pedestrians within the CBD | Install tactile indicators at laneway entrances and around posts and poles to assist vision impaired | By 30 June 2019 | Works Manager |
| <p>Comment as at 30 June 2020:</p> <p>As footpath projects are undertaken and/or Pedestrian Access & Mobility Plan projects are constructed within the Narrandera CBD they will be assessed for tactile indicators against current standards.</p> | | | | |
| 2 | Ensure safety of pedestrians within the CBD | Undertake regular safety audits to identify uneven paths and other hazards and assistive measures to be actioned | Ongoing | Works Manager – supported by: Road Safety Officer |
| <p>Comment as at 30 June 2020:</p> | | | | |

| | | | | |
|--|--|---|--|--------------------------------|
| Council annually undertakes repair works to the footpath network to reduce rick and hazards with these works undertaken on a priority basis. The repair program is collated from data gathered by routine inspections by Council staff and from complaints received by the community. | | | | |
| 3 | Educate on the need for compliance of building standards and Disability Discrimination legislation | Provide Developers with information on the Access to Premises Standards | Ongoing | Manager Development & Planning |
| <p>Comment as at 30 June 2020:</p> <p>As part of the Development Application process, all applications are assessed for compliance with the Building Code of Australia and respective Australian/New Zealand Standards. Council's Development Control Plan (DCP) incorporates recommendations from the Universal Housing Design Guidelines based on the Australian Standards for Adaptive Housing and for Access and Mobility.</p> | | | | |
| 3 | Educate on the need for compliance of building standards and Disability Discrimination legislation | Provide Businesses with an information package on the advantages and importance of enabling access to people of all abilities | Ongoing | Economic Development Manager |
| <p>Comment as at 30 June 2020:</p> <p>The Economic Development Manager facilitated a business survey prior to the launch of the new Council website seeking information on businesses that provide disabled access arrangements. This information is located by selecting the following link: https://www.narrandera.nsw.gov.au/community/our-people/people-living-disability</p> | | | | |
| 4 | Council public buildings and recreation areas are accessible for people of all abilities | Undertake an infrastructure audit and progressively upgrade Council owned assets to meet Access to Premises Standards | Audit by 30 June 2018 - upgrades when possible | Works Manager |
| <p>Comment as at 30 June 2020:</p> | | | | |

Council's Building Maintenance Co-Ordinator has assessed Council owned premises and has compiled a scope of works to retrofit older structures as funding becomes available. Any new build projects are designed to ensure compliance with the Australian Building Code and relevant Australia/New Zealand Standards.

FOCUS AREA 3 Supporting Access to Meaningful Employment

Council CSP Goal - To have a progressive Council that communicates and engages well with the community and is a role model for inclusivity

| No | Strategy | Action | Timeframe | Responsibility |
|--|--|--|--------------|-------------------------|
| 1 | Seek opportunities for people with a disability to be considered for employment with Council | Investigate student placements, work experience and volunteering roles for people with a disability in accordance with the Workforce Management Plan | 30 June 2019 | Human Resources Manager |
| <p>Comment as at 30 June 2020:</p> <p>Special needs students are welcomed and have undertaken work placements at the Narrandera Shire Library, these placements are normally organised through Narrandera High School with Council being very supportive to retaining this ongoing partnership.</p> <p>Council currently provides volunteer work opportunities for disabled persons through the Community Support team and the Narrandera Shire Library. A section of Council's Administration Centre has recently been remodelled to provide disabled access for a current and potentially future members of staff with a disability to access an office space and amenities.</p> | | | | |
| 1 | Seek opportunities for people with a disability to be considered for employment with Council | Investigate options for forming partnerships or participating in government initiatives relating to employment of people with a disability | 30 June 2019 | Human Resources Manager |
| <p>Comment as at 30 June 2020:</p> <p>Council currently provides volunteer work for disabled persons through the Community Services office and the Narrandera Shire Library workforce program.</p> | | | | |

| | | | | |
|--|--|---|--------------|--|
| 2 | Recognise support requirements of Council employees with a disability | Potential workplace adjustments-- and review of such - for people with a disability to be included in Council's recruitment processes | 30 June 2019 | Human Resources Manager – supported by: Workplace Health and Safety Officer |
| <p>Comment as at 30 June 2020:</p> <p>Council has a program of implementing adaptive office furnishings to provide a better working environment for disabled persons; in addition, a section of the Council Administration Centre has been reconfigured to provide access for disabled employees to an office space and amenities.</p> | | | | |
| 2 | Recognise support requirements of Council employees with a disability | Include relevant disability discrimination legislation and disability awareness in Council's recruitment procedures | 30 June 2018 | Human Resources Manager – supported by: Workplace Health and Safety Officer |
| <p>Comment as at 30 June 2020:</p> <p>The Human Resources team provide commentary at the start of every recruitment interview that Council is an Equal Employment Opportunity workplace and does not tolerate discrimination within the workplace; similarly upon appointment the successful applicant undertakes a workplace induction where the principles of Equal Employment Opportunity and the Code of Conduct are enforced.</p> | | | | |
| 3 | Advocate creating employment opportunities for people with a disability to businesses and industry | Setting Council as an example, to business through presentation to the Narrandera business group as well as via other meetings and forums | 30 June 2019 | Economic Development Manager |
| <p>Comment as at 30 June 2020:</p> <p>The Economic Development Manager intends to make a presentation to the Narrandera Business Group at the next available opportunity.</p> | | | | |

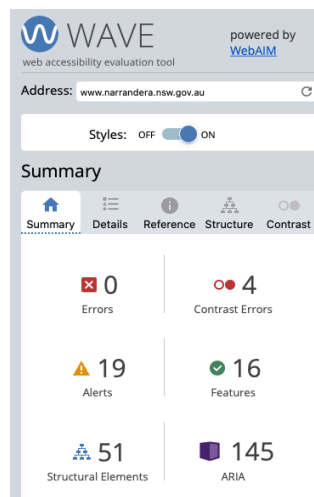
FOCUS AREA 4 Improving access to services through provision of better systems and processes

Council CSP Goal - To have a progressive Council that communicates and engages well with the community and is a role model for inclusivity

| No | Strategy | Action | Timeframe | Responsibility |
|----|---|---|-----------|------------------------|
| 1 | Seek other methods of communication that caters to people with a disability | Audit and revise Council’s website to be compliant with WCAG2.0AA (*refer note below) | 2 Years | Communications Officer |

Comment as at 30 June 2020:

Narrandera Shire Council’s website is now complete and has an easy to use engaging layout. Using the ‘Wave’ Accessibility Check platform (<https://wave.webaim.org>) currently has zero errors, only four contrast issues and 19 alerts. Council is also investigating a site check by National Manager Digital Access, Vision Australia, with quote received but pending funding availability.



| | | | | |
|--|---|---|------------------------------------|--------------------------------|
| 1 | Seek other methods of communication that caters to people with a disability | Where practicable to do so make available audio versions of Council information – including capacity on Council’s website | 2 Years | Communications Officer |
| <p>Comment as at 30 June 2020:</p> <p>Narrandera Shire Council has begun using video to communication information as a method of alternative communications. Currently 15 videos have been created and are listed on various places across the website and all have been placed on social media.</p> | | | | |
| 1 | Seek other methods of communication that caters to people with a disability | Investigate the feasibility of a portable hearing loop for use/hire within the Community | 12 Months | Information Technology Manager |
| <p>Comment as at 30 June 2020:</p> <p>For the hearing loop to work correctly the loop needs to be installed by a professional and not be located near devices that may interfere with the correct operation. Council does not have the staff with experience with the installation or operation of a hearing loop at this point in time.</p> | | | | |
| 2 | Ensure that People with a Disability are Proactively engaged | Review Council’s Community Engagement Strategy to ensure that it contains accessible and inclusive elements | 12 Months | Communications Officer |
| <p>Comment as at 30 June 2020:</p> <p>Council events are considered and managed with consideration to the access requirements of specific groups.</p> <p>A formal consultative group has not been established, however as part of reviewing this action the next generation of this plan with encompass other ideas and methods on how to promote inclusiveness.</p> | | | | |
| 2 | Ensure that People with a Disability are Proactively engaged | Ensure that Council events comply with best practice | 12 months Following implementation | Community Support Manager |

Comment as at 30 June 2020:
The Community Transport and Home Support Programs provide NDIS services to those who require them to allow greater community access.