

Disability Inclusion Action Plan 2023-2025



Adopted 23 November 2023

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Public Statement of Commitment

Message from the Mayor and General Manager

The introduction of the *NSW Disability Inclusion Act 2014* (DIA) has seen the NSW Government move from simply providing services, towards actions to include people with disabilities in all aspects of our communities, consistent with contemporary policy and practice.

Bogan Shire Council takes pride in its ability to provide a Comfortable Country lifestyle. To achieve this, we must recognise a socially just community is one where everyone has fair and equal access to services.

It is important to acknowledge some people need more support than others. Council recognises older people and people with a disability as being in need of this additional level of support.

Bogan Shire Council's Disability Inclusion Action Plan will assist Council to make targeted and continual effort to reduce barriers disabled people face when living, working and visiting the Bogan Shire.

Vision for Inclusion

Bogan Shire Council's vision is "Comfortable Country Living". Our mission is to provide a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:

1. Having respect for other people

We treat everyone equally and work to build and maintain mutual respect amongst ourselves, as Shire staff and councillors, as well as with our customers.

2. Providing responsive customer service

We recognise that our main function is to serve our local community and we make every effort to deliver quality services in a way that meets, or exceeds, their expectations.

3. Taking pride in Nyngan and the greater Bogan Shire

We take pride in doing what we do well to make a difference for the benefit of the whole Bogan Shire community to preserve and improve our "comfortable country living".

4. Working together as a team to get things done

We build teams that work together in a positive and supportive way to get the job done. Teams know that they rely on each individual to do their part and we encourage healthy two-way feedback.

5. Being accountable for our decisions and actions

We accept responsibility for the decisions and actions that are taken on behalf of our community. Individually, all Council staff have ownership of their tasks and duties to make sure that we get the job done to the best of our ability.

6. Acting with integrity and honesty

Our dealings are open and transparent. We can be trusted to do the right thing and we strive to provide the best value for money to the community, our customers.

7. Demonstrating strong leadership

Together with our community we have established a vision for the future of our Shire and we are committed to planning for and leading the achievement of our community's strategic goals.

Principles of Inclusion

Bogan Shire Council has developed a number of goals built around what our community has told us about their aspirations and ideas for Bogan Shire and for a connected and cohesive community with opportunities for all residents and visitors to fully participate in the social, cultural, recreational and educational activities which build a community. These are:

1. Social

An inclusive community that works together and is able to access services and opportunities to support our comfortable country living.

2. Infrastructure

Construct and manage reliable and efficient community assets that provide access to quality services.

3. Environmental

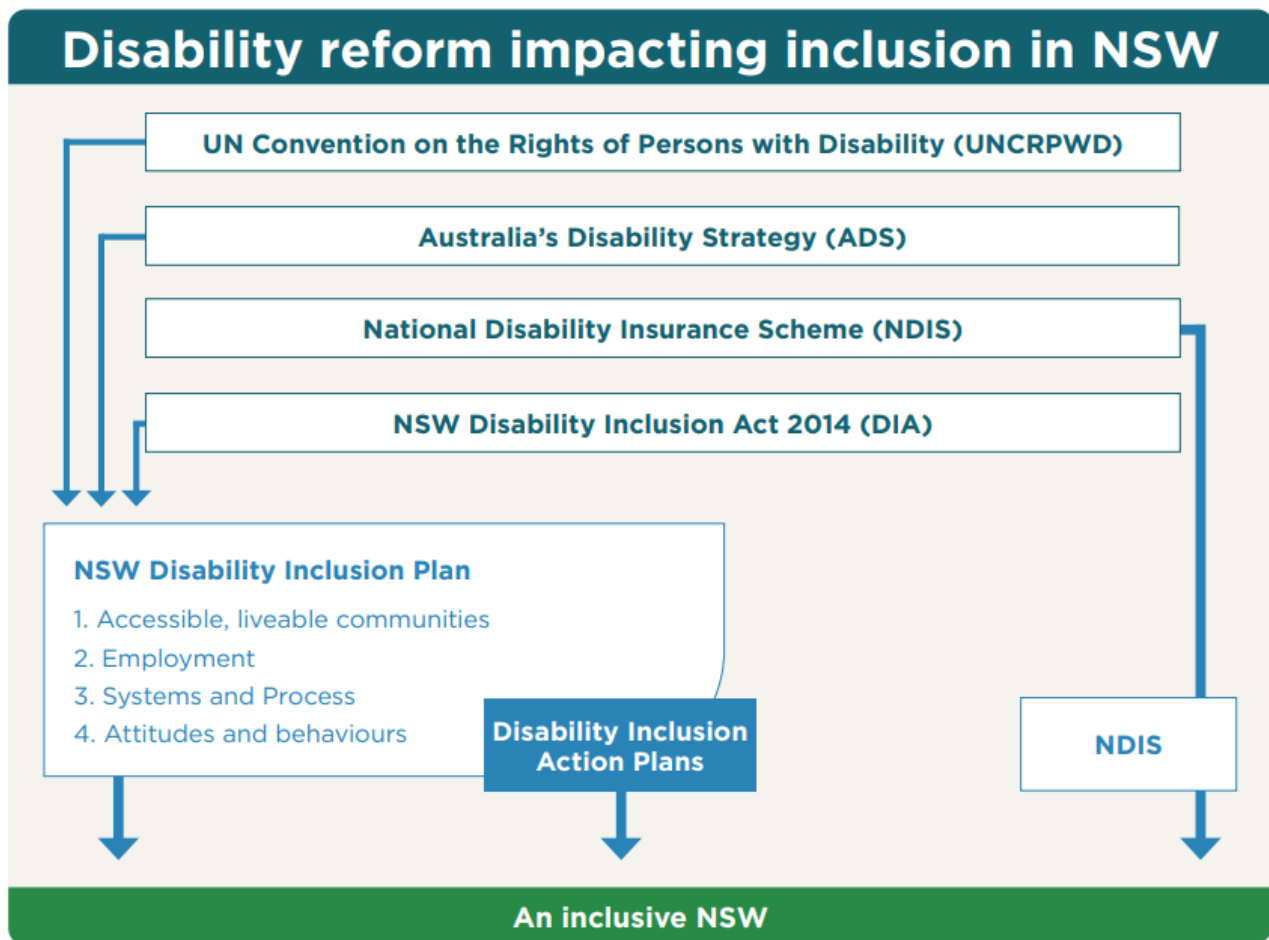
To support, enhance and preserve the environment of our Shire through sound planning and management practices to ensure a sustainable, healthy and safe community.

4. Economic

A vibrant local economy with a diversity of successful businesses that provide local employment opportunities and contribute to a prosperous community.

5. Civic Leadership

Strong, transparent and effective governance with an actively engaged community to ensure we remain Fit for the Future.



Source: [NSW Disability Inclusion Action Planning Guidelines 2022](#)

International

United Nations Convention on the Rights of Persons with

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), ratified by Australia in 2008, acknowledges that people with disability have the same human rights as those without disability.

This commits participating governments to ensure these rights can be exercised and that barriers are removed. The UNCRPD supports the social model of disability. This recognises that attitudes, practices and structures are disabling and can create barriers to people with disability from enjoying economic participation, social inclusion and equality which are not an inevitable outcome of their disability.

National

Australian Disability Strategy 2021-2031

The Australian Disability Strategy 2021-2031 (ADS) replaces and builds on the National Disability Strategy 2010-2020, and is a national framework that all governments in Australia have signed up to. It sets out a national plan for improving life for Australians with disability, their families and carers, to support Australia's commitment under the UNCRPD.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) delivers a national system of disability support focused on the individual needs and choices of people with disability. The NDIS gives participants more choice and control over how, when and where supports are provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers.

State

Disability Inclusion Act 2014

The *Disability Inclusion Act 2014 (DIA)* defines disability as:

“In relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others.”

This definition reinforces the importance of the social model of disability which focuses on the interaction between people living with a range of impairments and their physical and social environment. Disability is not just about the individual or their impairment. The responsibility to break down barriers lies with the whole community.

The DIA’s person-centred approach provides the legal foundation for regulating supports, services, and funding to people with disability until full transition to the National Disability Insurance Scheme (NDIS). The DIA mandates the development of the NSW Disability Inclusion Plan and individual state government agency disability inclusion action plans to support people with disability beyond the NDIS.

Local

Disability Inclusion Act 2014

The Disability Inclusion Act 2014 (DIA) also encourages planning and coordination across state and local government to reduce barriers for people with disability. It mandates local government to undertake disability inclusion action planning while recognising that disability action planning is not a new approach for some councils.

The DIA also builds on existing social equity requirements within the Integrated Planning and Reporting framework to strengthen local government commitment to inclusion, consultation, and rights for people with disability.

It is essential to consider the diversity of people with disability in action planning for inclusion. ‘People with disability’ does not refer to a readily identifiable group, but to a wider community who may need support to fully participate in society, whether temporarily or throughout their lives. This might include, for instance, people with changing abilities due to ageing, people with a temporary illness or injury that affects their ability to participate, children with disability, Aboriginal and Torres Strait Islander people with disability, or people with disability from culturally and linguistically diverse backgrounds.

Other legislation and standards informing Council’s work:

- *Commonwealth Disability Discrimination Act 1992, NSW Anti-Discrimination Act 1977, NSW Government Sector Employment Act 2013, NSW Carers Recognition Act 2010, Local Government Act 1993, and Local Government (General) regulation 2021*

Community Profile

In 2018, 405 people (15.2% of the population) living in the Bogan Shire identified as having a disability. Of that, 153 people (5.7% of the population) identified as having a severe or profound disability (Australian Bureau of Statistics, last updated 2018).

In June 2022, 80 people (or 3.25% of the population) aged between 16 and 64 in the Bogan Shire received the disability support pension (DSS Payments by Local Government Area, data.gov.au).

In October 2023, the Roads and Maritime Services had 66 registered holders of Mobility Parking Scheme permits, of which 31 were revocations, 17 were renewals, and 13 were issued (Transport for NSW Mobility Parking Scheme Report).

Council Activity

Council carries out a range of activities to meet our objectives in the Community Strategic Plan, including the following, which have specific relevance to the *Disability Inclusion Act 2014*.

Bogan Shire CSP Goals

1. SOCIAL

GOAL:

An inclusive community that works together and is able to access services and opportunities to support our comfortable country living.

OUTCOMES:

- Social and Cultural: Our community enjoys and actively participates in our rich culture, social environment and communal vibe.
- Community Centres: Our community uses and values the educational, recreational and social opportunities provided by our community centres.
- Inclusive Communities: Children, older people and people with disabilities are supported, feel secure, valued and are engaged in our community.
- Education: Access to opportunities for education at all levels.
- Public Health: Our community has access to the medical services, facilities and programs it needs to enhance and protect our health.
- Emergency Services: Our fire, police and ambulance services provide effective and efficient services to the community to protect property and the safety of our community.

STRATEGIES:

- Continue to support and create opportunities for community festivals, events and cultural activities through planning, marketing, direct involvement and various forms of assistance.
- Provide and maintain Nyngan Pool facilities to cater for a variety of users.
- Maintain and improve our parks, gardens and playgrounds to promote their use and enjoyment by the whole community and our visitors.
- Maintain and improve our sports grounds and active recreational facilities to promote the good health and well-being of the community through the diversity of sport and recreation on offer.
- Provide well maintained community halls and other similar facilities for community use.
- Provide well maintained Shire showground and equestrian facilities for community use.
- Provide well-maintained Youth and Community Centre with opportunities for recreational, educational and cultural activities.
- Identify and support the social services needs of people with disabilities in the community and provide infrastructure to support assisted and independent living and social interaction.
- Provide a range of high quality primary and secondary education and vocational training facilities and opportunities.
- Provide support and encouragement for local people to obtain work in Bogan Shire after completing tertiary education.

- Work with the community and the State Government to ensure medical, dental, specialist, mental health and allied health services and facilities meet the needs of residents and visitors.

2. INFRASTRUCTURE

GOAL:

Construct and manage reliable and efficient community assets that provide access to quality services.

OUTCOMES:

- Transport Networks: Our well-constructed and maintained transport network enables safe and efficient movement of people and freight throughout the Shire.

STRATEGIES:

- Efficient local and regional transport networks that meet community and business needs.

3. ENVIRONMENTAL

GOAL:

To support, enhance and preserve the environment of our shire through sound planning and management practices to ensure a sustainable, healthy and safe community.

OUTCOMES:

- Built Environment: Our Shire is enhanced through respectful planning processes and facilitation of development in accordance with statutory requirements.
- Natural Environment: Our open space areas are protected and appropriately managed to preserve their valued use and biodiversity whilst minimising the impact of pollution and weeds on the environment.

STRATEGIES:

- Ensure our community's buildings are safe, healthy and maintained.
- Provide safe, high quality, well serviced and maintained parks.

4. ECONOMIC

GOAL:

A vibrant local economy with a diversity of successful businesses that provide local employment opportunities and contribute to a prosperous community.

OUTCOMES:

- Public Transport and Air Services: We have reliable, cost-effective and regular public transport and air services linking the Shire to Dubbo and beyond.

STRATEGIES:

- Maintain airport facilities to meet required standards.

5. **CIVIC LEADERSHIP**

GOAL:

Strong, transparent and effective governance with an actively engaged community to ensure we remain Fit For The Future.

OUTCOMES:

- Managing our Business: Effective and responsive management of Council's resources and activities to deliver on our goals and strategies.

STRATEGIES:

- Manage our people effectively to ensure Council meets its goals and can implement its mission and deliver on its vision.

Community Consultation

Council staff advertised and distributed a survey to the community via Facebook, Council's website, the local newspaper, and the local radio station. Surveys were also made available at various Council buildings around town. Surveys were also directly sent to identified stakeholders, including schools, support service providers, and other various organisations. Survey responses were also taken and transcribed over the phone by Council staff.

A different survey was distributed internally to Council staff to gain more insight about how Council can improve the accessibility of the services we provide from the staff's point of view, as a person with a disability or a person who provides services to people with a disability.

What people told us:

Key community responses highlighted the importance of accessibility in the local community and having access to appropriate services and recreational and social opportunities.

Positive feedback for Council services included the accessibility of the majority of Council services, facilities, and activities, and the repaving of the main street's walkways.

Most challenges identified by participants related to mobility around the built environment.

What the community said was most important for an accessible environment:

1. *Footpaths*
2. *Physical access to Council buildings (ramps, wide doorways, low service desks)*
3. *Accessible toilets*
4. *Adequate accessible parking with proper signage*
5. *Accessible website and documents*
6. *Activities for people with a disability to participate in*
7. *Warm water in the pool changeroom facilities*

Challenges around four focus areas:

1. Positive attitudes and behaviour

Stereotypes and negative attitudes about disability cause barriers to full access and inclusion. Many people make assumptions based on what they think people with a disability can and cannot do, should or should not do. Attitudes to people with a disability should not be determined by fear or ignorance and Council can play a role in promoting positive community behaviour.

Common themes and suggestion for change include:

- *Increase visibility of people with a disability in Council and community publications*
- *More education for the community about the broad range of disabilities*
- *More awareness among businesses about the value of employing people with a disability*
- *Invite and including people with a disability to council-run events*

2. Liveable communities

It is important that all people can move about easily to access facilities and services and participate in community life.

Pedestrian access was considered the most important need, with calls for the footpath network to be improved and better maintained. The lack of ramp access to multiple Council buildings was also an issue raised.

Common themes and suggestions for change included:

- *Ensure Council facilities are physically accessible (ramps, wide doorways, low service desks)*
- *Footpaths are level and in good order*
- *More accessible public toilets and change facilities*
- *More disabled parking, and better signage to clearly communicate where this parking is*
- *Accessibility for people with mental disabilities and sensory issues*

3. Employment

Meaningful employment contributes to independence and feelings of self-worth. Opportunities to work in paid and volunteer roles are important. Local employment, especially for school leavers, is important for the long-term future of the community.

Common themes and suggestion for change included:

- *Provide more opportunities for meaningful employment for people with a disability*
- *Provide accessible workplaces and volunteer opportunities*
- *Ensure accessible recruitment practices – simple forms and language*

4. Service systems and processes

Some Council information is difficult to access and is only available in print format. Service information and processes don't allow for people with a range of disabilities.

Common themes and suggestion for change included:

- *Keep information simple*
- *Provide an accessible website with accessible documents*

Action Plan – Focus Areas

Whilst it is a legislative requirement to have a Disability Inclusion Action Plan, and it does provide Council with a valuable guide to address certain issues, it needs to be acknowledged that for practical and financial reasons, Council has to address these issues over a period of time and cannot do so immediately.

1. Positive attitudes and behaviour

Strategic Goal: To promote positive attitudes and behaviour towards people with disabilities.						
Need	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan link
To Promote Positive Attitudes and Behaviour	Audit website and Council publications to ensure images include people with disabilities and that language is appropriate	Engage social media/IT consultant to review website and recommend suitable updates	An accessible website	General Manager	2024	1.3.4 5.2.4
		Design, adopt and implement Council publications to DIAP requirements	Accessible Council documents	General Manager	2024	
	Liaise with the Interagency Group for ways to provide opportunities for people with disabilities		Attend Interagency Group meetings and ensure disability opportunity remains on agenda	Director People and Community Services	Monthly	1.3.4

2. Liveable communities

Strategic Goal: To have safe and accessible community facilities.						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
The need to improve the availability of disabled access to public toilets	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Undertake review and evaluation of need and further consultation Add all new accessible toilets to the National Public Toilet Map	Accessible toilets at all Council buildings	Director Development and Environmental Services	2023-2025	1.1.1 1.2.1 1.2.3 1.2.4 1.2.5 1.3.4 4.3.2
No ramp access to some Council buildings	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Audit Council buildings and facilities to ensure accessibility Recommend budget allocation to modify	Accessible entry point at all Council buildings	Director Development and Environmental Services	2023-2025	1.3.4 1.2.4
Front counter in the Bogan Shire Council admin building too high for wheelchair users to see over	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Design and modify an accessible front counter	An accessible front counter	Director Engineering Services	2023-2025	1.3.4 1.2.4
Some doorways in Council buildings not wide enough for wheelchair access	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Investigate processes to widen some narrow doorways throughout Council buildings	Wheelchair accessible doorways in Council buildings	Director Development and Environmental Services	2023-2025	1.2.4 1.2.7 1.3.4
Need more paths across grassed area at showground and racecourse for wheelchair access	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Investigate ways to make grassed areas more accessible and build pathways	An accessible showground and racecourse	Director Engineering Services	2023-2025	1.3.4 1.2.5

Strategic Goal: To have safe and accessible community facilities.						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
Uneven pathways, littered with grass and stones (wheelchair tipping risk), and dangerous exit/entry points (wheelchair scraping risk)	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Maintain and repair existing pathways	Accessible and safe footpaths	Director Engineering Services	2023-2025	1.3.4 2.1.1
Some areas of town have no footpaths	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Explore funding options to extend footpath network	Accessible and safe footpaths	Director Engineering Services	2023-2025	1.3.4 2.1.1
Lack of access from roadway crossings to footpaths	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Install gutter ramps between roadway crossings and footpaths	Accessible and safe footpaths	Director Engineering Services	2023-2025	1.3.4 2.1.1
Inadequate disabled car parking at Rotary Park/river precinct	Review and evaluate need for parking and report to Council for consideration in annual budget	Investigate the number and placement of disabled car parks and if necessary install new ones	Sufficient disabled car parking at Rotary Park/river precinct	Director Engineering Services	2023-2025	1.3.4 2.1.1
Weather damage prevents continuous installation of the pool lift chair	Store pool lift chair away to preserve it	Install signage at pool entrance to notify users that the chair is available upon request	Increased pool accessibility Preservation of accessibility equipment	Director Development and Environmental Services	2023-2025	1.2.1

Strategic Goal: To have safe and accessible community facilities.						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
Inadequate disabled car parking for rear access vehicles to avoid passengers and wheelchairs not being unloaded in traffic lanes	Review and evaluate need for parking and report to Council for consideration in annual budget	Design and install a well located parallel disabled car park, large enough to fit a mini bus, whereby passengers and equipment can be safely unloaded from the rear	A safe disabled car parking option for larger vehicles and vehicles which are accessed from the rear	Director Engineering Services	2023-2025	1.3.4 2.1.1
Disabled car parking needs to be clearly signed	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Install pole signs at the front of all disabled car parks	The location of disabled parking throughout town is clear	Director Engineering Services	2024	1.3.4 2.1.1
Accessibility for people with mental disabilities and sensory issues	Review and evaluate need for facility and – if required – consider in Council’s annual budget	Replace current lights with dimmable bulbs. Implement “quiet hour” at Bogan Shire Library (dimmed lighting)	The library is more accessible	Director People and Community Services	2023-2025	1.2.7 1.3.4

3. Employment

Strategic Goal: Enhance employment of people with a disability within Council						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
People with disabilities are encouraged to apply for employment at Council and to feel included.	Actively facilitate and encourage the employment of people with a disability.	Conduct and respond to staff disability inclusion survey	Survey completed by staff and results collated	Director People and Community Services	2023-2025	1.3.4
		Develop Council's Workforce Management Plan to include best practise guidelines for inclusion	Workforce Management Plan includes best practise guidelines for Inclusion	Director People and Community Services	2023-2025	1.3.4 5.2.4
		Review recruitment processes, forms and language for accessibility	Recruitment forms and processes are easy to understand by all.	Director People and Community Services	2023-2025	1.3.4 5.2.2

4. Service Systems and Processes

Strategic Goal : Information is provided in a variety of formats						
Issue	Action	Activities	Measurement	Responsibility	Timeframe	Community Strategic Plan Link
Council information needs to be accessible by all users	Carry out activities to make information accessible	Review current communications mechanisms to ensure compliance with accessibility standards	Accessible Council information	General Manager	2023-2025	5.2.4
		Develop plan for website content compliance with disability standards		General Manager	2023-2025	5.2.4
		Investigate technologies to enhance the access of customer service experience across council (e.g. National Relay Service and Short Message Service (SMS))		Director Finance and Corporate Services	2023-2025	5.2.4
		Provide key Council information to Interagency Group		Director People and Community	2023-2025	5.2.4

Risk Assessment

No.	Description of Risk	Potential Consequences	Initial Risk Rating (High, Medium, Low)	Control Measures	Residual Risk
1.	Council's Disability Inclusion Action Plan	Unattainable objectives Unrealistic timeframes	H	Councils DIAP should be realistic and reflect attainable strategic objectives (SMART) Regular review and reporting on goals and targets by management executive	M
2.	Human Resourcing	Insufficient resourcing to deliver strategy Inexperienced staff Lack of technical expertise on subject matter Staff turnover (loss of strategic, intellectual knowledge) Recruitment	H	Council to allocate sufficient staff so goals are achievable Training options to be considered and provided if necessary Council to engage third-party consultants if required Knowledge of DIAP to be shared across departments Works program to consider need for additional staffing throughout project life	L
3.	Financial	Inaccurate works estimates Limited budget allocation Costs exceeding usage (patronage)	H	Detailed costing estimates to be provided prior to commencement of any works Financial allocations for intended works to be budgeted in advance of financial year. All work costing to be regularly reviewed at budget review meetings Council should provide cost benefit analysis per venue	M
4.	Asset (existing structures)	Current asset conditions may require additional works Insufficient budget allocation	H	Detailed site inspections to be undertaken prior to works. CBA to be undertaken to establish whether refurbishment or replacement of existing structure is required	L
5.	Liability (public)	Unlicensed works	M	Only licenced tradesperson to perform work	L

		Defective works Works not constructed to BCA/Australian Standards		Works to be inspected and cleared prior to use by community All works to be done in accordance with Codes and Standards. All designs and certifications to be recorded in TRIM	
6.	Safety (workers)	Unsafe structures Asbestos Unqualified Contractors	M	All structures to be assessed prior to commencements of works Asbestos to be identified and controlled according to Council policy, procedure, Safety Management System and Legislative requirements All external contractors to be selected in accordance with Council procedure	L
7.	Reputational (community)	Waste of financial resources Increase to rates Plan not delivered in accordance with community expectations	M	Community engagement strategy in place for DIAP Accurate costing and detailed program of works Progress reports delivered regularly to community	L