

BLAYNEY | CABONNE | ORANGE

# Disability Inclusion Action Plan

2017-2021



# ORANGE CITY COUNCIL



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Adopted by      Orange City Council

Date              22 June 2017

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# Message from the Mayors

Our three Councils are working together to build a strong and equitable community that is accessible and inclusive of everyone.

We want our region to be a community that provides equal opportunity for people with disability so that they may access opportunities as other residents do, and enjoy the benefits of living and working in our region.

For these reasons, it is our pleasure to present the Blayney Cabonne Orange Disability Inclusion Action Plan (DIAP) 2017-2021.

The aim of the plan is to ensure that local services, facilities and programs provided by Councils are as inclusive as they can be. Consultations have been held across our communities, with a particular focus on identifying priorities by having conversations with people with disability, their families, carers and service providers.

We have recognised that 'people with disability' does not refer to a readily identifiable group, but to a wider community who may need support to fully participate in our society. This support might be needed for a short time, or throughout their lives.

Three individual action plans have been developed, each focusing on the needs of one local government area. These plans relate to how we:

- develop and construct our environment;
- provide information and services;
- support employment opportunities; and
- promote positive community attitudes and behaviours toward people with disability.

Planning for inclusion and access is a core component of our planning responsibilities, and the DIAP will be aligned with and reported on by the individual council Community Strategic Plans.

Blayney, Cabonne and Orange Councils are pleased to work with the New South Wales Government to improve access and inclusion for people with disability, and look forward to all members of our communities enjoying opportunities to participate in social, economic and community life.



**Cr Scott Ferguson  
Mayor**

**Blayney Shire Council**



**Cr Ian Gosper  
Mayor**

**Cabonne Shire Council**



**Cr John Davis  
Mayor**

**Orange City Council**

# 1 Overview

“to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and promote respect for their inherent dignity”<sup>1</sup>

In 2014 the NSW Government enacted the *Disability Inclusion Act* (DIA). Local Government is required by the DIA to prepare a *Disability Inclusion Action Plan* by 1 July 2017. To meet this commitment, Blayney, Cabonne and Orange Councils agreed to a regional approach through a collaborative disability action planning process.

Collectively, the three local government areas are committed to providing accessible villages, towns and a city for everyone regardless of their abilities now and into the future.

This will be achieved by building on the work currently undertaken by the councils through:

- » an ongoing dialogue with people with disability
- » improved access to public services and facilities
- » increased awareness and understanding of access and inclusion issues both within councils and the wider community

The *Disability Inclusion Action Plan* will set the framework, actions and priorities for councils over the next four years.

## Structure of the Disability Inclusion Action Plan

The *Disability Inclusion Action Plan* documents the planning process and includes the following sections applicable to all three local government areas:

1. Background – of the process including the statutory framework
2. Demographic Context- for the three areas as well as state and national statistics
3. Developing the Plan – community engagement process undertaken

Sections 4 and 5 have been tailored for the individual councils.

4. Community Strategic Plan - overview of individual council plans identifying the broad objectives that support the *Disability Inclusion Action Plan*.
5. Strategies and Actions – outcomes derived and tailored for each of the councils

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<sup>1</sup> United Nations (2006). Convention on right for people with disabilities.

## 2 Background

“We need to open our senses to the sense of others”<sup>2</sup>

The purpose of the *Disability Inclusion Action Plan* is to effectively identify actions that deliver on the diverse needs of people with disability in our community.

The rights of people with disability to access services and facilities is fundamental to the disability inclusion process. In 2008, the Australian Government committed to implementing the United Nations (UN) Convention on the Rights of Persons with Disabilities “to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”<sup>3</sup>

Subsequently the Commonwealth Government prepared a *National Disability Strategy* (NDS) 2010–2020 setting out a 10-year national plan for improving life for Australians with disability, their families and carers.

In 2014 the NSW Government enacted the *Disability Inclusion Act* (DIA). The DIA requires local councils to prepare disability inclusion action plans to deliver on the diverse needs of people with disability in the community as part of their Integrated Planning and Reporting Framework.

The hierarchy is illustrated in Figure 1.

### Disability inclusion focus areas

The NSW Government's Disability Inclusion Plan identifies four key focus areas, nominated by people with disability as being of primary importance in creating an inclusive community.

1. Developing positive **attitudes and behaviour**
2. Creating **liveable communities**
3. Supporting access to meaningful **Employment**
4. Improving access to services through better **systems and processes**

The *Disability Inclusion Action Plan* has been prepared under the guidelines established by the division of Local Government having regard to the legislative context. The three councils worked closely to develop a consultation strategy that enabled both targeted and broader stakeholder and community engagement.

The plan sets out a series of principles, strategies and actions that will guide Council operations over the next four years. These align with the principles of the DIA, as well as the NSW Government's Disability Inclusion Plan focus areas.

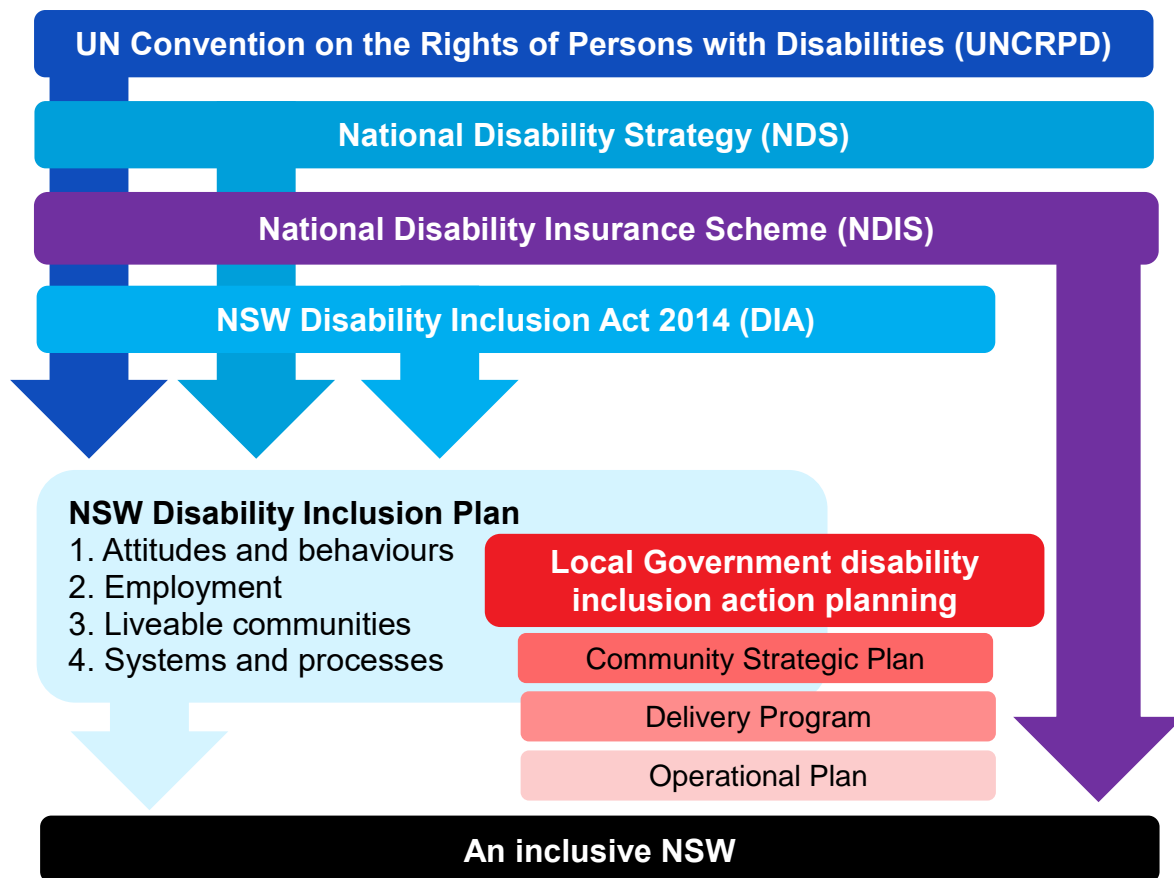
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<sup>2</sup> 2015 Survey of Disability, Ageing and Careers, Australian Bureau of Statistics

<sup>3</sup> United Nations (2006), Convention on the Rights of Persons with Disabilities



**Figure 1 Relationship between the relevant policy and legislative instruments**



Source: Disability Inclusion Action Planning Guidelines Local Government (2015)

### 3 Demographic Context

“In order to address disability inclusion, we need first acknowledge the diversity and individuality within the community”

Disability takes many forms and recognising it let alone categorising disability is often problematic. There are various forms of disability, that can result from trauma, illness or genetic disorders. Disability may affect a person’s mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force.<sup>4</sup> This Plan seeks to address all forms of disability, both those reflecting individual limitations and the barriers that our society places which restrict their life choices.

Our region, for the purposes of the *Disability Inclusion Action Plan* is a collective of the three local government areas of Blayney, Cabonne and Orange. The characteristics of the three areas are similar, with an ageing population and 4.9% of the community identifying as having a profound or severe disability.

	Orange	Cabonne	Blayney
Total Population	38,055	12,821	6,985
Need for Assistance*	1,876	633	345
% of total	4.9%	4.9%	4.9%

Source: ABS Community Profiles 2011

*People with a profound or severe disability are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of disability, a long term health condition (lasting six months or more) or old age.<sup>5</sup>*

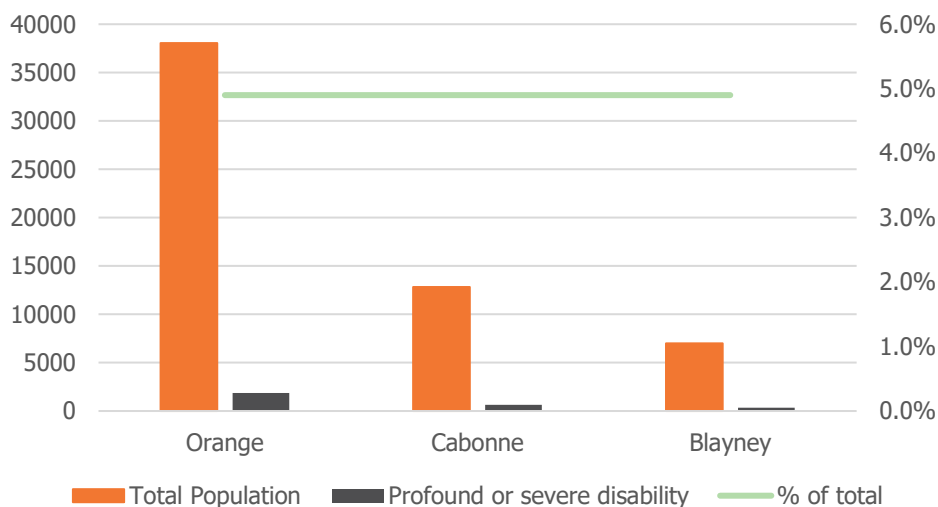
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<sup>4</sup> 2015 Survey of Disability, Ageing and Carers, Australian Bureau of Statistics

<sup>5</sup> Australian Bureau of Statistics, *Census Dictionary*, 2011



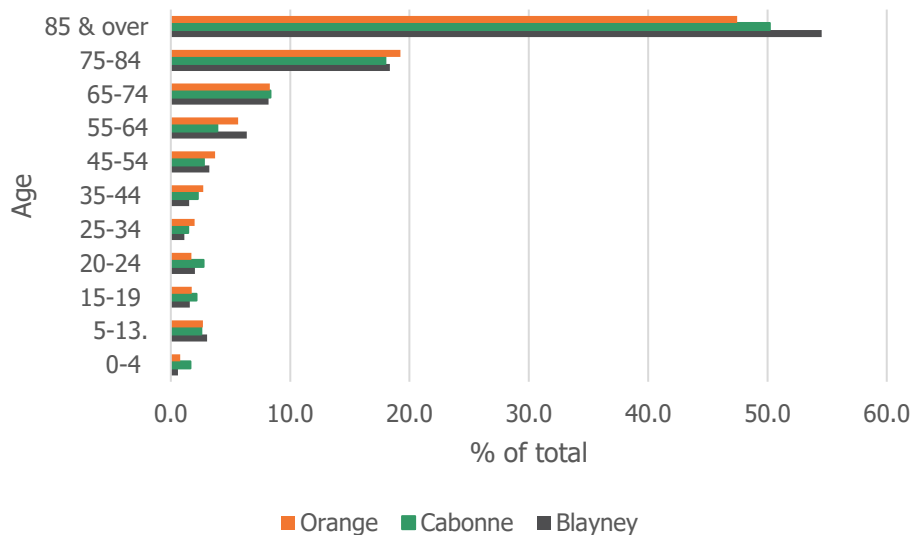
## Our Community



Source: ABS Community Profiles 2011

The Disability by Age graph below shows a generally consistent pattern across the region for most age groups, however, Blayney could be considered to have the most people with disability as a proportion of the population in the older age bracket. The graph also clearly demonstrates the significant jump to 50% of older people in the community who have a profound disability requiring care.

## Disability by Age



Source: ABS Community Profiles 2011

Whilst the statistics help in understanding the prevalence of people who need support in the community, it is acknowledged that the number does not include all people living with and caring for people with disability in the Orange, Cabonne and Blayney communities. National figures for disability compiled by the Australian Bureau of Statistics in the 2015 Survey of Disability, Ageing and Carers, include a broad categorisation of disability.

*“a person has disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.”*

There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders. Disability may affect a person’s mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force.<sup>6</sup>



There were **4.3 million** Australians with disability in **2015**



The likelihood of living with disability increases with age, **2 in 5** people with disability were **65 years or older**



Almost **1/3** of people with **disability** had a profound or severe disability

Source: *2015 Survey of Disability, Ageing and Careers*. Australian Bureau of Statistics



Around **3 in 5** people with disability\* needed assistance with at least one activity of daily life



Around **half** of people with disability used **aids or equipment** to help with their disability



Around **1 in 5** people with disability said their main long-term health condition was a mental or behavioural disorder

\*Living in households

Source: *2015 Survey of Disability, Ageing and Careers*. Australian Bureau of Statistics

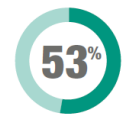
A significant issue for those with disability in our community is discrimination in both access and employment.

While nationally, more than half of those with disability aged 15 to 64 years participated in the labour force (53.4%), it is considerably fewer than those without disability (83.2%).

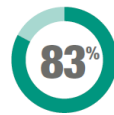
<sup>6</sup> *2015 Survey of Disability, Ageing and Careers*. Australian Bureau of Statistics



People with disability\* aged **15-24 years** were **10 times** more likely to report the experience of discrimination than those aged **65 years and over**



People with disability



People with no reported disability

**53%** of people with **disability** participated in the workforce\*\*, compared with **83%** of people with **no reported disability**



\$465

\$950

The weekly median income\*\* of people with **disability** was **\$465**, which was less than half of those with **no reported disability**

\*Living in households

\*\*Labour force and income figures are for persons aged between 15 and 64 living in households

Source: 2015 Survey of Disability, Ageing and Careers. Australian Bureau of Statistics

Statistics demonstrate that we are collectively living longer. It follows that this will result in an increase in the number of people with profound or severe disability who require help with core activities such as mobility, self-care and communication.

The *Disability Inclusion Action Plan* is not exclusively for the 4.9% or even necessarily the one in five. The community survey results (discussed in **Section 4**) clearly demonstrate a wide range of circumstances in which people find themselves either requiring some degree of assistance or appreciating the good sense of a local shop owner who has installed a ramp and/ or provided clear pathways of travel to and within their premises.

Breaking down the barriers to inclusion, creating liveable communities, improving access, changing behaviours and attitudes, improving process and providing meaningful employment are the responsibility of us as a community and will benefit everyone.



## 4 Developing the plan

**“I alone cannot change the world, but I can cast a stone across the waters to create many ripples.”** Mother Teresa

Community and stakeholder engagement in this process have been key. The ideas and contributions of both individuals and groups were invaluable in informing the strategies and actions in the *Disability Inclusion Action Plan*. In developing the plan the three councils, over a nine month period, undertook a range of collective and individual consultation activities with the community. The consultation was both targeted, engaging specific disability related groups and individuals, as well as broad, surveying the wider council communities. The engagement activities both raised awareness of the *Disability Inclusion Action Plan* process and addressed inclusion across all areas of the councils' operations.

### 4.1 Community Survey

The online survey was published on each councils' web page. It was provided in written and pictorial formats and drew responses on a range of key areas. While over 64% of respondents identified as having sight, hearing, intellectual disability or requiring the use of a mobility aid, only 30% considered themselves to have a disability. It follows that over 30% of respondents while needing some degree of assistance, would not self-identify as having a disability.

#### Disability Inclusion and Accessibility Survey 2016



Orange City Council, Blayney Shire Council and Cabonne Shire Council are working together to identify issues, barriers and solutions to accessibility in our communities. Access issues affect all of us at some point in our lives. People experience difficulties accessing information, services, buildings, facilities and events on a daily basis.

We would like your thoughts on how to make our communities more inclusive and accessible for everyone who lives or visits here.

Participation is completely voluntary and your responses will be kept confidential and any identifying information will be removed from your responses.

If you have any questions regarding the survey, or would like to participate in additional community consultations on accessibility, please contact your council:

Blayney Shire Council (02 6368 2104)	
Cabonne Shire Council (02 6392 3200)	
Orange City Council (02 6393 8000)	
The survey should take ten minutes of your time.	
Thank you in advance - we appreciate your input.	



This outcome may be reflective of the general community attitude in terms of what constitutes a disability.

The community survey addressed the four focus areas and sought to get respondents to rank what they consider the most important issues within each of these areas. The most important issues identified were:

#### Attitudes and behaviours

- » Integrating staff training on access and inclusion into induction practices
- » Positive images of people with disability in publications and promotion

#### Community liveability

- » Providing change tables (including adult change tables and hoists) in appropriate locations
- » Improved accessible transport to access services.

#### Employment

- » Designing roles suitable for people with disability
- » Flexible working hours and locations, and inclusive recruitment processes

## Systems and Processes

- » Ensuring workplaces' internal systems and processes are accessible
- » Promoting ways to provide feedback and mechanisms for inclusion and accessibility e.g. Council access advisory committees
- » Ensuring feedback and complaint mechanisms are accessible for people with disability

## Other Issues

The survey highlighted a number of other issues;

- » Most of the respondents (74%) were unaware of the existence (or otherwise) of Access Committees. This is a concern, given that Blayney has an active Access Committee and Orange a combined Ageing and Access Committee. As the majority of respondents identified as having some form of disability it follows that they should be more likely than most to be aware of the existence of such a committee or group.
- » Access to businesses was rated as either average, poor or very poor by 70% of respondents with a common complaint being that some businesses are simply not physically accessible. For example banks in Molong.
- » The majority of people agreed that accessibility is important and all agreed that it could be improved.

### 4.1.1 Community Meetings and Stakeholder Engagement

Cabonne and Blayney Councils took the opportunity to discuss disability inclusion at town/village meetings or forums. Orange undertook targeted stakeholder consultation.

#### Cabonne

Community meetings were held in Molong and Canowindra. The meetings were structured around a series of questions designed to gain specific information about how disability inclusion could be improved in those communities. The outcomes were consistent across the two communities with a number of issues raised around paths of travel, parking and access to businesses:

In meetings at Molong and Canowindra the community identified:

#### Access

- » Canowindra has numerous accessibility problems relating to footpaths and access to shops.

#### Employment

- » Employment opportunities for people with disability are limited in Cabonne and Council should be doing more to assist in this regard.

#### Transport

- » Residents with disability in our smaller towns and villages (Yeoval, Cumnock, Manildra, Cudal, Eugowra, Cargo, Mullion Creek, Nashdale and Borenore) also have the problems of distance from services and facilities and community transport is important as there are no other public transport options for most people
- » Access to community transport needs clearer guidelines.

*Some suggestions around the Community Transport Service are:*

- » Promote the service more widely and ensure that the guidelines are explained;

- » Look to employ a driver to cover some additional times i.e. weekends and possibly earlier mornings to allow getting to early medical appointments in Orange;
- » Provide weekend day trips;
- » Remind volunteer drivers not to remain parked in accessible parking spots while a client is in an appointment as this means other vehicles are unable to access the accessible parking;
- » Investigate something similar to 'Uber' or a 'taxi' service to tag onto the Community Transport Service.

### **Awareness**

- » Re-constitute the Access Committee
- » Remind residents (possibly in a community transport promotion flyer) to not park over footpath access.

In March the Mayor and Director of Engineering from Cabonne Council participated in a gopher ride around Molong to gain an insight into the challenges faced by gopher users.

### **Blayney**

In Blayney, the community identified the following issues, which were generally consistent with those identified in Cabonne:

- » Paths of travel,
- » Access to shops, banks, and services,
- » Access to transport
- » Council staff responsible for infrastructure renewal need to be aware of disability and access requirements and consider these early in the planning process
- » ore consultation could happen through the Access Committees
- » Employment opportunities with councils were lacking.

The community thought that generally more attention was required in the areas of footpaths, accessible toilets and adult change facilities, access at council events, early consultation for council works such as park upgrade and improvements at the design stage.

### **Orange**

Orange City council undertook specific stakeholder engagement with individuals, groups and service providers in September and December 2016.

Each session included an overview of the process and explanation of the four focus areas identified in the NSW Government's Disability Inclusion Plan. Each session then focused on priorities around these four areas.

### **Central West Disability Alliance**

Meeting with disability service providers who provide services in Orange and surrounding areas.

1. **Developing positive community attitudes and behaviours**
  - i Disability education and training
  - ii Promote positive achievements of people with disability and local businesses responding to the needs of people with disability
  - iii Employment opportunities
2. **Creating liveable communities**
  - i Transport options and accessible parking



- ii Accessible facilities and events
- iii Whole of life housing design
- 3. **Supporting access to meaningful employment**
  - i Role flexibility, application processes, interview processes
  - ii Education – employers aware of benefits of employing staff with disability, disability awareness, people with disability aware of services to support them in employment
- 4. **Improving access to mainstream services through better systems and processes**
  - i Easy access to information – websites, guidelines re accessible printing
  - ii Education

### People with Disability

**Life Without Barriers** - People with intellectual disability were consulted in a group environment. Staff from Council's Disability Service facilitated the discussion and used the pictorial survey as a guide.

- 1. **Developing positive community attitudes and behaviours**
  - i Encourage people in businesses to talk to the person with disability rather than support staff when providing a service
- 2. **Creating liveable communities**
  - i Footpaths
- 3. **Supporting access to meaningful employment**
  - i Continued access to employment - Wangarang
- 4. **Improving access to mainstream services through better systems and processes**
  - i Having someone safe to talk to when sad, scared

**Individuals** with disability were identified during their attendance at the Central West Disability Expo and invited to attend a Disability Inclusion Action Plan consultation. Attendees had a range of disability including visual impairment, physical disability including wheelchair and cerebral palsy and intellectual disability. Attendees ranged in age from late teens to forties.

- 1. **Developing positive community attitudes and behaviours**
  - i Availability of essential services in local area – shouldn't have to travel to Sydney
  - ii Positive promotion and inclusive events
  - iii Transport
- 2. **Creating liveable communities**
  - i Accessible infrastructure – laybacks, footpaths
  - ii Transport
- 3. **Supporting access to meaningful employment**
  - i Funding for employers to employ people with disability
  - ii Encourage employers to employ people with disability – category in Business Awards
- 4. **Improving access to mainstream services through better systems and processes**
  - i Re-establish Ageing and Access Community Committee

### People with Disability and Service Providers

A joint consultation was held with service providers and people with disability. Attendees and service providers represented a range of disability including visual, physical and intellectual.

#### Developing positive community attitudes and behaviours

- i Recognise there are many forms of disability
- ii Lived life awareness



- iii Give people a lived experience e.g. time in a wheelchair
- 2. **Creating liveable communities**
  - i Signage such as bus timetables, crossing buttons at appropriate level
  - ii Imminent threat of losing accessible taxis
  - iii Lack of accessible transport other than taxis
  - iv Footpaths and laybacks
- 3. **Supporting access to meaningful employment**
  - i It must start in house with Council – employ people with disability with lived experience
  - ii Communicate with disability employment services when recruiting
- 4. **Improving access to mainstream services through better systems and processes**
  - i Change of language
  - ii Accessible information i.e. hearing loop, braille, translated information, larger text
  - iii Recruitment of people with disability (position description to encourage people with disability to apply)
  - iv Information to the employer – myth busting

### **Wangarang Industries**

People with intellectual disability were consulted in a group environment. Staff from Council's Disability Service facilitated the discussion and used the pictorial survey as a guide.

- 1. **Developing positive community attitudes and behaviours**
  - i Community disability awareness, education
  - ii Inclusive activities
- 2. **Creating liveable communities**
  - i Accessible infrastructure – footpaths, toilets, seating
  - ii Transport
  - iii Accessible events and activities including concession prices
- 3. **Supporting access to meaningful employment**
  - i Education of business owners/employers around employing people with disability
  - ii Category in business awards
- 4. **Improving access to mainstream services through better systems and processes**
  - i Information in different formats e.g. large text
  - ii Accessible transport

### **Council Staff**

Orange City Council Staff Consultative Committee

- 1. **Developing positive community attitudes and behaviours**
  - i Awareness workshops with staff to raise awareness that disability covers a huge range – really important for staff who go on recruitment panels
  - ii Disability representatives on a range of Council committees
- 2. **Creating liveable communities**
  - i Asset management, budgeting for upgrade of parks and gardens
  - ii Update signage
  - iii Audit of city – start with a list of parks then Council buildings, public toilets etc
  - iv Feedback from people with disability and their families
- 3. **Supporting access to meaningful employment**
  - i Disability awareness of recruitment panel members
  - ii Encourage people with disability to apply for roles with Council

#### 4. Improving access to mainstream services through better systems and processes

- i Look at a variety of ways to pass on messages not just pamphlets – could use radio
- ii Peer review of Council projects prior to commencing to ensure meets Australian Standards for people with disability access and sensibilities e.g. CBD Masterplan
- iii Key documents online can be text to voice

#### 4.1.2 Community Reference Group

A Community Reference Group (CRG) was convened to work through the *Disability Inclusion Action Plan* process in conjunction with the councils. The CRG was made up of people from each of the three local government areas on an invitation basis having regard to their individual circumstances, diversity and value they could contribute to the process. The Group participated in a workshop to consider the strategies and actions that should be considered by the councils.

The outcomes of the workshop together with comments received from individuals unable to attend on the day informed the development of the *Disability Inclusion Action Plan*.

The workshop was followed up by a session where the CRG were asked to assist in identifying priorities. In addition to identifying strategies, actions and priorities for the draft document, the issues raised by the group included:

**Transport** - There was consensus that transport was an ongoing issue in communities that are car dependant and lack access to public transport. Community transport is an essential service and ensuring equitable access to this service is important. Adequate training for drivers and clarification around the funding cap were raised.

**Employment** - Access to meaningful employment is important nationally and a specific concern in the Blayney, Cabonne and Orange areas.

**Inclusion and Awareness** - There was some discussion as to the importance of avoiding singling out individuals or groups as “people with disability” but rather to focus on the contribution they make to the community. Many people with disability are reluctant to associate or be labelled as such and there can be a bias within groups of people with disability. For example, making a distinction between those born with disability and those who were not but now find themselves in that position.

**Advocacy** – people with disability often find they have no voice in the community and there may be a role for council to provide that. This may be either formal or informal for example, linking people to services or more actively providing assistance in things like writing letters to government.

**Accommodation** – the lack of suitable accommodation for people with disability, particularly in the smaller towns. The need to provide wheelchair accessible housing (adaptable housing) is important. An example of the “Freedom Housing Complex” as a model was tabled and discussed.

## 5 Community Strategic Plan

*"A proud, vibrant community that embraces, fosters and supports natural, social, cultural and economic diversity"*

Section 5 and 6 of the *Disability Inclusion Action Plan* have been tailored to relate specifically to the individual councils. While the development of the *Disability Inclusion Action Plan* has been a collaborative process, the operational differences in terms of organisational structure, capacity and resourcing between the three councils have resulted in the development of slightly different deliverables. To provide context to the Strategies and Actions in Section 6, an overview of the relevant Community Strategic Plan is provided the individual council, in this case, Orange.

The *Disability Inclusion Action Plan* has been prepared under the broader umbrella of the Community Strategic Plan 2016/17-2025/26. The Community Strategic Plan is the primary forward planning document, aligning the community's vision with a clear strategic direction for the long-term future of Orange.

The Community Strategic Plan was developed in consultation with the community, Councillors and Council staff and represents the aspirations of the people who live and work within Orange, and strategies for achieving these goals.

The plan focuses on four strategic directions; City, Community, Economy and Environment.

**Our City** - The Orange community will embrace and support strong, accountable leadership to ensure effective, long-term inclusive planning and decision-making within the region.

**Our Community** - The Orange community will support and enhance a healthy, safe and liveable City with a range of recreational, cultural and community services to cater for a diverse population.

**Our Economy** - The Orange community will plan and grow an innovative, diverse and balanced economy while protecting the character of the City and the region.

**Our Environment** - The Orange community will pursue the balance of growth and development with the protection and enhancement of the built and natural environment while recognising climate impacts and the diverse needs of the urban, village and rural communities.

### **Principles for sustainable communities**

The Community Plan includes the key principles of a Sustainable Community as:

- » Managing the risks inherent in community life
- » Supporting, promoting and enhancing the principles of social justice, and
- » Assessing actions, projects and policies against a broad range of criteria that cover economic (or financial), social (including social justice above), environmental (including ecological and ethical impacts) and governance, or what is in the best interests of the community. This is broadly referred to as the "quadruple bottom line" or key community impact.

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<sup>7</sup> Community Strategic Plan 2016/17 – 2025/26, Orange City Council.

In particular, the Social Justice principles provide guidance on the process to achieve greater levels of social inclusion, especially for members of the community who identify as people with disability.

## Community Plan Objectives and Strategies

There is a series of objectives and strategies under the four broad directions in the Community Strategic Plan that link directly to the *Disability Inclusion Action Plan*. These have been linked to specific actions in the plan in **Section 5** and are identified as follows:

### Our City

*The Orange community will embrace and support strong, accountable leadership to ensure effective, long-term inclusive planning and decision-making within the region.*

<b>Objective 1:</b> In complying with the Local Government Act, Environmental Planning and Assessment Act and other relevant legislation, decisions, management and planning are merit based, informed, impartial and consistent	
Strategy	
1.4	Ensure a framework that Council's policies, procedures and programs relate to the vision and directions of the Community Strategic Plan, including a disability action plan
<b>Objective 2:</b> Provide multiple opportunities for the community to engage in planning, policy and advocacy for the development and direction of the City of Orange, recognising the special needs of older residents, disabled residents and people from culturally diverse/non-English speaking backgrounds.	
2.1	Provide a flexible and adaptable community engagement process for gathering and disseminating information, ideas and responses and engage with the community through a variety of formats
2.2	Provide Council Customer Service that is easy to access and use, interactive and responsive
<b>Objective 3:</b> Provide appropriate frameworks that promote the identification, growth and development of current and future leaders, recognising the special needs of older residents, disabled residents and people from culturally diverse/non-English speaking backgrounds.	
3.3	Recognise that members of the community will take different leadership pathways, the Council will support this growth and development through appropriate activities, initiatives and assistance

## Our Community

*The Orange community will support and enhance a healthy, safe and liveable City with a range of recreational, cultural and community services to cater for a diverse population.*

**Objective 5:** Provide a broad range of equitable and affordable opportunities for the community to enjoy a healthy and active lifestyle

- |     |  |
|-----|--|
| 5.1 | Identify changing community aspirations and undertake community engagement and planning for the creation of open spaces, recreational facilities and services, recognising the special needs of older people and those with disabilities |
|-----|--|

**Objective 6:** Encourage and support the development and growth of sport, recreational, healthy and active living pursuits, that are inclusive and adapted to the needs of a diverse community

- |     |   |
|-----|---|
| 6.2 | Seek innovative and creative solutions in partnership with key stakeholders that convert the demonstrated community need for sporting and recreational services/facilities to infrastructure and activities |
| 6.3 | Ensure the sporting and recreational facilities, programs, activities and health programs provided by Council are effective and efficiently managed, affordable and support healthy lifestyle choices       |

**Objective 9:** Encourage and support the development and growth of services that recognise the diverse needs within the community

- | Strategy |   |
|----------|---|
| 9.1      | Undertake community engagement, identify changing community aspirations, undertake planning and advocate for the development of facilities and services recognising the need for accessible and integrated community and health services for older people and services for Aboriginal people, people from culturally diverse backgrounds and people with a disability |
| 9.3      | Ensure the precincts, buildings, programs and activities provided by the Council's ageing and disability services are professionally managed, integrated and meet demonstrated needs  |

## Our Economy

*The Orange community will plan and grow an innovative, diverse and balanced economy while protecting the character of the City and the region.*

**Objective 10:** Build on the economy, lifestyle and character of Orange to position the City as a destination of choice

10.2	Facilitate and support the attraction and development of events, festivals, venues and activities for residents and visitors, ensuring access and participation for older people
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**Objective 11:** Encourage a strong, multifaceted economy and stimulate intersections within the business community and between business and Council

11.3	Encourage training and skills development for a diverse and sustainable labour market
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## Our Environment

*The Orange community will pursue the balance of growth and development with the protection and enhancement of the built and natural environment while recognising climate impacts and the diverse needs of the urban, village and rural communities.*

**Objective 13:** Undertake research and review of community aspirations to support the planning and regulation of balanced growth and development

Strategy	
13.1	Identify changing community aspirations and undertake community engagement to inform planning and advocacy of plans and policies for traffic, transport and communications infrastructure
13.4	Monitor and enforce regulations to City amenity

**Objective 14:** Foster ideas and opportunities and encourage innovative solutions for the delivery of infrastructure

Strategy	
14.1	Design and construct new infrastructure assets as specified within the Asset Management Plan to agreed levels of service

## 6 Strategies and Actions

The following tables have been prepared for Orange. While there is significant duplication between the strategies and action amongst the three local councils, operational differences in terms of organisational structure, capacity and resourcing mean that the three councils have developed slightly different deliverables.

Attitudes and behaviours					
Strategy	Actions	Responsibility	Community Plan Reference	Outcome	Timeframe
<b>1. Raise awareness of the contribution that people with disability make in the community</b>	<ul style="list-style-type: none"> <li>Include positive images of people with disability in general promotional material</li> </ul>	<i>Communications Team</i>	<b>Vision Statement</b>	Increased number of documents including diversity	On-going
<b>2. Ensure that customer service staff and other staff who have contact with the community continue to be educated in disability awareness</b>	<ul style="list-style-type: none"> <li>Integrate training on access into Council staff inductions</li> </ul>	<i>Human Resources Team</i>	<b>Objective 2 Strategy 2.1</b>	Included in induction training	2016
	<ul style="list-style-type: none"> <li>Provide ongoing training on disability inclusion for front line and customer services staff</li> </ul>	<i>Human Resources Team</i>		Training at least once per year	Ongoing
<b>3. Increase awareness of working with colleagues with disability</b>	<ul style="list-style-type: none"> <li>Support staff with disability in career development</li> </ul>	<i>Human Resources Team</i>	<b>Objective 3</b>	Policy of progression in place that is inclusive	2016
	<ul style="list-style-type: none"> <li>Ensure the workplace is accessible for both staff and visitors</li> </ul>	<i>Senior Management Team</i>		All public administration buildings are accessible	Ongoing
<b>4. Work with local disability organisations and community to make events, activities and facilities accessible and inclusive</b>	<ul style="list-style-type: none"> <li>Partner with community organisations and groups to promote events, activities and services</li> </ul>	<i>Events Team</i>	<b>Objective 6 Strategy 6.2 Strategy 6.3 Objective 10 Strategy 10.2</b>	Opportunities to partner identified	2016
	<ul style="list-style-type: none"> <li>Prepare disability guidelines to assist in the organisation of Councils community, cultural and sporting events</li> </ul>	<i>Community Services Team</i>		Guideline produced	2017
<b>5. Provide information in a manner and format that is inclusive</b>	<ul style="list-style-type: none"> <li>Liaise with relevant agencies to ensure that Council documents and communications use language and formats that promotes inclusion</li> </ul>	<i>Communications Team</i>	<b>Objective 2 Strategy 2.1</b>	Agencies identified and publications and are inclusionary	2016



## Attitudes and behaviours

Strategy	Actions	Responsibility	Community Plan Reference	Outcome	Timeframe
<b>6. Engage with local businesses to encourage and support inclusive practices</b>	<ul style="list-style-type: none"> <li>Work with the business community to raise awareness of the importance of inclusion for people with disability</li> <li>Work with the business community to recognise businesses that are active in supporting inclusion for people with disability</li> </ul>	<i>Business Development Team</i>  <i>Business Development Team</i>	<b>Objective 11</b> <b>Strategy 11.3</b>	Meeting with business group twice per year	Ongoing

## Create Liveable Communities

Strategy	Actions	Responsibility	Community Plan Reference	Outcome	Timeframe
<b>1. Improve accessible paths of travel to key destinations</b>	<ul style="list-style-type: none"> <li>Identify the suitability of paths of travel to key destinations such as recreation facilities, parks and community facilities</li> </ul>	<i>City Presentation Team</i>	<b>Objective 5</b> <b>Strategy 5.1</b> <b>Objective 14</b> <b>Strategy 14.1</b>	Assessment completed	2017
<b>2. Contribute towards liveable and accessible public places</b>	<ul style="list-style-type: none"> <li>Work with local businesses to identify barriers to access and develop opportunities for improvement</li> <li>Review the availability of street furniture and equipment that is accessible and suitable for placement in the Central Business District</li> <li>Ensure audio loops in Council facilities are maintained and utilised</li> <li>Promote the availability of audio loops in Council</li> <li>Promote universal access principles for new and upgraded buildings and facilities in public places</li> <li>Include access and inclusion as a guiding principle in Plans of Management for community land, provisions within Development Control Plan and Masterplan for new development.</li> <li>Consider the particular needs of both children and adults with disability in the design, layout and security of parks and playgrounds</li> </ul>	<i>Business Development Team</i>  <i>City Presentation Team</i>  <i>Building Maintenance Team</i> <i>Communications Team</i>  <i>Development Services</i>  <i>City Presentations Team</i>  <i>City Presentations Team</i>	<b>Objective 5</b> <b>Strategy 5.1</b>  <b>Objective 6</b> <b>Strategy 6.2</b> <b>Strategy 6.3</b>  <b>Objective 9</b> <b>Strategy 9.1</b> <b>Strategy 9.2</b>  <b>Objective 13</b> <b>Strategy 13.1</b> <b>Strategy 13.3</b> <b>Objective 14</b> <b>Strategy 14.1</b>	Barriers identified  Options for improvement prepared Review completed Maintenance undertaken  Information available in meeting notices Included in public buildings and places as projects are identified Planning policies inclusive  Playground are safe and inclusive	2016 2017  2017  Ongoing

## Create Liveable Communities

<b>3. Promote universal access to all Council events within the community</b>	<ul style="list-style-type: none"> <li>Event managers and organisers to include the needs of people with disability in the implementation of Councils Event Manual.</li> <li>Promote disability inclusion in community events and festivals e.g. availability of accessible toilet facilities</li> <li>Provision of arts, theatre or music events that encourage participation and involvement of people with disability</li> </ul>	<i>Events Team</i>	<b>Objective 6</b> <b>Strategy 6.2</b> <b>Strategy 6.3</b>	Event Manual is reviewed and updated if required	Ongoing
		<i>Events Team</i>	<b>Objective 10</b> <b>Strategy 10.2</b>	Promotion of inclusive events by Council undertaken	
<b>4. Continuously upgrade Council's assets to meet legislative requirements for accessibility</b>	<ul style="list-style-type: none"> <li>Complete an audit of all Council assets to ensure accessibility</li> <li>Identify priorities for upgrading of infrastructure to ensure accessibility</li> <li>Allocate an annual maintenance budget specific to improving access</li> <li>Explore funding opportunities to install a hoist chair at Orange Aquatic Centre</li> <li>Liaison with Blayney and Cabonne Shire Council's to improve access to tourism destinations</li> </ul>	<i>Assets Management Team</i>	<b>Objective 13</b> <b>Strategy 13.1</b> <b>Strategy 13.4</b>	Audit complete	2017
		<i>Assets Management Team</i>		Priorities identified	2017
		<i>Building Maintenance Team</i>	<b>Objective 14</b> <b>Strategy 14.1</b>	Annual maintenance budget for access included in Operational Plan	Ongoing
		<i>Aquatic Centre Team</i>		Opportunities for funding identified	2016
		<i>Tourism Team</i>	<b>Objective 10</b> <b>Strategy 10.2</b>		
<b>5. Improve accessible public toilet facilities and parking</b>	<ul style="list-style-type: none"> <li>Improve the availability of accessible toilet facilities in the Central Business District and relevant villages</li> <li>Research the requirement for specialist aids and equipment for adults with disability in Council facilities i.e. change tables and hoists</li> <li>Review the location of accessible parking spaces considering an increase in width and length where necessary and in compliance with Australian Standard</li> <li>Police non-permit holders using accessible parking spaces</li> </ul>	<i>Assets Management Team</i>	<b>Objective 9</b> <b>Strategy 9.3</b>	Access reviewed and options identified	2017
		<i>Community Services</i>		Investigation completed	
			<b>Objective 13</b> <b>Strategy 13.1</b> <b>Strategy 13.4</b>		2017
		<i>Community Services</i>		Review completed	2017
		<i>Building and Environment Team</i>	<b>Objective 14</b> <b>Strategy 14.1</b>	Included as priority for rangers	2016

## Create Liveable Communities

	<ul style="list-style-type: none"> <li>Review, update and promote the location of accessible facilities and parking on Council's Mobility Map</li> <li>Consider the needs of people with disability when organising parking for special events particularly where parking is temporary</li> </ul>	<i>Community Services Team</i>  <i>Events Management Team</i>		Mobility map review and update completed  Events include accessible parking	2017  Ongoing
<b>6. Contribute towards programs which aim to increase social inclusion and community connection</b>	<ul style="list-style-type: none"> <li>Review local disability needs and identify priorities for relevant strategies</li> <li>Work in partnership to raise awareness of campaigns to promote inclusion throughout the community e.g. the "Just Like You" program in schools</li> <li>Work in partnership with community organisations to facilitate activities and programs that promote inclusion of people with disability.</li> <li>Liaise with Blayney and Cabonne Shire Councils to review the Disability Services Directory to ensure a comprehensive regional focus</li> </ul>	<i>Community Services Team</i>  <i>Community Services Team</i>  <i>Community Services Team</i>  <i>Community Services Team</i>	<b>Objective 9</b> <b>Strategy 9.1</b> <b>Strategy 9.3</b>	Review completed  Increase in awareness and participation  Engagement with partners and activities undertaken  Review completed	2016  Ongoing  2017
<b>7. Improve and promote community transport options available within the region</b>	<ul style="list-style-type: none"> <li>Promote local transport options including bus timetables and accessible transport services</li> <li>Work with community groups to provide education and awareness of community and public transport available</li> <li>Work with the local taxi service to improve booking systems for people with disability</li> <li>Investigate transport opportunities for children and young people with disability</li> </ul>	<i>Community Services Team</i>  <i>Community Services Team</i>  <i>Community Development Team</i>  <i>Community Development Team</i>	<b>Objective 9</b> <b>Strategy 9.1</b>	Opportunities to promote identified  Information disseminated to community  Local taxi company engaged and opportunities for improvement identified  Investigation completed	2017  2018  2018  2018

Employment					
Strategy	Actions	Responsibility	Community Plan Reference	Outcome	Timeframe
<b>1. Develop employment opportunities for people with disability</b>	<ul style="list-style-type: none"> <li>Review staff recruitment processes to ensure that information in relation to employment is accessible</li> </ul>	<i>Human Resources Team</i>	<b>Objective 11 Strategy 11.3</b>	Review completed	2016
	<ul style="list-style-type: none"> <li>Provide work experience opportunities for students with disability to promote career opportunities in Local Government</li> </ul>	<i>Human Resources Team</i>		Opportunities identified and offered	Ongoing
	<ul style="list-style-type: none"> <li>Work with relevant disability services to promote employment opportunities for people with disability</li> </ul>	<i>Community Development Team</i>		Suitable positions identified and promoted	Ongoing
	<ul style="list-style-type: none"> <li>Provide volunteering opportunities that are inclusive</li> </ul>	<i>Human Resources Team</i>		Volunteering policy amended to be inclusive	2017

## Systems and Processes

Strategy	Actions	Responsibility	Community Plan Reference	Outcome	Timeframe
1. <b>Ensure accessible and inclusive community engagement across all areas of Council</b>	<ul style="list-style-type: none"> <li>Include the principles of access and inclusion in Council's service delivery.</li> </ul>	<i>Corporate Governance Team</i>	<b>Objective 2</b>	Consistency in messaging and communication	Ongoing
	<ul style="list-style-type: none"> <li>Promote Council's implementation of access and inclusion principles through public messages that highlight and recognise the rights and contribution of people with disability in the community</li> </ul>	<i>Communications Team</i>	<b>Strategy 2.1</b> <b>Strategy 2.3</b>	Promotion of the DIAP has been undertaken	Ongoing
	<ul style="list-style-type: none"> <li>Explore re-establishing a stand-alone Access Advisory Committee.</li> </ul>	<i>Corporate Governance Team</i>	<b>Objective 1</b> <b>Strategy 1.4</b>	Investigation completed	2016
2. <b>Promote a culture of responsive customer service</b>	<ul style="list-style-type: none"> <li>Review Council's processes to identify barriers to access to provide effective communication with people with disability</li> </ul>	<i>Human Resources Team</i>	<b>Objective 2</b>	Processes reviewed	2017
3. <b>Improve regulatory processes within Council</b>	<ul style="list-style-type: none"> <li>Promote 'whole of life design' (this could be by example starting with council's own facilities)</li> </ul>	<i>Communications Team</i>	<b>Objective 1</b> <b>Strategy 1.4</b>	Whole of life design integrated into development of Council facilities	Ongoing
	<ul style="list-style-type: none"> <li>Internal process to ensure that access is not overlooked when developing new facilities; buildings, parks, playgrounds, footpaths</li> </ul>	<i>Development Services</i>	<b>Objective 14</b> <b>Strategy 14.1</b>	Review of internal process for refer completed	2017

## 7 Monitoring and Reporting

Council will continue to work towards the creation of an inclusive community. It is a legislative requirement that the process of the *Disability Inclusion Action Plan* is included as part of the Annual Report and sent to the Minister.

A summary of achievements and highlights will be prepared and provided to the NSW Disability Council as required under the *Disability Inclusion Act*.





