



YASS VALLEY DISABILITY INCLUSION ACTION PLAN 2017 - 2020

Adopted by Council 26/7/2017.

yass valley council
the country the people

ACKNOWLEDGEMENTS

Yass Valley Council would like to take this opportunity to thank our community and staff for their contributions to the 2017-2020 Yass Valley Disability Inclusion Action Plan.

We would also like to acknowledge the Traditional Custodians of the land that comprises Yass Valley and pay our respects to the Elders both past and present of the Ngunnawal Nation, and extend that respect to all Aboriginal residents in Yass Valley today.



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MESSAGE FROM THE MAYOR

On behalf of Yass Valley Council I am proud to present our 2017-2020 Yass Valley Disability Inclusion Action Plan.

Yass Valley embraces the inclusion of people with a disability, in all aspects of community life. We are committed to creating an inclusive and welcoming community for all people, including those living with a disability.

Disability inclusion action planning is about supporting the basic right of choice for people living with disability in our community. People with disability have the same right as the rest of us, to choose how to live, work and enjoy community life.

This Plan demonstrates Council's commitment to improve the quality of our services, facilities, systems and programs over a three year period. I would like to thank the community members, service providers and staff who participated in the consultation process that has helped shape this Plan.



**ROWENA ABBEY
MAYOR, YASS VALLEY**

OUR COUNCILLORS



Mayor Rowena Abbey



Cr Jasmin Jones



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BACKGROUND

The NSW Disability Inclusion Act (2014) was ratified by the NSW State Government in August 2014. The Act requires all Councils throughout NSW to develop a Disability Inclusion Action Plan (DIAP). The goal of the DIAP is to identify and implement strategies that will result in the removal of barriers that prevent people from fully participating in their communities.

Yass Valley Council is striving to help create a community that is inclusive, respectful and one in which all people can function as independently as possible.

The Plan will help to ensure that barriers are removed and all people in Yass Valley are able to access Council related information, facilities, programs and services without facing discrimination or barriers.

The plan was developed in consultation with members of the Yass Valley community, Yass Valley Community Access Committee, Disability Service Providers and Council staff. It was endorsed by elected representatives of Yass Valley Council on the 26/7/2017.



LEGISLATION AND POLICY

International

The United Nations Convention of the Rights of Persons with Disabilities protects the rights of all people with a disability around the world. Australia was one of the first countries to sign the convention in 2008.

The convention acknowledges that people with disability have the same human rights as those without disability and commits participating governments to ensure that barriers which prevent these rights from being exercised are removed.

The convention supports the social model of disability. That is, it recognises that attitudes, practices and structures can create barriers for people with disability and prevent them from enjoying employment and recreational opportunities which are not inevitable outcomes of their disability.

National

The National Disability Strategy 2010-2020 was developed by the Commonwealth Government. It sets out a National Plan for improving life for people with disability and their families and carers.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a major reform that is delivering a national system of disability support that is focuses on the individual needs of choices of people with disability. The program provides participants with more choice and control over how,when and where supports are provided. It was implemented in Yass Valley during December 2016.

State

The Disability Inclusion Act (2014) provides a legislative framework to guide State and Local Government with disability inclusion and access planning. The Act requires NSW Government departments, Councils and some other public authorities to develop and implement a Disability Inclusion Action Plan. The plan must be consistent with the State Disability Inclusion Plan and include strategies to increase access and participation for people with disability. The following diagram provides an overview of how various plans and legislation interrelate with each other.

LEGISLATIVE FRAMEWORK

UN Convention on the Rights of Persons with Disabilities (UNCRPD)

National Disability Strategy (NDS)

National Disability Insurance Scheme (NDIS)

NSW Disability Inclusion Act 2014 (DIA)

NSW Disability Inclusion Plan

1. Attitudes and behaviours
2. Employment
3. Liveable communities
4. Systems and processes

Local Government disability inclusion action planning

Community Strategic Plan

Delivery Program

Operational Plan

An inclusive NSW

Local

The Tablelands Regional Community Strategic Plan (CSP) 2016-2036 provides a long term vision for social, environmental and economic development in Yass Valley. The CSP informs Council's Delivery Program and annual Operational Plan. The annual Operational Plan is a strategic document that contains a number of actions. These actions are implemented by Council staff during their day to day work. Development of the DIAP is listed in Council's Delivery Plan and 2017-2018 Operational Plan. Responsibility for implementation of the DIAP has been allocated to Council's Planning Division and Community Development section. Implementation of Councils DIAP aligns with many of strategies that are contained in Council's Delivery Plan. Aligning strategies include:

Our Community

- CO1: Facilitate and encourage equitable access to community infrastructure and services such as health care, education and transport.
- CO2: Encourage and facilitate active and creative participation in community life.
- CO3: Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.

Our Infrastructure

- IN2: Improve public transport links to connect towns within the region and increase access to major centres.
- IN3 : Maintain and improve road infrastructure and connectivity.
- IN4: Maintain and update existing community facilities and support the development of new community infrastructure as needed.
- IN8: Improve accessibility to and support the development of health and medical facilities in the region.
- IN9: Improve accessibility to and support the development of education and training facilities in the region.

Our Civic Leadership

- CL1: Effect resourceful and respectful leadership and attentive representation of the community.
- CL2: Encourage and facilitate open and respectful communication between the community, the private sector, council and other government agencies strategy.
- CL3: Collaborate and cooperate to achieve efficiencies and a greater voice in regional decision making, and encourage similar cooperation across sectors and community groups.
- CL4: Actively investigate and communicate funding sources and collaboration opportunities that can strengthen the region.

Our Economy

- EC2: Jointly develop appropriate tourism opportunities and promote the region as a destination.
- EC5: Encourage collaboration between businesses, government and training providers to develop employment and training opportunities for young people in the region.



Legislation and standards that relate to disability and inform Council's work include:

- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability (Access to Premises-Buildings) Standards 2010
- NSW Anti Discrimination Act 1977
- Carers Recognition Act 2012
- Local Government Act 1993 and Local Government (General) Regulation 2005
- Commonwealth Disability (Access to Premises – Buildings) Standards 2010
- NSW Disability Inclusion Act 2014

Other Council plans and documents that are relevant to the DIAP are:

- Yass Valley Council 2017/18-2020/21 Delivery Program
- Yass Valley Council 2017 - 2018 Operational Plan
- Communications Plan
- Economic Development Plan
- Yass Valley Local Environment Plan
- Business Continuity Plan 2
- 2017 Bike and Pedestrian Access Mobility Plan



COMMUNITY PROFILE

People Living with a Disability

Disability is an issue that affects a significant proportion of the population. In NSW, there are over 1.3 million people living with disability. Disability rates increase substantially as people age, with close to 40% of people have some form of disability by the time they are 70 years old.

The Disability Inclusion Act (2014) defines disability as:

“ The long-term physical, mental, intellectual or sensory impairment which in the interaction of various barriers may hinder the full and effective participation in society on an equal basis with others ”

Information about disability in Yass Valley is largely based on the 2011 Australian Bureau of Statistics Census data. The Census records information on people who identify as needing help with mobility, self-care or communication due to disability or health conditions.

An estimated 594 people in Yass Valley have identified as needing assistance in their day to day lives because of a profound or severe disability (ABS, 2011). The percentage of people needing assistance as a proportion of the total population of Yass Valley LGA is approximately 4%. In addition, 810 people in Yass Valley did not state whether or not they needed assistance so it is possible that the actual number and proportion of people with a profound or severe disability is underestimated. The table below shows the number of people requiring assistance with core activities by age group throughout the Yass Valley Local Government Area.

Need for Assistance with Core Activities 2011						
Age	ACT Peri Urban	Bowling-Bookham	Gundaroo	Murrumbateman	Yass	Total
0 to 4	0	0	0	0	0	0
5 to 9	0	0	0	9	16	25
10 to 19	0	10	0	4	26	40
20 to 59	15	16	7	24	78	140
60 to 64	3	10	7	10	20	50
65 to 69	6	3	0	1	30	40
70 to 74	0	6	3	5	31	45
75 to 79	0	6	4	3	30	43
80 to 84	12	3	3	0	58	86
85 and over	9	5	0	3	108	125
Total people needing assistance	45	59	24	59	397	594

Carers

A carer is anyone who provides informal care and support to a family member or friend who has a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who is frail. There are approximately 2.7 million carers in Australia of whom more than 857,000 live in NSW.

While not all people with disability have a carer, informal care is the main source of support for people with disability. The majority (81%) of people with disability who require assistance are supported by a carer. People with disability who need help with self-care, mobility or communication are particularly likely to receive support from a carer.

Data recorded from the 2011 ABS Census indicates that there are 1,419 people aged 15 years and over providing unpaid assistance to persons with a disability. This figure represents about 12% of the total population of residents in Yass Valley that are aged 15 years and over.

This figure is slightly higher than the NSW State average of 11.4%. The higher proportion of people that are providing unpaid care may be due to the inability of carers to access support services. This may be due to service availability and/or transport. Data to substantiate either of these possibilities is not currently available but will be collected as part of a community survey regarding transport needs in Yass Valley.



Income

The Australian Government collects data about recipients of Department of Social Security payments. Information for Yass Valley relating to the calendar year ending March 2017 is presented below. The Disability Support Pension is provided to people who have a physical, intellectual or psychiatric condition that stops them from working or people who are permanently blind. The Carer Payment is made to people who personally provide constant care, in the home, to someone with a severe disability, medical condition, or who is frail aged.

- Disability Support Pension - 344
- Carer Allowance - 299
- Care Allowance (Child Health Care Card only) - 5
- Carer Payment - 101
- Commonwealth Seniors Health Card - 268
- Age Pension - 1033
- Pensioner Concession Card 2036

Mobility Parking Spaces

The Roads and Maritime Services (RMS) has compiled data on the number of Mobility Parking Spaces in the Yass Valley Local Government Area. As at the end of December 2016 the following permits were issued:-

PERMIT CLASS			
TOTAL	Individual	Organisation	Temporary
800	726	28	46



COMMUNITY CONSULTATION

Our DIAP was developed following consultation with the Yass Valley community and staff at Yass Valley Council. During this process, a systematic review of council documents took place.

The DIAP Steering Group (consisting of members of Yass Valley Council's Community Access Committee) played an important role in the development. Committee members were involved in a formal review of the draft plan and provided feedback and recommendations throughout the planning and implementation phases.

Community engagement opportunities for our community were promoted through the following:

- Yass FM 100.3 community service announcement
- The Yass Tribune
- Yass Valley Council Facebook page
- Yass Valley Council website
- Yass Valley Notice Board,
- Murrumbateman Notice board,
- Yass Valley Public Library
- Yass Home Living Support Service

As part of the consultation process, Yass Valley Council engaged with service providers, people with disability, their families and carers to seek their input into the plan. Consultation activities included workshops and surveys that were distributed electronically and in hard copy form to Council staff, service providers and community groups.

Workshops

Three stakeholder workshops were held during May 2017. Participants included people with disability and their friends, families and carers. The organisations that are listed on the following page participated in the three service provider workshops.

Surveys

Council partnered with Ability Links and utilised the Yass Valley 2582 Community bus to distribute surveys. 100 surveys were undertaken by members of the Yass community. The internal survey of Yass Valley Council staff yielded 76 completed surveys.

Service Provider Participants

The following community groups and agencies contributed to the DIAP.

NDIS Assessors – Local Area Coordinators	Yass Community Health	Ngunnawal Aboriginal Corporation
Yass Valley Home Living Support Service	Onerwal Local Aboriginal Lands Council	Uniting Care
Carer Assist	Salvation Army	The Employment, Education and Training Group
Murrumbateman Progress Association	St Vincent De Paul	My Directions
Yass Business Chamber	Ability Links	Settlement Services
Wee Jasper Community Association	Yass Rotary Club	Berimba and Yass High School
SME Gateway	Wee Jasper Community Association	NSW Department of Education



STAFF SURVEY RESPONSES

The Yass Valley Council staff survey was distributed to all staff during December 2016 and again in May 2017. The table below provides a summary of responses that from staff members.

Table x: Yass Valley Council Staff survey results

1	Age	16-34 – 24% 25-54 – 51% 55-74 – 25%
2	Indoor or Outdoor Worker?	75% Indoor 25% Outdoor
3	Have a disability?	93% - No 7% - Yes. Vision, hearing, mobility and Intellectual
4	Disability affects work?	89% - No 11% - Yes. Trouble seeing screen in Council Chamber
5	Any problems that prevent members of the public with a disability accessing Council services?	Yes – 50% No- 50%
6	Awareness of Council policy or procedures concerning discrimination?	No – 70% Yes – 30%
7	Level of understanding of people with disabilities	Vision – Low 14%, Good 67%, Excellent 18% Hearing – Low 20%, Good 63%, Excellent 24% Mobility – Low 13%, Good 63%, excellent 24% Intellectual – Low 25%, Good 61%, excellent 14%
8(a)	People with disabilities should be employed separately to others?	Agree 3%, Disagree 84%, Unsure 13%
8(b)	People with disability have the same rights are all other people including the right to work?	Agree 96%, Disagree 0%, Unsure 4%
8(c)	Most people with disabilities are better placed in regular workplaces rather than in special training programs?	Agree 55%, Disagree 12%, Unsure 33%
8(d)	Everybody benefits from being a part of a workplace that is inclusive of people with disabilities?	Agree 79%, Disagree 7%, Unsure 14%
8(e)	Most people with disabilities are unable to work?	Agree 0%, Disagree 96%, Unsure 4%
8(f)	I would feel comfortable if my workplace or job changed because one of my co-workers is a person with a disability?	Agree 73%, Disagree 8%, Unsure 19%

A number of questions in the staff survey asked for more detail if respondents answered yes to various questions. Detailed responses are provided below.

Q.7 Have you had any problems that prevent members of the public that have a disability from accessing the service/s that you provide in your job?

- Website is difficult for visually impaired people.
- Front door and ramp at Council Administration building makes it hard for people with disabilities to enter building, similar issue at the Visitor Information Centre.
- No disabled toilet facilities in administration building.
- The Council chambers is too small and not set up for people with mobility impairments.

Q.8 Are you aware of any Council policies that relate to discrimination, inclusiveness or disability?

- Anti-discrimination, equal opportunity
- Employee handbook
- Discrimination
- Bullying Harassment & Discrimination, Code of Conduct
- Went to look at the policies but could not locate them
- The EEO and anti-discrimination policy
- Bullying harassment and discrimination
- Aware of documents, but not sure of names and very hard to find anything on the Council intranet
- Not specifically but I am sure there are policies relating to discrimination and equal employment opportunities.
- Internal policies - bullying and harassment
- WHS. Code of Conduct.
- Policy of respect
- Code of Conduct

COMMUNITY SURVEY RESPONSES

The DIAP community survey was available online through Council's website and in hard copy form at the Yass Valley Library, Yass Valley Home Living Support Service and Council's main administration office. The survey was distributed and accessible during May 2017 and for the first week of June 2017. Results are presented below.

	Topic	Result
1	Description of Person	Disability – 30% Friend or family member of person with disability – 25% Carer of person with Disability – 20% Employed in the disability sector – 15% Other – 10%
2	Type of disability	None – 47% Mobility – 21% Mental Health – 8% Other – 8% Intellectual – 7% Progressive – 4% Cognitive – 3% Hearing – 3% Vision – 0%
3	Cultural background	Aboriginal or Torres Strait Islander 8% Lesbian, Gay, Transgender, Intersex or Questioning – 2% Culturally or linguistically diverse – 3% None or the above – 89%
4	Sex	Female- 73% Male – 27%
5	Resident or Visitor to LGA	Resident – 91% Visitor – 9%
6	Age	Under 25 – 14% 26-36 – 8% 36-55 – 39% 56-65 – 23% 66-75 – 13% Over 75 – 5%
7	Geographic location	Village or town – 55% Rural – 45%
8	Accessibility of Council information	Good – 73% Bad – 28%
9	Inclusiveness of personal contact with Council staff	Good – 79% Bad – 21%
10	Use of Council website	Used – 78% Not used – 22%

	Topic	Result
11	Use of Council complaint processes	Not used – 90% Used – 10%
12	Accessibility of Council facilities	See separate commentary
13	Access to businesses in Yass	Yes – 66% No – 33%
14	Access to transport	Not able to access – 64% Able to access – 35%
15	Council staff awareness of the needs of people with disability	Adequate – 45% Inadequate – 16%
16	Prevalence of discriminatory behaviour (Council staff)	No – 87% Yes – 13%
17	Employment Accessibility	Poor – 61% Good – 38%

Community members provided the following additional responses to various questions.

Q.8 Do you think that information from Council such as rates, newsletters and accounts are easy to read and understand?

- Language need to be simpler, larger font, bold, accessible in a variety of medium
- Outstanding balances and records of payments for rates need to be made clearer

Q. 9 Do you think that contact with Council is appropriate and inclusive? If not why?

- Very poor wheelchair access to Council administration office
- Having some staff training in AUSLAN would be good

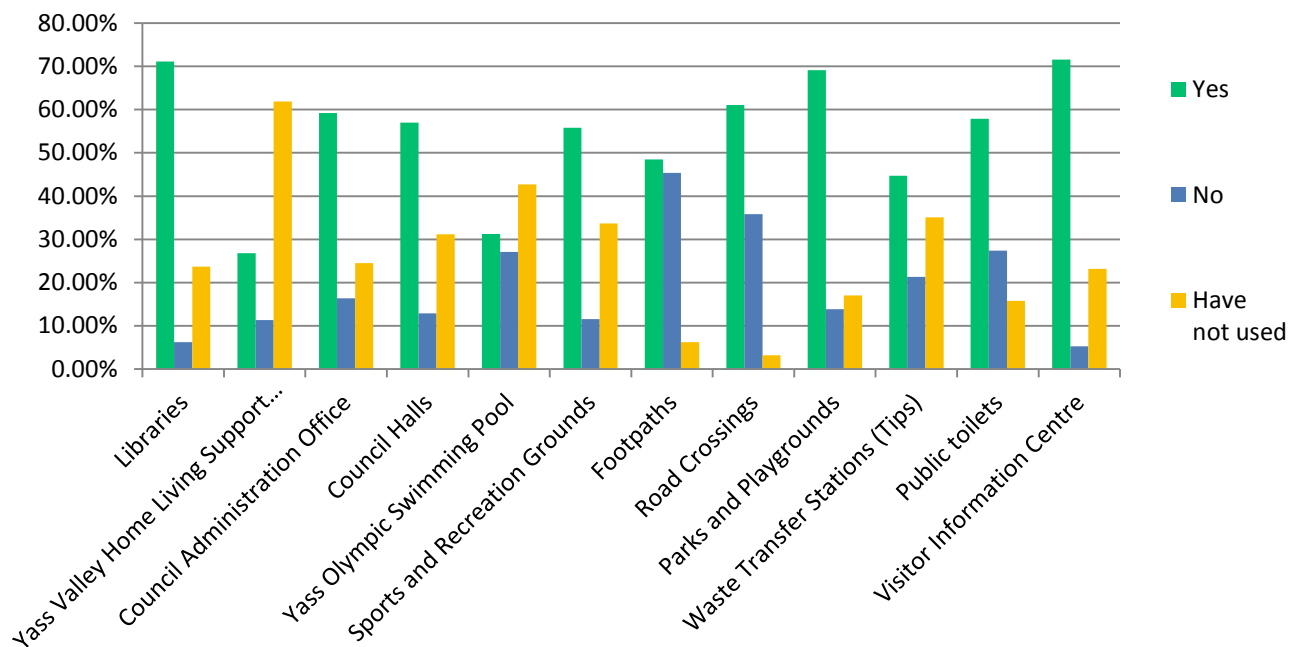
Q. 10 Have you used the Yass Valley Council website? If yes was it easy to use and find what you needed?

- Once you are familiar with the website it is easy to use, but I am used to searching for specific information while others in the community are not. I often provide guidance to neighbours etc. on where to find information on the website.
- Relatively easy. Accessible and clearly set out
- Difficult to navigate and limited information.
- Information is out of date
- More images needed
- Fails to meet National Accessibility Guidelines

Q. 11 Have you ever made a complaint or provided feedback about access to Council services or properties?

- Uneven pavement at Lead Street and Comur Street. Nothing done at time. I haven't walked there since I tripped and fell some years ago
- Broken walking paths - rectified, but I wasn't informed that my complaint had been received or what action was being taken
- Have tried to instigate a checklist for community groups to use to check their accessibility of their events or regular meetings.
- We found it difficult negotiating pathways in Banjo Paterson Park because of a fruit tree. After I phoned council to report the problem- I received a phone call and was told they would clean the path which they did.

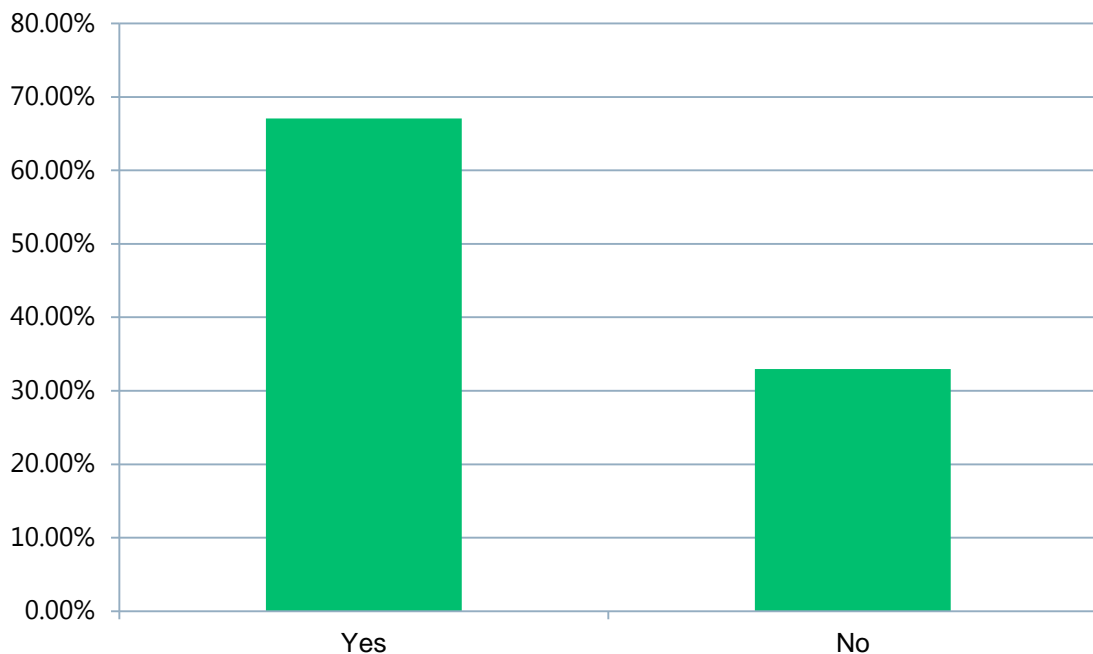
Q.12 Are you able to safely access the following Council properties?



- My husband avoids using his wheelchair around Yass due to unclear signage. He rushes to get across roads at pedestrian lights with walking sticks in the time allowed. He is hoping for a heated pool to help improve his mobility and rehab. No public transport is safe for him to use.
- Footpaths from IGA to town centre need improving
- Some footpaths in the Murrumbateman village would present a danger to those with mobility restrictions.
- The pool entry is too steep.
- Amenities near the caravan park oval have no handrail & the step up is high.
- I have tripped on uneven/unkept road verges in Murrumbateman.
- Access poor at the Yass cemetery
- Footpaths (and safety lighting) are particularly lacking in the Murrumbateman village itself. With the growth of young families moving to the area it is proving difficult for those with prams, wheelchairs and young children to manage
- Even with help, access from car to footpath in main street Yass is extremely difficult for family, friends & clients who use a wheelie walker. Many simply can't access most shops in Yass due to inability to step up from roadside to footpath. Strategically placed sloping access points needed on both sides of road would really help
- The lack of paths in the older parts of the Murrumbateman village is detrimental to both able bodied and those with disabilities. While there are funds for extending paths in some areas there really needs to be concerted works & funding to connect all the existing paths e.g. between the cemetery to the full length of Hercules Street.

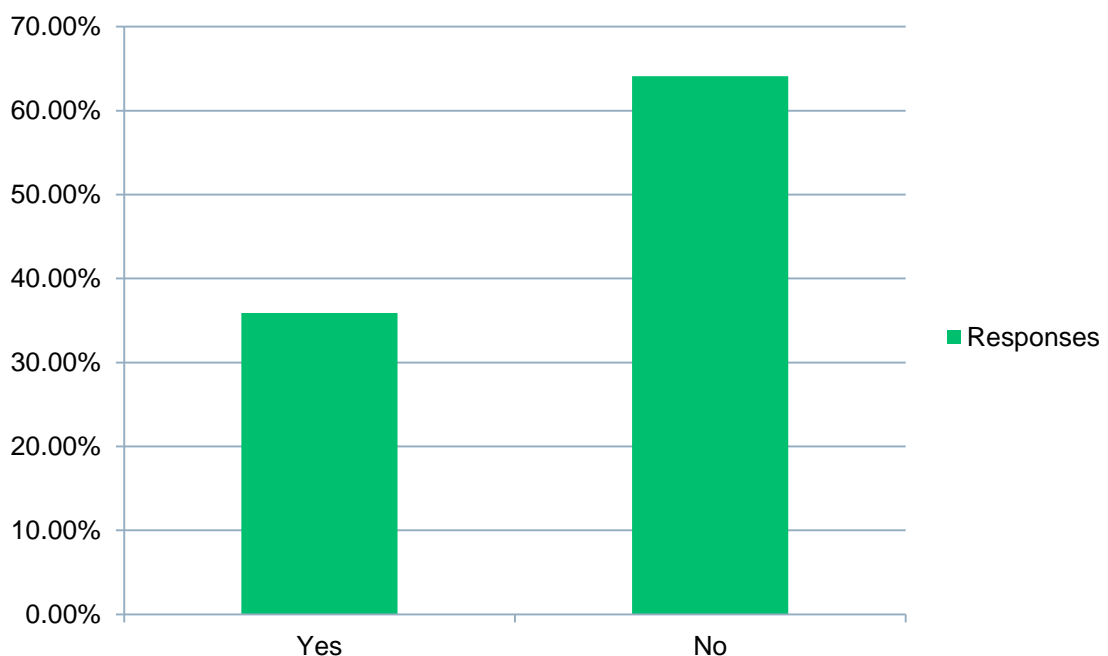
- The public toilets at Riverbank Park do not have lighting - either directly outside or inside!
- Some sections of paths from Riverbank Path to Walker Park are unlit.
- The grey bollards on the walking / shared paths present as obstacles to prams, bicycle rides and those with impaired vision. These bollards are grey with no signage or warning markings.
- I find the lights only just give me enough time to cross the road. I start when green starts but am well into the red by the time I reach the other side.
- Visitor Information should have wide automatic doors, as should all Council buildings.
- Road crossing in town is fraught with danger as there is only one safe spot at the traffic lights.
- We need pedestrian crossings near Valmar which is a disability support centre
- Transfer station drop off area feel unsafe- no defined areas for earthmoving or small vehicles.
- A frame signs, merchandise, tables & chairs - not a clear path of travel down Main Street.
- Public toilet near library needs upgrade
- The ramps on the edge of footpaths particularly those around Coronation Park are dangerous for people in wheelchairs
- The library has one little sign on the main street indicating where it is. Once you have walked down the dark alleyway, there is no perpendicular sign at the front of the library to indicate where the door is, only a small over the door sign and an A-frame board saying 'wifi hotspot'. For a person with dementia, clear signage is critical to be able to find your way to a door each week.

Q.13 Are people with disability able to access local businesses and shops in the Yass Valley Local Government Area?



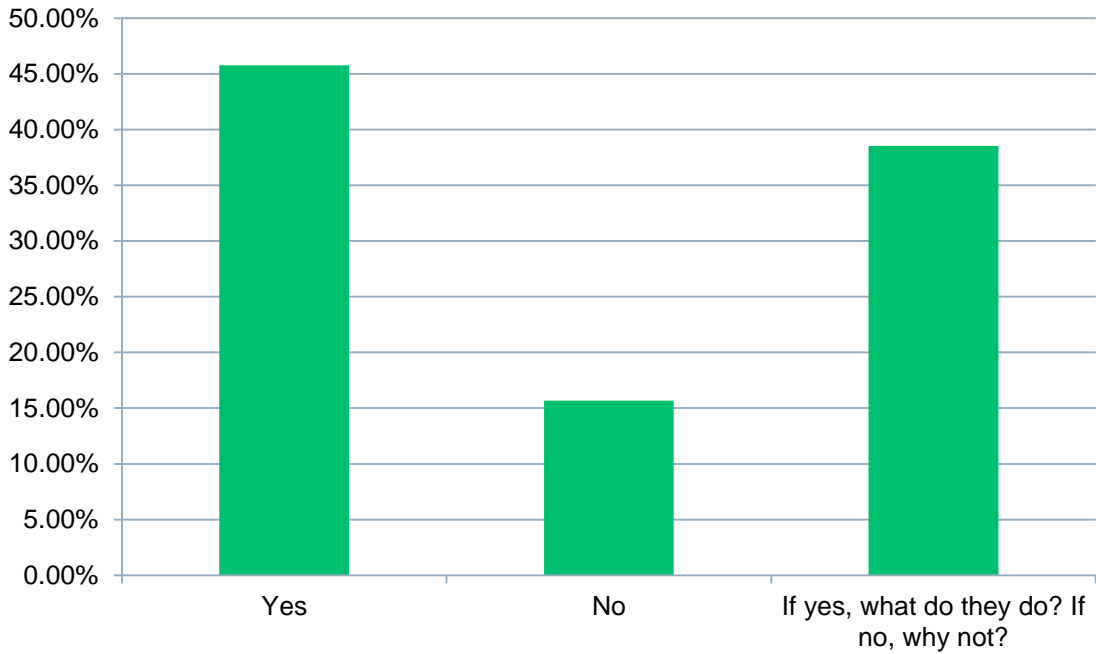
- Some seating inside shops is important for larger ones where shopping may take some time.
- More disabled parking in Comur Street
- Mostly but a lot of shops have a small step and narrow doors preventing self-propelled wheelchairs entering from entering
- Not easily with the high kerbs. A layback kerb would be ideal.
- Many businesses have a small step which could be rectified with small ramp, or doorway modifications to set back the door and retrofit the ramp into the doorway.
- Many shops have lots of clutter and not a clear path into the centre of their premises. I think they need some community education about access points to assist people with disability to move about into and around the shops.

Q.14) Do you think that people with disability are able to access to transport that meets their needs (this includes things such as convenience, type and cost of transport).



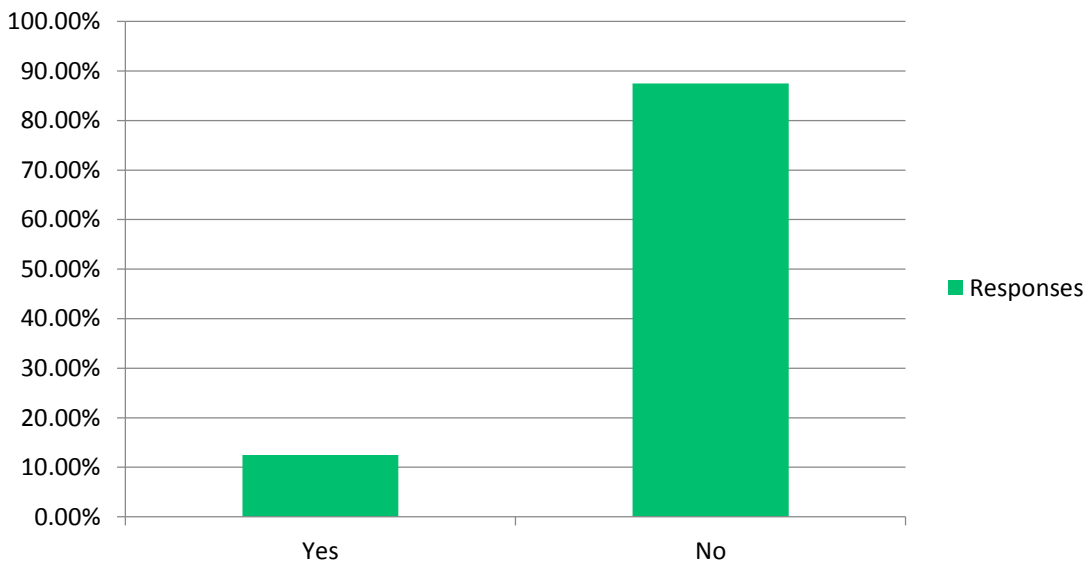
- Council's 2582 bus is great
- Use mobility scooter unable to access transport with it.
- Public transport not suited to schedule of disabled people. We have to use cabs extensively which is very expensive
- Unsure, public transport in Murrumbateman is very limited for people generally.
- Transport in and to and from Yass is poor in general.
- Not enough service with the community transport bus
- No public transport that caters to wheelchairs
- There is no public transport out of town. I live in Harden on weekends and in Yass through the week. I cannot get a bus or train to Yass.

Q15. When dealing with Council staff do you feel that they take into account the nature of a person's disability and/or background and respond in a way that meets their needs?

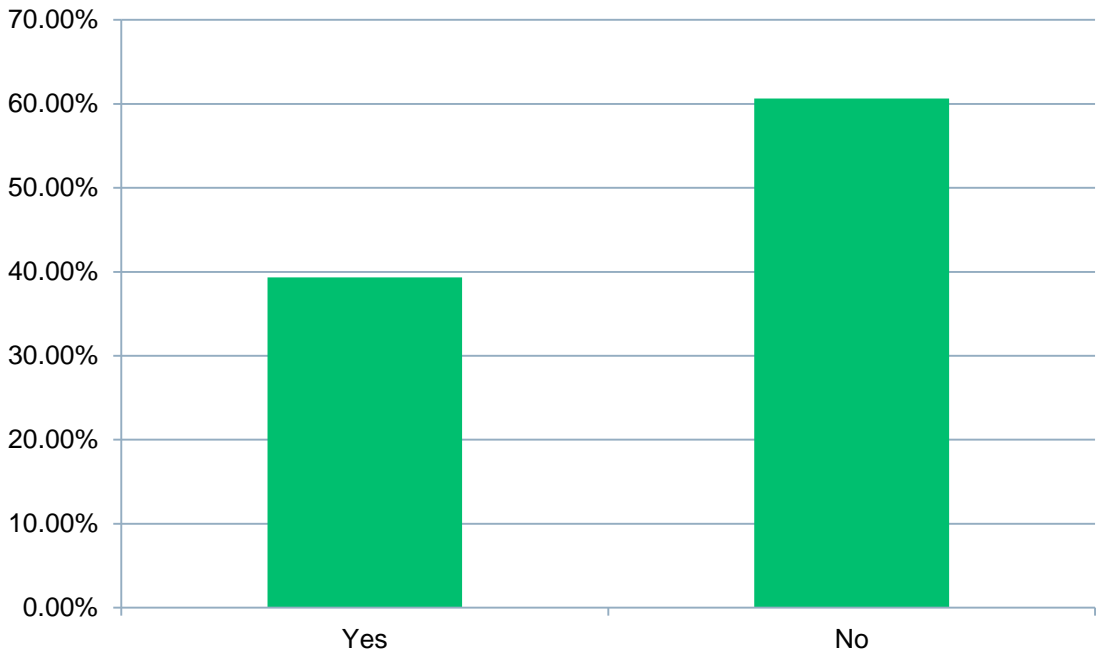


- Courteous and helpful
- Communicating with people that have dementia may be beneficial

Q.16 In dealing with Yass Valley Council, have you ever heard of or experienced discrimination because of disability, cultural background or sexual orientation?



Q.17 Do you think that it is easy for a person with a disability to find and/or apply for jobs at Council?



- All open and on website.
- Indigenous community find this difficult.
- Perception that Council is not welcoming of people with disabilities
- The Council's website is set out clearly to address areas of interest/concern for a person with a disability.
- I think it would be hard for a person with a physical disability to work in the Council office - poor access, no lift.
- I have never heard or read of a statement saying they wish to support a People with a disability to be employed.



Q18. What ideas do you have that may help to fix any issues you have identified in this survey?

- More connection with Indigenous community members by being more involved with the Indigenous community services.
- Breastfeeding policy for women returning to work after having children.
- Buddy system for disabled community members to work with other employees in the Council.
- Fix the cement paths at the lawn cemetery
- Look at improved transport options
- Acknowledge the growth in the Murrumbateman area and upgrade roads, establish footpaths and increase safety lighting
- Cut some sloped access points from the gutter to the footpath so access from parked cars to footpath & shops on Comur Street is doable for people who use wheelie walkers, wheelchairs etc.
- There needs to be lit public toilets in town at ALL HOURS - and not locked after dark.
- The Yass community would greatly benefit from a multi-functional sports facility, perhaps supported by the NSW PCYC.
- Jobs Board outside Council Office.
- Ensure a quota of employees at Yass Valley Council have disabilities
- Play a leading role in creating a greater awareness of people with disability in Yass.
- Get a group of people with disabilities and talk to them about ways to help and ways the facilities in the Yass area hinder the experiences they have.
- Wheelchair accessible hydrotherapy pool



SUMMARY OF ISSUES IN FOUR DISABILITY FOCUS AREAS

1. Attitudes and Behaviours

The community responses towards attitudes and behaviours were mixed. A few felt that personal contact with Council staff could be improved and a number of respondents suggested that additional disability awareness training and Aboriginal cultural training would be beneficial. This training may also be extended into the general community. International Day of People with a Disability could be expanded to include more community groups and help to promote inclusiveness. There was a general comment that more discussion is required within the community regarding the needs of people with disability and Council's Community Access Committee could be expanded to include more people with a disability to fill this gap.

2. Liveable Communities

Access to facilities and services is important for members of the community and this was a major issue highlighted by the community in the survey responses. The issues associated with access related to:

- Footpaths being uneven or in disrepair in Yass (particularly in Comur Street and around the local IGA supermarket), Binalong (near the recreation ground) and in Murrumbateman (within the village).
- Access to Council's main administration building in Comur Street was a significant issue for both Council staff and community members.
- Disability Parking throughout the LGA is seen to be inadequate
- Access to shops in Comur Street is inadequate and may be improved if appropriate kerbs are installed
- Access to the Yass Visitor Information Centre and inside the Yass Library could be improved.

3. Employment

Generally most community respondents felt that it was very difficult for people with disability to become employed at Yass Valley Council. A variety of contributing factors including access to job advertisements in a variety of formats and forms were identified. An audit of Council's employment processes could be beneficial.

4. Systems and Processes

The majority of respondents find Council's information publications accessible however some indicated that improvements could be made to both written and online communication. In particular, Council's website was seen as being hard to use and non-compliant with Web Accessibility Guidelines. A lot of respondents thought that language needed to be made simpler and font size increased.

ACTION PLAN

Focus Area 1: Attitudes and Behaviour

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Promote positive attitudes and behaviour	Develop and facilitate disability awareness training for all Council staff	Awareness of needs focusing on stereotypes including dementia, communication skills, disability legislation and legal requirements. Staff training completed. Pre and post staff survey.	Organisation Development	June 2018	<p>Strategy C03 Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.</p> <p>Strategy CL1 Effect resourceful and respectful leadership and attentive representation of the community</p>
	Compile and distribute a "Making your event accessible" guide to local and regional event organisers	"Making your event accessible" guide distributed to local and regional event organisers	Planning	June 2018	<p>Strategy C02 Encourage and facilitate active and creative participation in community life</p>
	Conduct Aboriginal cultural awareness training for all Council staff	Pre and post staff survey. Awareness of needs focusing on stereotypes, and Aboriginal culture. Conducted by Elders in the Yass Valley community.	Planning	December 2017	<p>Strategy C03 Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.</p>
	Support the development of a Disability Support Service Interagency in Yass	Commencement of Disability Support Service Interagency. Number of meetings held. Initiatives implemented collaboratively.	Planning	June 2018	<p>Strategy C03 Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.</p> <p>Strategy CL4 Actively investigate and communicate</p>

Focus Area 1: Attitudes and Behaviour

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Promote positive attitudes and behaviour					funding sources and collaboration opportunities that can strengthen the region.
	Utilise International Day of People with Disability to promote inclusion to the general community	Positive media coverage before and after the event.	Planning	Annually	<p>Strategy C02 Encourage and facilitate active and creative participation in community life.</p> <p>Strategy C03 Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.</p>

Focus Area 2: Liveable Communities

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Safe and accessible community facilities	Audit Council buildings and facilities to ensure compliance with related Standards. Prepare an annual program of accessibility upgrades for public halls and amenities.	Audit complete. Prioritised works list developed. Works scheduled and completed	Operations	June 2019	Strategy IN4 Maintain and update existing community facilities and support the development of new community infrastructure as needed.
	Undertake physical access improvements to main entry of Council's administration office	Works completed	Operations	Dec 2017	Strategy IN4 Maintain and update existing community facilities and support the development of new community infrastructure as needed
	Provide disabled toilet facilities in Council Administration Office	Works completed	Operations	Dec 2017	Strategy IN4 Maintain and update existing community facilities and support the development of new community infrastructure as needed
	Investigate existing locations and requirements for disabled parking spaces in Yass and villages though out the LGA.	Audit complete. Additional parking spaces provided.	Operations	June 2018	Strategy IN3 Maintain and improve road infrastructure and connectivity

Focus Area 2: Liveable Communities

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Safe and accessible community facilities	Install automatic doors at the Yass Visitor Information Centre.	Door installed	Operations & Planning	June 2019	<p>Strategy EC2 Jointly develop appropriate tourism opportunities and promote the region as a destination.</p> <p>Strategy IN4 Maintain and update existing community facilities and support the development of new community infrastructure as needed</p>
	Prioritise DIAP actions and integrate with actions that are contained in the PAMP.	Prioritised works list developed and works completed.	Operations	Annually in line with Council's budgetary process.	<p>Strategy IN4 Maintain and update existing community facilities and support the development of new community infrastructure as needed</p>

Focus Area 3: Employment

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Supporting access to meaningful employment	Work with disability employment organisations to identify opportunities for employment and work experience at Council and within the community.	Number of placements filled at Council and within the community.	Organisation Development/ Community Development.	Annually	Strategy EC5 Encourage collaboration between businesses, government and training providers to develop employment and training opportunities for young people in Yass Valley.
	Review Council's recruitment processes, forms and language for accessibility.	Review complete and necessary changes made.	Organisation Development	Annually	Strategy EC5 Encourage collaboration between businesses, government and training providers to develop employment and training opportunities for young people in the region. Strategy CL2 Encourage and facilitate open and respectful communication between the community, the private sector, Council, and other Government agencies.

Focus Area 4: Services, Systems and Processes

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
Improve access to services through better systems and processes	Review current communication methods to ensure compliance with accessibility standards and a process that will enable the identification of individual resident's communication preferences.	Council's communication mechanisms comply with accessibility standards.	Finance and Corporate Services	June 2018	<p>Strategy CL1: Effect resourceful and respectful leadership and attentive representation of the community.</p> <p>Strategy C02: Encourage and facilitate active and creative participation in community life.</p> <p>Strategy CL3: Foster and encourage positive social behaviours to maintain our safe, healthy and connected community.</p>
	Ensure that Yass Valley Councils web services comply with requirements of the Web Accessibility National Transition Strategy.	Website content meets accessibility standards.	Finance and Corporate Services	July 2018	<p>Strategy CL2: Encourage and facilitate open and respectful communication between the community, the private sector, Council, and other government agencies.</p> <p>Strategy CL3: Foster and encourage positive social</p>

Focus Area 4: Services, Systems and Processes

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
					behaviours to maintain our safe, healthy and connected community.
	Undertake an audit of Yass Valley Council's Public Transport system to identify service provision gaps and work with service providers to maximise access to public transport.	Audit complete. Access improvements achieved.	Planning	July 2018	<p>Strategy IN2: Improve public transport links to connect towns within the region and increase access to major centres.</p> <p>Strategy CO1: Facilitate and encourage equitable access to community infrastructure and services such as health care, education and transport</p> <p>Strategy CL3: Collaborate and cooperate to achieve efficiencies and a greater voice in regional decision making, and encourage similar cooperation across sectors and community groups.</p>
	Improve access to health services by working with NSW Health (including Southern Local	Audit undertaken. Access improvements implemented	Planning	July 2019	Strategy CO1: Facilitate and encourage equitable access to community infrastructure

Focus Area 4: Services, Systems and Processes

Strategic Goal	Action	Measurement	Responsibility	Timeframe	CSP Link
	Health District and the Yass Community Consultation Committee to identify gaps in service provision and seek funding to maximise access.				and services such as health care, education and transport. Strategy CL3: Collaborate and cooperate to achieve efficiencies and a greater voice in regional decision making, and encourage similar cooperation across sectors and community groups
	Provide an annual report to the Community Access Committee that confirms the number of Development Applications that have been submitted to Council for works that result in improvements to publically accessible infrastructure in Yass Valley.	Report provided.	Planning	Annually	Strategy CO1: Facilitate and encourage equitable access to community infrastructure

MONITORING AND EVALUATION

Monitoring and Review

The Disability Inclusion Action plan includes timelines to guide the completion of action. The process will be monitored through the Integrated Planning and Reporting cycle.

Implementation of the Plan will be undertaken by the responsible Officers. Each action will be monitored and reported against in line with Council's Operational Plan reporting cycle.

The General Manager will monitor the overall implementation of the plan and the integration of its actions into Council's new Delivery Program and annual Operation Plan.

Reporting

Outcomes and achievements will be reported in Council's Annual Report. These reports will be available on Council's website and at its administration building and libraries. A report will also be provided to the Department of Families and Community Services and the Minister for Disability Services.

