



Disability Inclusion Action Plan

2017 - 2021



40 cherry street • po box 450 • ballina nsw 2478
t 02 6686 4444 • f 02 6686 7035 • e council@ballina.nsw.gov.au

ballina.nsw.gov.au

Table of Contents

1.	PUBLIC STATEMENT OF COMMITMENT TO DISABILITY INCLUSION	2
2.	OVERVIEW AND VISION FOR THE DOCUMENT	3
3.	POLICY AND LEGISLATIVE CONTEXT	5
4.	COMMUNITY PROFILE	8
5.	COMMUNITY CONSULTATION OUTCOMES	13
6.	STRATEGIES AND ACTIONS	17
7.	MONITORING AND EVALUATION	23

Note:

Yellow highlighter text relates to requirements and explanatory information associated with the State Government guidelines for preparation of a DIAP. The explanatory information is provided only to support the draft DIAP for exhibition

1. PUBLIC STATEMENT OF COMMITMENT TO DISABILITY INCLUSION

Message from the Mayor, Cr David Wright

I am very pleased to present Ballina Shire Council's Disability Inclusion Action Plan (DIAP) 2017-2021. I am proud of the work that Ballina Shire Council has undertaken over many years to improve access and inclusion in our shire. This DIAP formalises our actions as we continue to work at creating an accessible and inclusive Ballina Shire.

This Disability Inclusion Action Plan (DIAP) has been developed by listening to people with disabilities, their families, carers and local organisations who work with people with disabilities. We aim to ensure that access and inclusion is a key consideration in all areas of our services and operations. This includes:

- Promoting positive community attitudes and behaviours
- Working to ensuring that our built environment is accessible
- That our systems and processes deliver information and services that are accessible and inclusive; and
- Support employment opportunities for people with disability.

I would like to thank everyone who has taken the time to contribute his or her ideas. I would particularly like to acknowledge and thank the current and past members of Ballina Shire Council's Disability Access Reference Group (ARG).

The ARG has provided advice to Council on many projects and developments. They have had a key role in increasing Council's awareness of the importance of access and inclusion. The current members of the ARG have guided the development of our DIAP.

Our DIAP sets out actions that Council will follow to ensure that we are creating a community that is inclusive and accessible for all people regardless of ability.



2. OVERVIEW AND VISION FOR THE DOCUMENT

This section will provide a short introduction to the context for the DIAP. It is recommended that the following information be included:

What the plan is and why it has been developed

The purpose of this Disability Inclusion Action Plan is to guide Council and the broader community in creating and maintaining an accessible and inclusive community for all residents and visitors, regardless of ability.

The plan has been prepared to meet the requirements of the NSW Disability Inclusion Act 2014 (DIA 2014) which requires all councils in NSW to undertake disability inclusion action planning (DIAP) by 1 July 2017. The DIA 2014 sets out four key areas that all councils must address:

- Developing positive community **attitudes and behaviours**
- Creating **liveable communities**
- Supporting access to **meaningful employment**
- Improving access to services through better **systems and processes.**

The strategies and actions set out in this plan address the key areas listed above. The actions are designed to help provide opportunities for all people, regardless of ability, to lead active fulfilling lives. Council will help to implement our strategies with the aim of increasingly accessible and inclusive Council facilities and services in the shire.

The DIAP is focused on Council's roles and responsibilities but it is not just for Council to follow; it should be seen as a guide for developing and creating partnerships between Council, our residents, local community providers and other levels of government.

Ballina Shire Council has a strong record of promoting access and inclusion. We have our Disability Access Reference Group (ARG), operating for over 20 years. The ARG has provided Council with input and guidance on a range of access issues over the years. One of the most recent achievements of the ARG was advocating for and supporting the construction of a changing place toilet facility in the Ballina CBD.

Ballina Shire Council's vision for inclusion

Working with our community partners to make Ballina Shire accessible and inclusive for all our residents and visitors regardless of ability.

Summary of consultation methods

Partnership with councils in the Northern Rivers region

Ballina Shire forms part of the Northern Rivers Region of NSW. There are seven local councils within this region. Council staff with responsibility for access and inclusion from each council have been meeting regularly for a number of years. Ballina Shire Council along

with Byron Shire Council, Clarence Valley Council, Kyogle Shire Council, Lismore City Council and Richmond Valley Council formed a regional partnership to work collaboratively to develop a DIAP for each council. Coffs Harbour City Council also participated in the development phase.

Collaboration between the councils has enabled the sharing of information and resources, which has strengthened partnerships and increased awareness of access and inclusion across the region.

Survey

A joint survey was developed based on the key focus areas found in the NSW DIAP guidelines. The survey was released simultaneously by each council and was available online, hard copies were placed at key locations, we advertised through local media, distributed to local service organisations across the region, and promoted extensively. At the completion of the survey period, over 500 responses were received. The data collected can be analysed based on the region as a whole, or at an individual LGA level. Interestingly, similarities emerged across the region. For example, the need for continuous accessible paths of travel and the availability of accessible toilets.

Community Forum

A community forum to assist in developing the DIAP was held in Ballina in May 2016, with over 70 participants from across the region. The purpose of the forum was to gather information and feedback from the community, particularly those with disability experience, and to identify opportunities for developing partnerships within the community.

Regional Stakeholder Analysis

A regional stakeholder analysis was undertaken which identified key groups that would need to be consulted. A targeted consultation plan was developed that saw Council staffs teaming up and conducting consultations with key stakeholder groups.

Each partner council conducted local consultation with people with disabilities, carers, service providers and individuals, and the information gathered was shared by all partner councils.

In response to preparing its DIAP, Ballina Shire Council formed an internal Access and Inclusion Team made up of staff from all departments across the organisation. The team assesses current levels of services and identifies opportunities for improvement. It coordinates the delivery of inclusive services and infrastructure to meet the needs of people with disabilities.

Many of the actions listed later in this plan will form part of the ongoing work of the Access and Inclusion Team. Its role is to ensure that access and inclusion will be considered as a key factor in the delivery of Council's services and functions.

3. POLICY AND LEGISLATIVE CONTEXT

This section illustrates how local government disability inclusion planning relates to international national and state legislation. Include reference to the Disability Inclusion Act 2014 (NSW).

Ballina Shire Council's DIAP sits under a range of international, Commonwealth and State responses that aim to reduce barriers and increase opportunities for access and inclusion. These are the policy instruments that require Ballina Shire Council to ensure that its services and facilities are accessible and inclusive.

International

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

In 2008, the Australian Government ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) “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.” (United Nations (2006), *Convention on the Rights of Persons with Disabilities*).

Commonwealth

Disability Discrimination Act 1992 (DDA)

The Commonwealth Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate on the basis of disability. Ballina Shire Council, along with other organisations, has an ongoing obligation to ensure that its facilities and services are accessible to all people.

National Disability Strategy (NDS) 2010–2020

The Commonwealth National Disability Strategy (NDS) 2010–2020 sets out a 10-year national plan for improving life for Australians with disability, their families and carers. The NDS is underpinned by the UN human rights approach. The NDS aims to improve the life experiences of people with disability, their families and carers. The NDS seeks to develop an accessible and inclusive society that provides people with disability opportunities to participate in community life as equal citizens.

Disability (Access to Premises — Buildings) Standards 2010

The national Disability (Access to Premises — Buildings) Standards 2010 aim to improve the accessibility and safety of new or upgraded buildings to address the needs of a range of people including the aged, parents and children and people with disabilities.

New South Wales

Disability Inclusion Act 2014 (NSW)

The Disability Inclusion Act 2014 (NSW) provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:

- The same human rights as other members of the community, facilitated by government and the community
- Independence and social and economic inclusion within the community, and
- Choice and control in the pursuit of their goals and the planning and delivery of their supports and services.

In meeting the requirements under the Disability Inclusion Act 2014 for disability inclusion and access planning, Council must:

1. Specify how it will incorporate the UN human rights disability principles into its dealings with matters relating to people with disabilities.
2. Include strategies to support people with disabilities, for example, strategies to:
 - a) Provide access to buildings, events and facilities
 - b) Provide access to information
 - c) Accommodate the specific needs of people with disabilities
 - d) Support employment of people with disabilities
 - e) Encourage and create opportunities for people with disabilities to access services and activities.
3. Include details of its consultation about the plan with people with disabilities and
4. Explain how the plan supports the goals of the State Disability Inclusion Plan, (i.e. strategies that support the four key DIAP areas).

Additional related legislation and standards for NSW

- NSW Anti-Discrimination Act 1977 (ADA)
- Local Government Act 1993 and Local Government (General) Regulation 2005
- Disability Standards for Accessible Public Transport 2002
- Carers (Recognition) Act 2010 (NSW)
- NSW Disability Inclusion Act (DIA) 2014.
- National Disability Strategy – NSW Implementation Plan 2012 – 2014

Show the relationship to other key council plans and policies, in particular Council's Community Strategic Plan (CSP) but may also include Pedestrian Access Mobility Plans (PAMPs), specific Development Control Plans and Housing Strategies and ageing strategy.

Ballina Shire Council has a number of plans and policies that its DIAP will work alongside. Council's principal planning document is "Our Community Our Future", Ballina Shire's

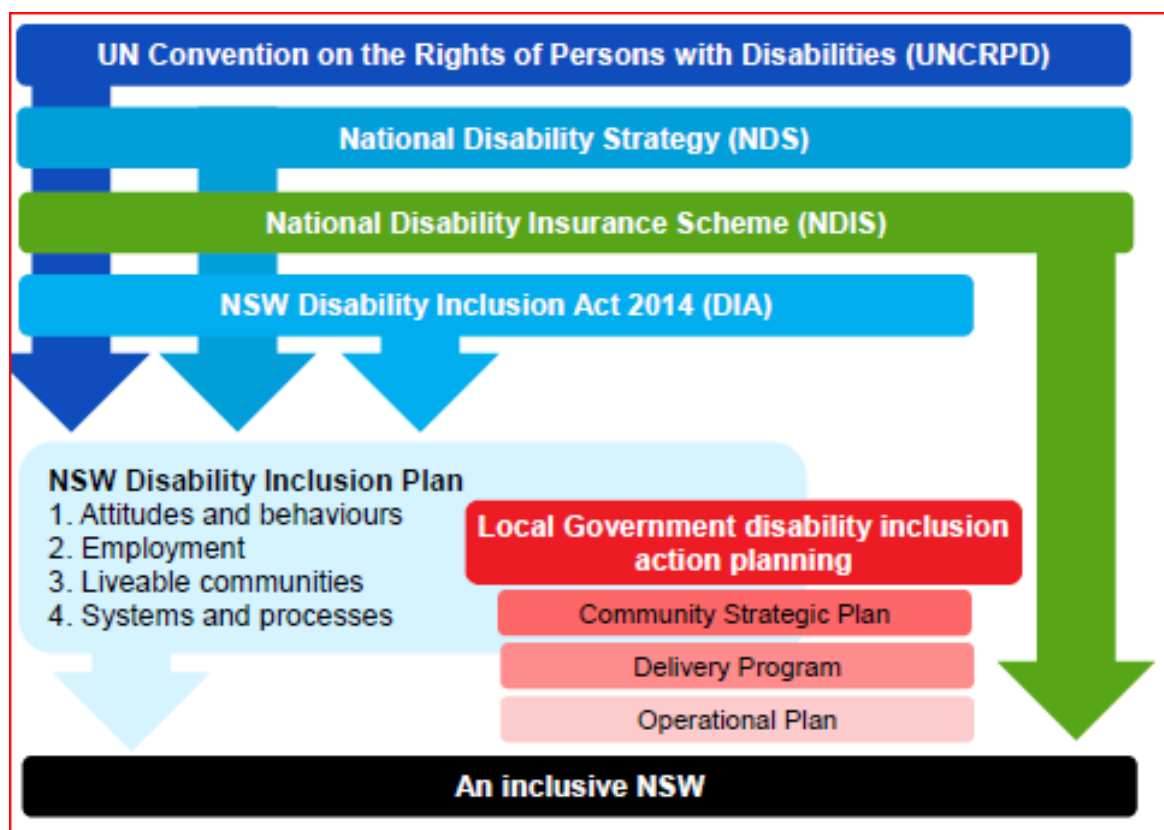
Community Strategic Plan (CSP). The CSP has a set of core values which underpin the way Council works as an organisation. Ballina Shire Council's values are:

- Creative
- Accessible
- Respect
- Energetic
- Safe.

These values are reflected in the strategies and actions outlined later in this plan. Council's strategies and actions will also inform Council's Delivery Program and Operational Plan.

The DIAP will also work along with a number of additional Council plans including the Active Ageing Plan, the Pedestrian Access and Mobility Plan and the Equal Employment Opportunity Plan. The linkages between Council's plans and policies will assist in ensuring that the needs of people with disability will be included in all aspects of Ballina Shire Council's services, infrastructure and resources.

Figure 1: Relationship between the relevant policy and legislative instruments (Source NSW Disability Inclusion Action Planning Guidelines, November 2015)



4. COMMUNITY PROFILE

This section will develop a snapshot of people with disability within the community to Demonstrate inclusion as well as identify priority areas and population groups.

What is a disability?

A disability can occur at any time in a person's life; prior to or at birth, as the result of accident, injury, chronic illness, or trauma, during childhood, adulthood or through older age. There is also a diverse range of psychological, biological, social and environmental factors which can impact on an individual's mental health, and can cause a person to experience psychiatric disability.

The Disability Discrimination Act 1992 (DDA) defines "disability" in relation to a person as:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing disease or illness; or
- The presence in the body of organisms capable of causing disease or illness; or
- The malfunction, malformation or disfigurement of a part of the person's body; or
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

And includes a disability that:

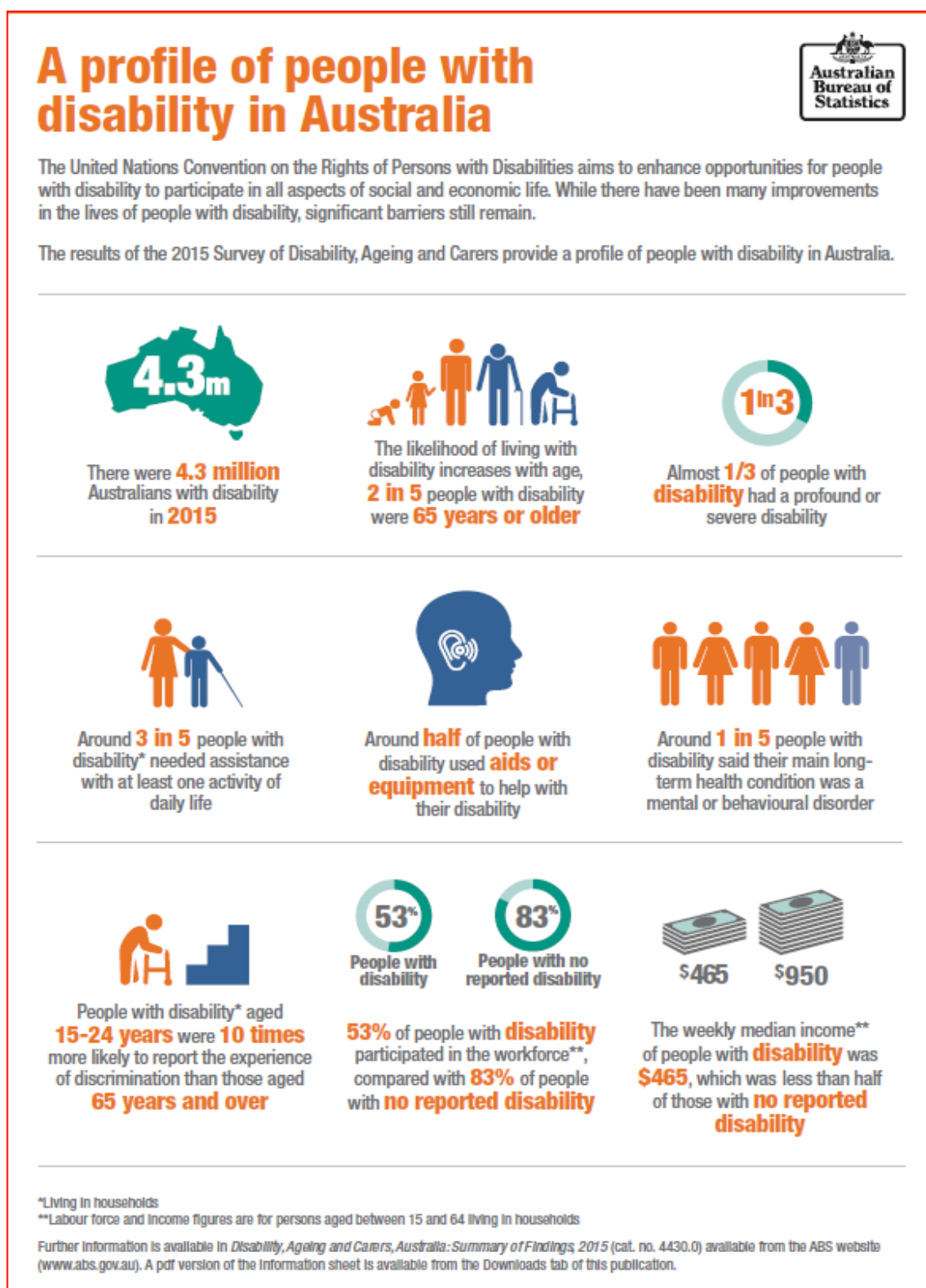
- Presently exists; or
- Previously existed but no longer exists; or
- May exist in the future (including because of a genetic predisposition to that disability); or
- Is imputed to a person

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

(Source: Disability Discrimination Act 1992)

The Australian Bureau of Statistics conducts regular surveys to measure the incidence of disability in Australia, and the need for support for older people and people with disabilities, to provide a demographic profile of people with disability compared with the general population. The most recent survey was conducted across Australia in 2015 and this is the fourth survey of its type since 2003, and the following infographic provides a summary of the results of the survey:

Figure 2: A profile of people with disability in Australia



Levels of Disability in Ballina Shire

In 2011 Ballina Shire had a total resident population of 39,273 people, living in 18,074 dwellings with an average household size of 2.35. The census identified that 2,274 residents or 5.8% of our population reported needing help in their day-to-day lives due to disability, compared with 4.9% for New South Wales.

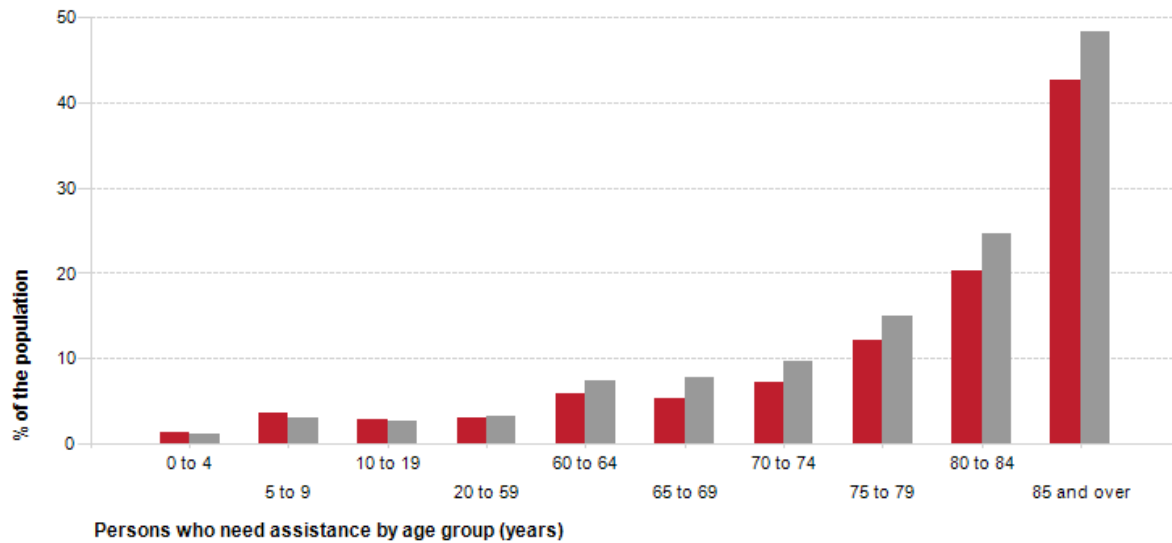
Need for assistance with core activities

Ballina Shire - Persons (Usual residence)	2011			2006			Change
	Number	% of total age group	Regional NSW %	Number	% of total age group	Regional NSW %	
Assistance needed by age group (years)							2006 to 2011
0 to 4	29	1.4	1.1	28	1.4	1.0	+1
5 to 9	82	3.6	3.0	65	2.7	2.2	+17
10 to 19	143	2.9	2.6	110	2.1	2.0	+33
20 to 59	542	2.9	3.2	508	2.7	2.9	+34
60 to 64	164	5.7	7.3	98	4.6	6.4	+66
65 to 69	120	5.3	7.7	87	4.6	6.3	+33
70 to 74	132	7.2	9.6	99	6.2	8.9	+33
75 to 79	182	12.0	14.8	224	13.4	14.8	-42
80 to 84	286	20.2	24.7	332	24.7	26.7	-46
85 and over	594	42.6	48.3	482	46.6	49.4	+112
Total persons needing assistance	2,274	5.8	5.8	2,033	5.3	5.1	+241

Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented in profile.id by .id, the population experts. (Usual residence data)

Need for assistance with core activities, 2011

Ballina Shire Regional NSW



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.

.id
the population experts

In Ballina Shire there were 4,246 carers providing unpaid assistance to a person with a disability, long term illness or old age in 2011. The proportion of people providing unpaid care can be an important indicator of the level of demand for care services and the need for local and state governments to make provision for local facilities.. An increasing proportion of carers among the population may indicate inadequate care provision, the need for in-home support, or support for the carers themselves.

Unpaid care

Ballina Shire - Persons aged 15+ (Usual residence)	2011			2006			Change 2006 to 2011
	Number	%	Regional NSW %	Number	%	Regional NSW %	
Assistance to a person with a disability, long term illness or old age							
Provided unpaid assistance	4,246	13.2	12.5	3,648	11.7	11.5	+598
No unpaid assistance provided	25,616	79.5	78.9	24,881	79.6	79.0	+735
Not stated	2,370	7.4	8.6	2,720	8.7	9.5	-350
Total persons aged 15+	32,232	100.0	100.0	31,249	100.0	100.0	+983

Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011.
Compiled and presented by .id, the population experts. (Usual residence data)

This section could also provide a snapshot of Council's responsibility to, and support for, people with disability, including:

- The number of people with disability employed by council
- Disability access and advisory community committees
- The number and type of Council programs and projects for people with disability such as awareness raising projects, projects to promote access and community services.

A Disability Access Reference Group has operated in Ballina Shire Council for over 20 years. The group includes individuals with a range of abilities and lived experiences that provide Council with advice on development applications, proposed redevelopments and a broad range of access and inclusion issues.

Council has undertaken a range of projects and implemented actions that directly support the needs of people with disability. Some of the more recent examples include:

- Construction of the first fully Accredited Changing Place toilet facility in NSW;
- Alteration of the design templates for the construction of footpaths to improve accessibility;
- Construction of an extensive network of accessible shared pathways;
- Ongoing condition audits of the pathway network;
- Employment of the regional works crew;
- Alteration of the design specification for public amenities such as picnic tables, drinking fountains and garbage bins;
- Redevelopment of the public swimming pools in Ballina and Alstonville incorporating accessible pool entry ramps and change facilities;
- Maintaining a network of accessible unisex toilets; and
- Providing MLAK keys free of charge to eligible residents.

5. COMMUNITY CONSULTATION OUTCOMES

This section will summarise the results of community consultation with people with disability undertaken as part of the preparation of the DIAP.

It is important that consultation with people with disability is documented and clearly contributes to the formulation of strategies and actions.

It should include a summary of:

- Areas where the community feels Council is performing well
- Priority areas for improvement/areas of low community satisfaction with Council's performance
- Key findings for each of the four disability inclusion focus areas (discussed in Section 2 of the Guidelines).

As detailed earlier in this plan, Ballina Shire Council worked collaboratively with neighbouring councils to develop a region-wide approach to consultation. A joint survey was developed which had over 500 responses from people with disabilities, carers, family and friends of people with a disability and a range of local disability service providers.

Councils also undertook additional joint consultation with regional stakeholder groups as well as groups within each LGA. Results of each consultation were shared between the councils in the region. Locally, Ballina Shire Council consulted with the Ballina Community Disability Information Alliance, St Andrews Indigenous Respite group, Ability Links, and vision impaired and deaf communities. Ballina Shire Council's Disability Access Reference Group also provided ongoing feedback in the preparation of this plan.

All consultations were developed to ensure that the four key areas identified by the NSW State Government were addressed, namely:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to services through better systems and processes

By focusing on these themes Council was able to combine the results of the survey and face-to-face meetings to identify priority areas for each theme and then formulate strategies and actions to address the identified priorities.

Throughout the consultation process, many issues were raised. Some sit within the responsibility of Council, whilst others are beyond the domain of local government. Analysis of the responses from our consultations identified a number of issues that impede the ability of a person with a disability to participate fully in community life.

“Some of the shops down River Street cannot be accessed in my wheelchair due to there being a step or large obstacles in the doorway” Respondent of survey

“Disability parking needs readdressing ...most (accessible) parking spots are designed for side entry.... A lot of people unload from the rear of the vehicle.... We have to unload into traffic. ...Which is highly impracticable and dangerous.”

There a number of reoccurring issues that are raised in Ballina Shire that relate to access and inclusion, including:

- Lack of appropriate accessible paths of travel
- Inability to physically gain access into shops and cafes
- Having to ask businesses to put out ramps
- Inappropriate/limited access points along our pathway networks
- Kerb ramps not built to current standards
- Accessible parking bays that do not accommodate rear exiting passengers.

The regional survey had a total of 540 responses across the seven local government areas, with 91 from the Ballina LGA. Overall, 72% of the respondents were individuals, 12% were from organisations and 16% were made on behalf of an organisation.

The majority of respondents from Ballina Shire were aged between 45-64 years. Ballina Island had the most respondents (43%) followed by residents of Lennox Head and Alstonville.

The survey asked respondents to indicate if they identified as having a type of disability. The following table provides a breakdown of what respondents from Ballina Shire identified with. (Please note that responders to the survey were able to tick more than one option and as such the results add up to more than 100%).

Identify as having a/an	Percentage of respondents
Hearing impairment	10%
Vision impairment	10%
User of a mobility aids	40%
Mental health issue	13%
Intellectual Disability	15%
Other type of Disability	30%

The majority of respondents from Ballina Shire identified that they were users of a mobility aid such as a wheelchair or a wheelie walker. This is perhaps a reflection of Ballina Island's suitability for users of mobility aids as for the most part the island itself is relatively flat and well connected via an extensive pathway network.

Respondents were asked to nominate up to three priority areas for each of the key themes. The following section provides a summary of the findings.

Key theme 1 -Attitudes and Behaviours

“The biggest access issue is human attitudes” respondent to survey

The survey asked “What is most important for changing attitudes and behaviours towards people with a disability in the community? Respondents were encouraged to nominate up to three actions.

- Public message campaigns should be developed and supported that highlight inclusion and recognises the rights and contribution of people with disabilities in the community (68%)
- People with disability should be involved in developing communication campaigns regarding inclusion (62%)
- Public events should be accessible (55%)
- Positive images of people with disability should be included in publications and promotions (51%)
- Council staff should be provided with training on access and inclusion (49%).

Key Theme 2 – Liveable Communities

Good access is the concern of all as it benefits ...everyone (respondent to survey)

The survey asked “What is most important for making communities livable and accessible for people with disabilities?” Respondent were encouraged to nominate up to three priority areas.

- Encouraging promotion of accessible-for-all design (universal design) in the planning of new housing, infrastructure and buildings (70%)
- Providing continuous accessible paths of travel between facilities and services in town centres and public areas e.g. accessible matting at beaches (68%)
- Providing accessible toilets in all public buildings (62%)
- Ensuring community programs and events are accessible through early consideration of venues, transport, toilets, parking (59%)
- Providing change tables (including adult change tables and hoists) in appropriate locations (20%).

Key theme 3- Employment opportunities for people with a disability

“I’ve tried many times to find work but the opportunities for me just aren’t there” (member of the Access Reference Group)

The survey asked “What is most important for improving employment opportunities for people with disabilities?” Respondents were encouraged to nominate up to three priority areas.

- Changing people's attitudes (75%)
- Accessible workplaces (65%)
- Designing roles suitable for people with disabilities (54%)
- Inclusive recruitment processes (50%)
- Flexible working hours and locations (39%).

Key theme 4 – Systems and Process

“There are so many services and activities that (most) people do and enjoy. (These) should be available for all folks to enjoy” Respondent of survey

We asked “what is most important for improving accessibility of systems and processes?” Respondents were encouraged to nominate up to three priority areas.

- Ensuring all information is available in different formats for all abilities (70%)
- Access to communication supports such as hearing loops, touch screens, and translation services (55%)
- Knowing that there are ways to provide feedback and mechanisms for inclusion and accessibility e.g. Council access advisory committees (55%)
- Ensuring feedback and complaint mechanisms are accessible for people with disability (50%)
- Ensuring workplaces' internal systems and processes are accessible (48%).

6. STRATEGIES AND ACTIONS

This section should contain the strategies and actions for how council will support disability inclusion in each of the four key focus areas.

The following section sets out the actions that Council will take to promote access and inclusion in response to:

- Developing positive community **attitudes and behaviours**
- Creating **liveable communities**
- Supporting access to **meaningful employment**
- Improving access to services through better **systems and processes.**

1 ATTITUDES AND BEHAVIOURS							
	Strategy	Action	Indicator	Responsibility	Estimated Costs (exclusive of staff time)	Time frame	CSP theme/ priority
1.1	Continue to support the role and function of the Ballina Shire Access Reference Group (ARG)	Conduct bi-monthly meetings with ARG	Meetings held	Strategic and Community Facilities Group	\$ 0 integrated into existing access and inclusion activities	Ongoing	Connected Community CC 2.3 Assist disadvantaged groups in our community
1.2	Work with community event organisers to ensure that their events are inclusive and accessible	Prepare inclusion and access guidelines for cultural and community events Review Council events and implement strategies to improve access	Participation rates of people with disability at community events.	Strategic and Community Facilities Group & Councils Events Support Officer	\$ 0 integrated into existing activities	1 year	Connected Community CC 2.3 Assist disadvantaged groups in our community
1.3	Incorporate images of people with disability into plans and corporate documents	Council documents and websites to included people with a disability	Images included	Corporate Communications	\$ 0 integrated into existing activities	Ongoing	Connected Community CC2.2 Create events and activities that promote interaction and education, as well a sense of place
1.4	Increase Council staff awareness of access and inclusion	Conduct disability awareness training for staff	Training conducted	Risk and Human Resources	\$ 0 integrated into existing training program	Ongoing	Connected Community CC2.3 Assist disadvantaged groups in our community

1

ATTITUDES AND BEHAVIOURS

	Strategy	Action	Indicator	Responsibility	Estimated Costs (exclusive of staff time)	Time frame	CSP theme/ priority
1.5	Promote inclusion and recognise the contribution of people with disabilities	<p>Ensure that our systems and services meet the needs of people with disabilities</p> <p>Utilise quarterly Community Connect publication to highlight the work of Council's Disability Access Reference Group</p>	<p>Council's Access and Inclusion Team to monitor</p> <p>Articles in Community Connect</p>	<p>Strategic and Community Facilities Group</p> <p>Strategic and Community Facilities Group</p>	\$ 0 integrated into existing access and inclusion activities	<p>Ongoing</p> <p>Ongoing</p>	<p>Connected Community</p> <p>CC2.3 Assist disadvantaged groups in our community</p>

2 LIVEABLE COMMUNITIES							
	Strategy	Action	Indicator	Responsibility	Estimated Costs (exclusive of staff time)	Time frame	CSP theme/ priority
2.1	Assess the suitability of existing community facilities	Undertake disability access audits of Council's community facilities	Audits undertaken	Strategic and Community Facilities Group	\$ 0 integrated into existing access and inclusion activities	Assess the suitability of existing community facilities	Undertake disability access audits of Council's community facilities
2.2	Improve awareness of accessible toilets throughout the shire	Implement a program to promote the location of accessible public toilets	Accessible toilets listed on Council's website and the national toilet map	Strategic and Community Facilities Group	\$ 0 integrated into existing access and inclusion activities	1 year	Connected Community CC 1.3 Monitor the built infrastructure and service delivered to the community to ensure relevant standards are met
2.3	Maintain a network of Continuous Accessible Paths of Travel (CAPT)	Continue to construct CAPT and repair sections as required	Additional CAPT constructed All new community amenities to be accessible via CAPT	Civil Services Group	\$ 0 integrated into existing Civil Services works program	Ongoing	Connected Community CC 1.3 Monitor the built infrastructure and service delivered to the community to ensure relevant standards are met
2.4	Provide access to streetscapes and community spaces	Ensure access and inclusion outcomes are key criteria in all new infrastructure projects Develop accessible design guidelines for Ballina Shire	Universal accessible open space and streetscapes constructed Guidelines developed	Strategic and Community Facilities Group & Civil Services Group	\$ 0 integrated into existing access and inclusion activities	Ongoing 2 years	Connected Community CC 1.3 Monitor the built infrastructure and service delivered to the community to ensure relevant standards are met

3 MEANINGFUL EMPLOYMENT							
	Strategy	Action	Indicator	Responsibility	Estimated Costs (exclusive of staff time)	Time frame	CSP theme/ priority
3.1	Maintain employment opportunities for people with disabilities	Continue to support the employment of the Regional Works Crew	Regional Works Crew maintained	Risk and Human Resources	\$ 0 integrated into existing staffing costs	Ongoing	Connected Community CC2.3 Assist disadvantaged groups in our community
3.2	Increase opportunities for people with disabilities to enter the workforce	Implement disability employment audit program Register as an employment provider under the NDIS	Audit completed Ballina Shire Council registered with the NDIS	Risk and Human Resources	\$ 0 integrated into planed Risk and Human Resources activity	2 years	Prosperous Economy PE 2.2 Enhance transport and other business networks Connected Community CC2.3 Assist disadvantaged groups in our community
3.3	Increase awareness of working with people with a disability	Provide access and inclusion training to all new staff	Training completed	Risk and Human Resources	\$ 0 integrated into existing training program	2 years	Connected Community CC2.3 Assist disadvantaged groups in our community
3.4	Improve opportunities for participation in Council's workforce	Ensure recruitment methods provid people with a disability the opportunity to apply for positions	Recruitment processes is not discriminatory	Risk and Human Resources	\$ 0 integrated into planed Risk and Human Resources activity	Ongoing	Connected Community CC2.3 Assist disadvantaged groups in our community

4 SYSTEMS AND PROCESS							
	Strategy	Action	Indicator	Responsibility	Estimated Costs (exclusive of staff time)	Time frame	CSP theme/ priority
4.1	Council information is accessible to all people regardless of ability	<p>Provided training to staff in the creation of accessible documents</p> <p>Audit of Council's website to be compliant with WCAG 2.0 AA</p>	<p>Council information is available in a range of formats that meet the needs of people with a disability</p> <p>Council documents and websites meet the requirements of the WCAG 2.0 AA</p>	Risk and Human Resources	\$ 0 integrated into existing training program	1 Year	<p>Engaged leadership</p> <p>EL 1.1 Facilitate and develop strong relationships and partnerships with the community</p>
4.2	People of all abilities have the opportunity to participate in community process	Ensure that any new community facilities with meeting rooms incorporate hearing loops	New facilities are equipped with hearing loop systems	Strategic and Community Facilities Group	\$ 0 integrated into the building design process	Ongoing	<p>Engaged leadership</p> <p>EL 1.2 Involve our community in the planning and decision making process of Council</p>
4.3	Ensure that Council's community engagement processes are accessible and inclusive	Provided training to staff on inclusive community engagement	<p>People with disabilities have the opportunity to participate in community consultations</p> <p>Interpreter provided for Council meetings and community consultations upon request</p>	All of Council	\$ 90 per hour of interpreter services	Ongoing	<p>Engaged leadership</p> <p>EL 1.2 Involve our community in the planning and decision making process of Council</p>

7. MONITORING AND EVALUATION

This section identifies how council will report on implementation of the DIAP within council and to the community.

It is important that the monitoring and evaluation framework identifies:

- The process for reporting annually on the DIAP action items
- How council will engage with people with disability on an ongoing basis about the progress of the DIAP.

Ballina Shire Council's Access and Inclusion Team will oversee and monitor the implementation of Council's DIAP. The actions will be integrated into Council's Delivery Program and reporting on progress on the plan's delivery will occur every quarter.

The DIAP and its actions will become a permanent agenda item for Council's Access Reference Group (ARG). The ARG will suggest modifications of strategies and actions to ensure the anticipated outcomes are met. Council's Strategic and Community Facilities Group will continue to service the ARG and report on the actions arising out of the DIAP.

Many of the actions in the DIAP are a continuation of the work Council is already doing and will continue to do. Some of the actions listed in the DIAP are not funded and the funds will be subject to Council's annual budget process. When Council constructs new facilities or amenities the needs of people with a disability will become a key consideration in the process.

Council understands it has a legal responsibility to provide services and facilities that do not discriminate against people with a disability. Council will continue to improve access and inclusion to its services and facilities. This DIAP is a demonstration of Council's commitment to continually improving the Ballina Shire community to meet the needs of all residents regardless of ability.

PUBLICATION OF DIAP

Council must, as soon as practicable after 1 July 2017 give a copy of its DIAP to:

- The Disability Council NSW, and
- Make the plan publicly available.

The Disability Council NSW provides the following instructions for submission of a DIAP:

- **Check your DIAP against the Disability Council Checklist for DIAPs**
- **Submit a weblink to your DIAP by email to:**
DisabilityCouncil@facns.gov.au on or before 1 July 2017.