



clarence
VALLEY COUNCIL



**DISABILITY
INCLUSION
ACTION PLAN**
2017-2021



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Message from the Acting General Manager.



Each time Council goes to residents and asks what sort of society they would like to live in, an overriding theme is they want to be part of a community that is caring and inclusive.

They want a society where every member is valued, where everyone has equal opportunity and where support is provided to those that need it most. These are not hollow words. They are heartfelt. Governments at all levels need to implement policies that reflect those community aspirations.

And that, in part, is what this document is about. The Clarence Valley Council's Disability Inclusion Action Plan aims to help create a region that is accessible and inclusive of everyone – where people with disability have equal opportunity to utilise the public space and life of the Clarence Valley.

There is substantial change occurring across the disability sector in Australia and local government has an important role to play in supporting people with disability to live meaningful and fulfilling lives.

The NSW State Disability Inclusion Action Plan has four key focus areas for action to improve access and inclusion across the community; developing positive community attitudes and behaviours, creating liveable communities, supporting access to meaningful employment and improving access to mainstream services through better systems and processes. This plan aligns its focus and actions to these four key areas.

Council is committed to maintaining genuine dialogue with people with disability over the next four years as the plan is being implemented. We will become a community that is more inclusive of people with a disability. It will build on and complement work done by the Clarence Valley Council access committees, and it will be ongoing.

This council is committed to improving access and inclusion for people with a disability as, we believe, this plan demonstrates.

Ashley Lindsay
**Acting General Manager,
Clarence Valley Council**

Background.

This Disability Inclusion Action Plan 2017 - 2021 provides a guide to how Council will meet its responsibilities in regard to people with disability and the NSW Disability Inclusion Act 2014.

The NSW Disability Inclusion Act 2014 requires NSW Government agencies and local councils to prepare a coordinated and unified Disability Inclusion Action Plan by 1 July 2017.

It is a requirement that all Disability Inclusion Action Plans cover the following key focus areas:

1. developing positive community attitudes and behaviours;
2. creating liveable communities;
3. supporting access to meaningful employment; and
4. improving access to mainstream services through better systems and processes.

Over the next four years Council will undertake a number of actions to support people to fully participate in community life and access Council facilities and services.

Our actions will foster an inclusive environment for people with disability, through policies, practices and high quality services that reflect, recognise and respond to their diverse needs.

Legislation and Policy.

People with disability have the right to freedom, respect, equality and dignity.

Australia's ratification of the United Nations Convention on the Rights of Persons with Disabilities in 2008 reflects the Australian Government's commitment to take action and support a coordinated plan across all levels of government to improve the lives of people with disability, their families and carers.

People with disability, their families and carers have the same rights as all people to access services and facilities. These rights are part of State and Commonwealth policy and legislation, which make it unlawful to discriminate against a person with disability.

The Disability Inclusion Act 2014 is the legislative foundation for Local Government Disability Inclusion and Access planning. The Disability Inclusion Act 2014 is related to International, National and State legislations.

The relationships between the relevant policy and legislative framework is illustrated in Figure 1 below.

Figure 1: Legislative Framework



Legislation and Policy.

The following legislation and standards also inform Council's work:

- Commonwealth Disability Discrimination Act 1992.
- NSW Anti-Discrimination Act 1977.
- Local Government Act 1993.
- Australian Standard (AS 1428) - Design for Access and Mobility.
- Commonwealth Disability (Access to Premises Buildings) Standards 2010.
- Disability Standards for Accessible Public Transport 2002.
- Web Accessibility National Transition Strategy 2010.
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This Disability Inclusion Action Plan is also underpinned by the following principles which support the United Nations Convention on the Rights of Persons with Disabilities (2006):

- Focusing on abilities and not disabilities.
- Fundamental rights for all people.
- Genuine dialogue and participation.
- Improving access and inclusion for all.
- Prudent use of resources.
- Recognising the benefits of collaboration.
- Principles of universal design.
- Access is everyone's business.

What is disability?

The definition of disability in the Disability Discrimination Act 1992 (DDA) is broad and includes behaviour that is a symptom or manifestation of disability.

Disability, with reference to the DDA as it relates to a person means:

- 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:
 - o presently exists; or
 - o previously existed but no longer exists; or may exist in the future; or
 - o is imputed to a person.

The Australian Bureau of Statistic 2015 Survey of Disability, Ageing and Carers found the disability prevalence rate in Australia has remained relatively stable over time, with 18.3 per cent (%) of people reporting a disability in 2015 (compared with 18.5 per cent in 2012 and 2009).

The 2015 Survey of Disability, Ageing and Carers also identified that:

- almost one in five Australians reported living with disability (18.3 % or 4.3 million people);
- the majority (78.5 %) of people with disability reported a physical condition, such as back problems, as their main long-term health condition. The other 21.5 % reported mental and behavioural disorders;
- more than half of those with disability aged 15 to 64 years participated in the labour force (53.4 %), which is considerably fewer than those without disability (83.2 %). These results are consistent with those in the 2012 Survey of Disability, Ageing and Carers.

In 2015, almost 2.7 million Australians were carers (11.6 %), with 856,100 people (3.7%) aged 15 years and over identified as primary carers. These patterns were similar to those in 2009 and 2012.

In 2015:

- the average age of a primary carer was 55 years;
- more than one-third of primary carers (37.8%) were living with disability themselves;
- females made up the majority of carers, representing 68.1% of primary carers and 55.5% of all carers;
- for people aged 15 to 64 years, the labour force participation rate for primary carers (56.3%) and other carers (77.2%) was lower than for non-carers (80.3%).

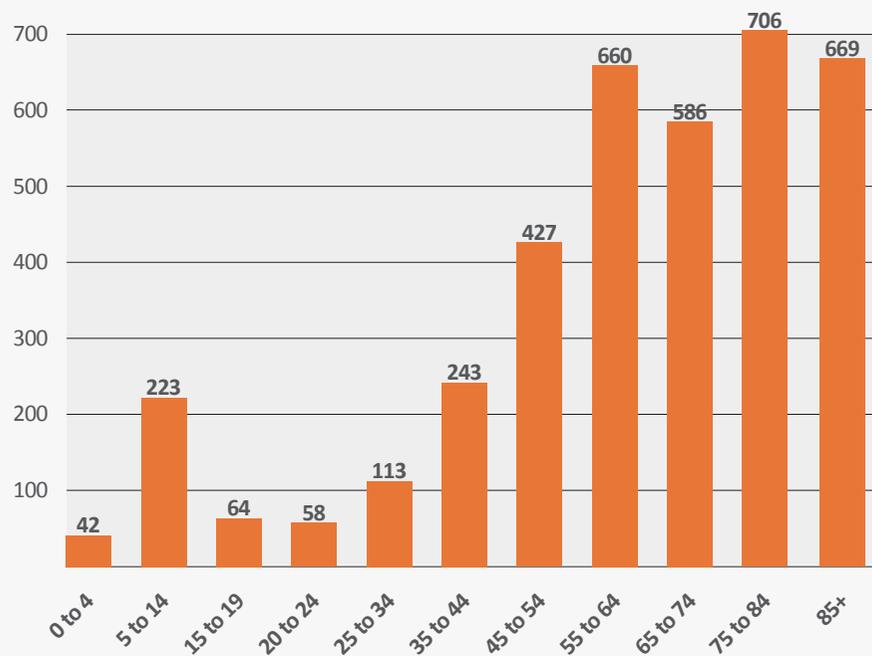
Our society.

According to the 2011 Australian Bureau of Statistics Census the Clarence Valley Local Government area had:

- 49,665 people on Census night;
- 3,791 individuals identified as requiring assistance;
- 5,818 individuals provide unpaid assistance.

That is a total of 9,609 individuals or 19.35% of the population who either require or provide assistance.

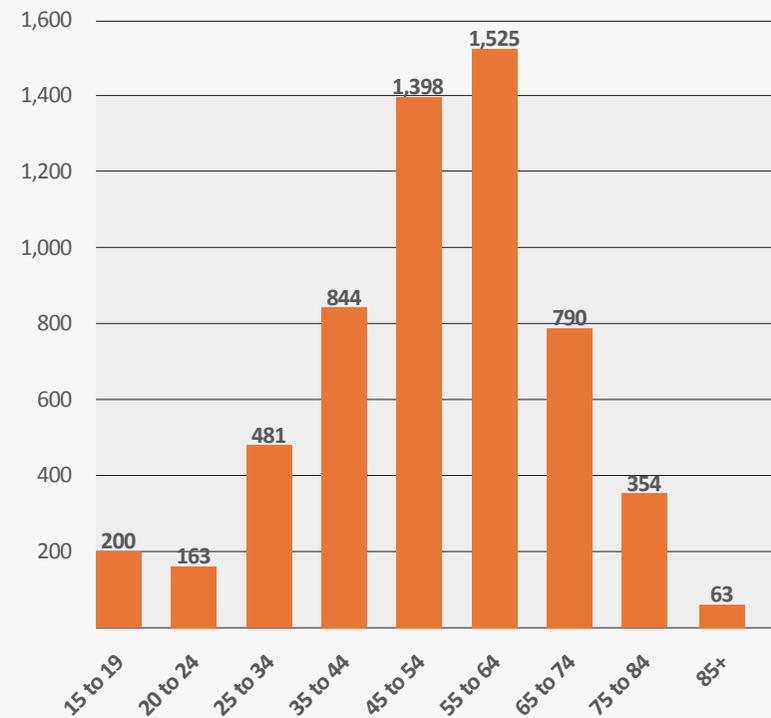
Graph 1: People with Disability by Age Groups.



As our population ages and people live longer it is anticipated the number of people who have a profound or severe disability and require help with core activities such as mobility, self-care or communication will increase.

People who provide unpaid assistance are across all ages. Graph 2 provides information on the age of people who provide unpaid care.

Graph 2: Care Providers – Unpaid



Note...

Statistics help in understanding the numbers of people who have identified as receiving or supplying support. However, as the information was provided to Australian Bureau of Statistics through self-identification, it is likely the actual number of people living with and caring for people with disability in the Clarence Valley community is higher than that advised.

Combined Council community consultation activities.

Clarence Valley Council took a collaborative and region-wide approach to consultation for the Disability Inclusion Action Plan. We worked with six other local councils to ensure a coordinated approach was taken and to share resources.

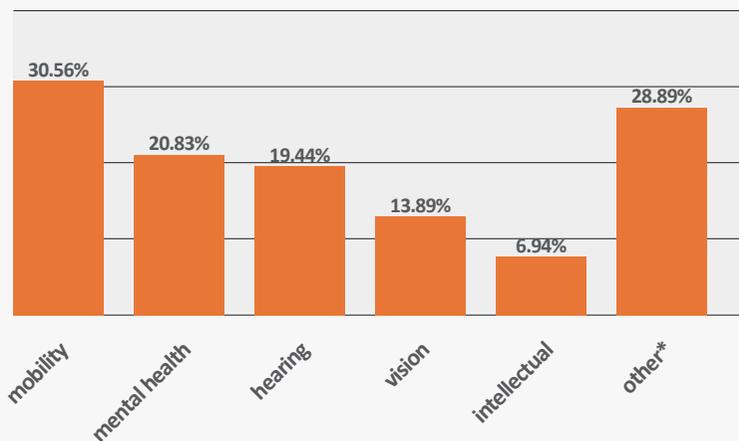
In May 2016 a survey was undertaken across the Clarence Valley, Ballina Shire, Byron Shire, Coffs Harbour City, Kyogle, Lismore City, and Richmond Valley council areas. This collaborative effort resulted in 540 responses across the region from individuals with disability, carers, friends and relatives of people with disability, and a broad range of disability service and advocacy organisations.

What you told Council

The consultation process emphasised the importance of consultation for people with disability about their needs, aspirations, experiences and voices in all stages of information dissemination, maintenance and the creation of public infrastructure and services.

In the consultation processes the following disability types were identified by Clarence Valley respondents:

Graph 3: Disability type.



Note...

Other has high percentage as it includes those who are carers, friends and relatives of people with disability and a broad range of disability service and organisations and other disability that are not covered in the other five categories.*

Percentages add up to more than 100% as an individual may identify with more than one category.

Combined Council community consultation activities.

Attitudes and Behaviours

Objective:

Increase positive and contemporary attitudes towards people with disabilities within the community and within Clarence Valley Council.

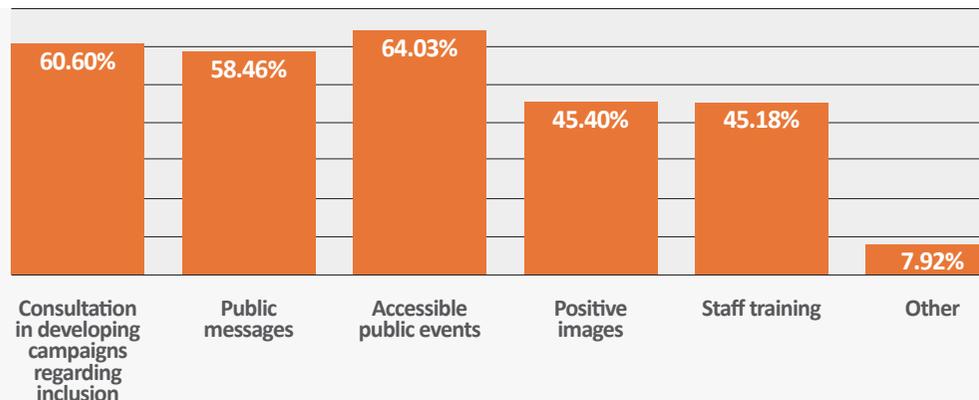
Attitudes toward, and beliefs about, people with disability have been described as the single greatest barrier to full access and inclusion.

Developing positive community attitudes involves increasing public awareness and creating opportunities for interaction.

In order to change attitudes and behaviours towards people with disabilities in the community; you said it was important to:

- involve people with disability in developing communication campaigns regarding inclusion;
- develop public messages and campaigns that highlight inclusion and recognise the rights and contribution of people with disabilities in the community;
- ensure public events are accessible;
- include positive images of people with disability in publications and promotions; and
- integrate staff training on access and inclusion into induction practices.

**Graph 4:
Actions
to change
attitudes &
behaviours**



Note...

percentages add up to more than 100% as an individual may have indicated the importance of more than one category.

Other responses included:

- sometimes disability is invisible or nearly;
- we need to change people's focus from the disability to the person's abilities;
- give people with a disability the opportunity to interact with the community on a regular basis, not just at an event/day;
- acknowledge achievements of people with disability as contributing members of the community to help in build more positive attitudes towards people with disability;
- allow people with disability to make choices in their service delivery; and
- education is the key.

Combined Council community consultation activities.

Liveable Communities

Objective:

To increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

A liveable community is one that is safe and secure, and enables all people to lead active, independent, healthy lives and access their community freely and safely.

Liveable communities for people with disability are about more than increasing physical accessibility. Liveable communities facilitate aspects such as accessible housing, access to transport, community recreation, social engagement and social and business interactions.

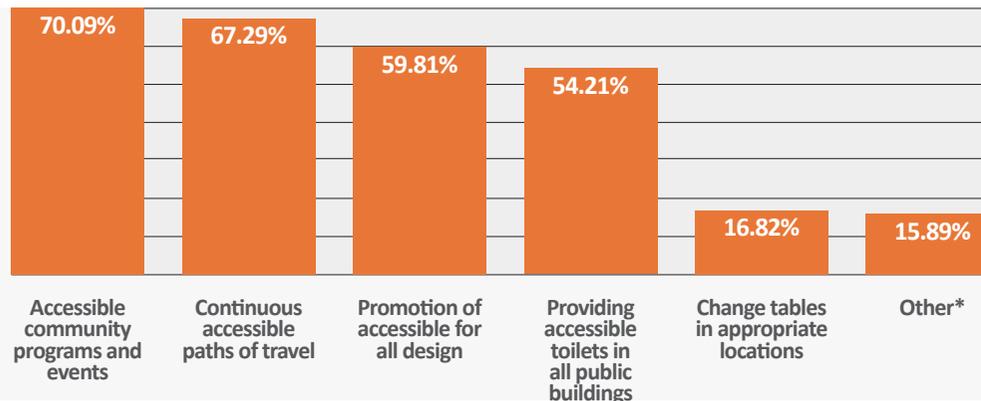
What you said was important for making our community liveable and accessible for people with disabilities:

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

Other comments noted it was important to:

- have a community that accepts and appreciates difference;
- not go overboard on rules;
- promote wider understanding of the needs of people with disability; and
- provide enough personal navigating space to prevent people colliding, easy access to shops from cars; not through pot plants, table and chairs and advertising signs.

**Graph 5:
A Liveable
and
Accessible
Community**



Note...

percentages add up to more than 100% as an individual may have indicated the importance of more than one category.

Combined Council community consultation activities.

Employment

Objective:

Improve inclusive employment practices and increase the rate of meaningful employment of people with disabilities.

Employment contributes to independence and feelings of self-worth, social interaction and mental health and increases opportunities to support individual choice and control.

People with disability have said they experience barriers in accessing information on job opportunities and the recruitment processes, reasonable adjustments to support them in meeting their job requirements and career development opportunities once in a job.

They also advised many applicants with disability don't want to identify as having a disability because they are concerned they will be disadvantaged because of the disclosure.

Applicants with disability are more likely to respond to job advertisements in which the prospective employer actively demonstrates the work environment is fully inclusive.

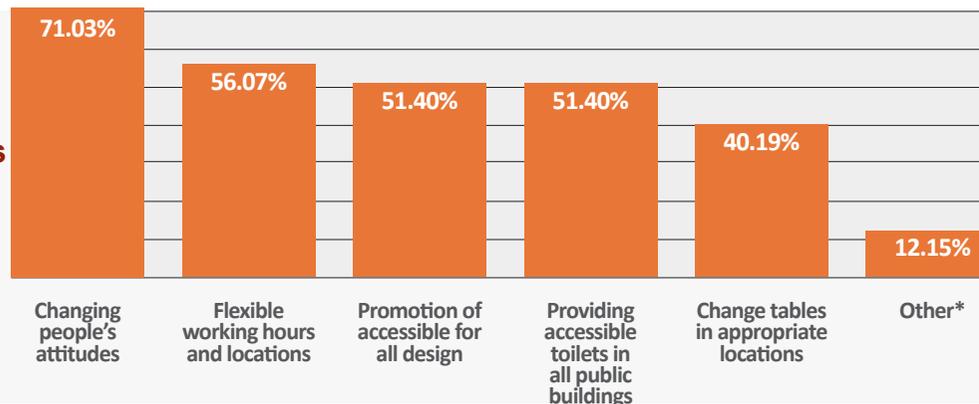
What you said was important for improving employment opportunities for people with disability:

- changing people's attitudes;
- flexible working hours and locations;
- designing roles suitable for people with disabilities;
- accessible workplaces; and
- inclusive recruitment processes.

Other comments noted it was important to:

- having public transport being available in good time slots;
- changing attitudes and not generalising if a person lists they have a disability in the application process;
- it is often best to not list so you have the chance at the job;
- giving people the skills to be able to apply and fulfil duties of a position not just organise an easy "work experience"; and
- provide ownership and responsibility, supported employment, in conjunction with the appropriate training to provide skills that can be used in the future.

**Graph 6:
Improving
employment
opportunities**



Note...

percentages add up to more than 100% as an individual may have indicated the importance of more than one category.

Combined Council community consultation activities.

Systems and processes

Objective:

To ensure that people with disability are able to make informed choices about available services and to easily and efficiently access mainstream government services and other opportunities in the community.

A common issue for people with disability is the difficulty in navigating the systems and processes when seeking support and services. Some of the challenges stem from lack of awareness of the needs of people with disability; systems and processes that do not support accessibility and inclusion; and the lack of accessible options for people to choose from when communicating, accessing information, or providing input or feedback.

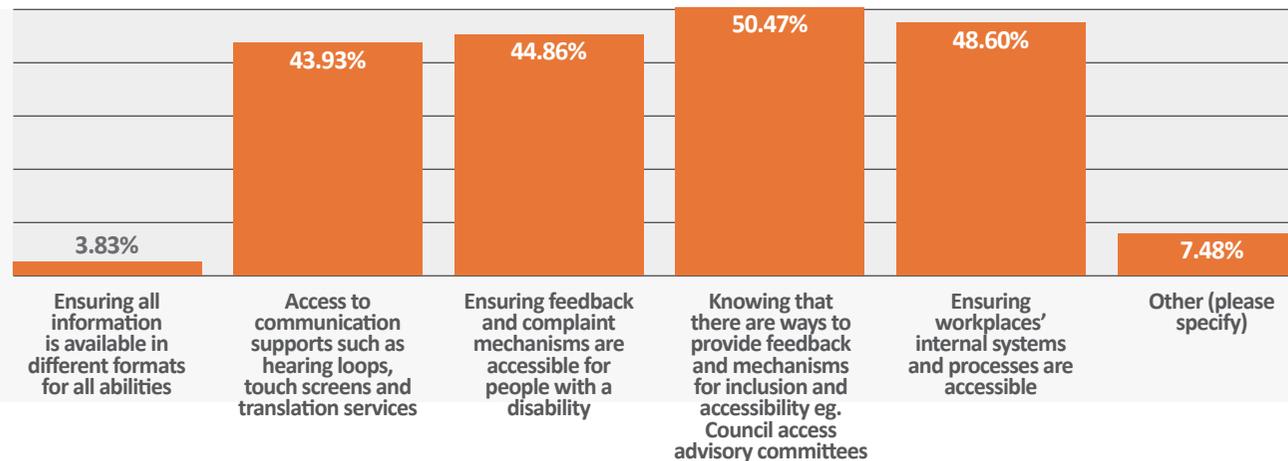
What you said was important for improving accessibility of systems and processes:

- ensuring all information is available in different formats for all abilities;
- knowing there are ways to provide feedback and mechanisms for inclusion and accessibility e.g. Council access advisory committees;
- ensuring feedback and complaint mechanisms are accessible for people with disability;
- ensuring workplaces' internal systems and processes are accessible; and
- access to communication supports such as hearing loops, touch screens, and translation services.

Other comments included:

- Council members need to see and hear what people with disabilities are saying;
- the systems and processes should use user-friendly terminology;
- staff are trained in knowledge of different formats of information and systems; and
- workplace, businesses provide safe, supportive chair within premises for public access so people are able to stand up from a chair without falling.

**Graph 7:
Systems
and
Processes**



Strategies and Actions.

Strategies and actions have been developed by staff across Council based on what you, the community, told us were important.

Attachment A (following pages) lists these deliverables.

Delivery, Monitoring and Evaluation

Over time the actions in this Disability Inclusion Action Plan will become an integrated component of Council's Community Strategic Plan and its associated Delivery Program.

An important part of ensuring the success of the Plan is to monitor and report on the implementation of the actions within the Plan. Council will continue to ensure progress is being made and that actions are being implemented within specified timeframes.

The directorates will report on the actions of the plan as part of the key performance indicators in Council's quarterly Operational Plan reports.

Reporting against deliverables will also be viewed by the Disability Inclusion Action Plan working committee and be included with regular discussions with the Access Committee.

Council will also report on the Disability Inclusion Action Plan action items as part of its annual report.

An annual report on the outcomes against the actions of the plan will be submitted to Disability Council NSW.

An annual review of the Disability Inclusion Action Plan against key performance indicators will provide Council with the opportunity to incorporate new actions, resources and funding that have become possible as a result of achieving earlier actions.

A full evaluation of the Disability Inclusion Action Plan will occur every four years. The evaluation will assess whether the Disability Inclusion Action Plan has met legislative requirements and achieved the required outcomes. At this time Council will consult with people with disability to understand where progress has been made and where there continues to be room for improvement. This review will be undertaken in 2021 including community consultation and will form part of the Community Strategic Plan review.

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 1: Positive Community Attitudes and Behaviours		
Increase positive perceptions of disability	Access Committee to continue to provide advice to Council.	Access Committee meetings
	Establish a portfolio of positive images of people with disability for inclusion in publications, presentations etc.	Portfolio established
Raise awareness about the valuable contribution people with disability make to our community	Improve access for people with disability to mainstream Council publications, media and marketing material.	Examples reported. Evidence in Publications
	Consult with and provide advice to local retailers about the importance and benefits of providing good access to their businesses.	Program delivered
Increase participation of people with disability in Council run events, festivals and activities	Training for Council staff and community groups involved in the planning and delivery of events as part of their role.	Number of training sessions
	Review Council run events, festivals and activities and develop strategies for improving access.	Targeted review with recommendations implemented
	Include key information about access and inclusion in marketing and promotional material for events, festivals and activities.	Marketing material includes access information
	Promote the importance of access and inclusion	documented
	Establish a collective of venue operators and event holders to build and share access strategies	Collective established
	Market contracts to be reviewed in line with access requirements	Contracts reviewed

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 1: Positive Community Attitudes and Behaviours (continued)		
Undertake community development initiatives to promote and increase access and Inclusion	Partner with Community Based Organisations in the delivery of community development projects to facilitate access.	Number of partnerships
	Raise awareness with Community Based Organisations who deliver community development projects.	Outcomes achieved
	Develop and deliver campaigns to promote and support inclusion of People with disability.	Campaigns delivered
	Undertake initiatives to raise awareness about the positive contribution people with disability make to the workforce.	Campaigns delivered
	Run youth services programs that promote and support the inclusion of people with disability.	Number of programs ran and the number of people with disability attending
FOCUS AREA 2: Creating Liveable Communities		
Improve access to Council's Public Toilets	Public Toilet Strategy that incorporates a list of priority locations for accessible public toilets and adult change tables in the LGA.	Public Toilet Strategy complete
	Investigate options for portable changing place facility to be used at key locations and events.	Options identified for portable change places.
	Implement a program to renew and increase the number of accessible public toilets and adult changing places.	Increased number of accessible toilets.

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 2: Creating Liveable Communities (continued)		
Improve access to Council's Public Toilets (continued)	Cleanliness and maintenance of Council's accessible public toilets. Review cleaning schedule as part of the Toilet Strategy. Install signage in Council's accessible public toilets to assist the community with reporting cleaning and maintenance concerns	Increased community satisfaction with toilets.
	Maintain information about Council's accessible public toilets on the National Public Toilet Map and link to Council's website	Monitor complaints data.
	Explore opportunities to implement duress alarms within targeted accessible toilet facilities.	Data is updated as changes occur. Review undertaken
Creating and improving accessible pedestrian paths of travel	As part of the works program kerb ramps and footpaths will be upgraded to provide continuous accessible paths of travel and deliver access outcomes.	Increased number of continuous accessible paths
	Increase community awareness about cycle ways and shared pathways being for everyone to share with priority given to pedestrians.	Campaign delivered
	Continue to incorporate accessible standards into infrastructure design.	Increased number of continuous accessible paths of travel connecting to parking/ public transport
	Ensure Disability Discrimination Act compliance is integrated into Council asset management Plans.	Evidence exists.
	Assess and rate access as part of the footpath condition audit and establish a priority list of improvements.	Priority list established.

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 2: Creating Liveable Communities (continued)		
Improve access to Council owned public spaces and streetscapes	Use universally accessible park/street furniture, bubblers, BBQ's, fixtures and facilities when renewing/upgrading open and recreation space.	New /renewed open and recreational places.
	Incorporate the delivery of disability access outcomes as criteria when developing project briefs and staging the delivery of Council infrastructure project.	Access outcomes incorporated
	Continuous accessible paths of travel along building lines to be monitored and maintained.	Monitoring and policy in place compliance audits
Increase the number of accessible bus stops and shelters that link to continuous accessible paths of travel	Undertake an audit of bus stops and shelters to determine their compliance with disability access standards and develop a strategy for upgrading these.	Bus Stop Audit Complete
Increase the supply of designated accessible parking.	Undertake an audit of Council's designated accessible parking spaces on-street and in car parks in the CBD, town and village centres and foreshore area to identify the number of spaces available in close proximity to key services and their compliance with access standards and develop a strategy to upgrade and increase.	Audit Completed
	Designated accessible car parking spaces to link to continuous accessible paths of travel in key destinations.	Increased number of accessible parking spaces
	Incorporate accessible parking spaces as part of car park renewal and line marking maintenance works.	Increased number of designated accessible parking spaces
	Promote the location of Council's designated accessible car parking spaces on Council's web Page.	Data available on Council's website.
	Continue to monitor and enforce non-compliant use of accessible parking spaces.	Number of fines issued

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 2: Creating Liveable Communities (continued)		
Increase access to Council's recreation services and facilities	Continue to renew and install Council's regional and district level playgrounds to incorporate accessible and inclusive play elements and a continuous accessible path of travel (CAPT) between the key elements.	Increased number and percentage of play grounds that incorporate inclusive play elements and CAPT
	Promote Council's accessible play spaces via Council's webpage.	Play opportunities promoted on Council's webpage
	Incorporate accessible parking, toilets and seating when renewing Council's sports grounds and facilities.	
	Review the sports funding process to strengthen access for people with disability as a priority.	Access priorities incorporated in the sports funding process.
	Incorporate and promote access and inclusion provisions in the delivery of programs and events.	Access features are listed in all promotional material
	Continue to upgrade Council's community and heated pools to incorporate access to the pool within budget constraints.	Increased percentage of Council community and heated pool with accessible toilets and access to the pool.
	Increase accessibility features at patrolled beaches, pools, leisure centres, jetties and wharves where practical to do so.	Review undertaken
	Develop and/or review procedures for procurement, management and operation of Amphibious Wheelchairs at appropriate patrolled beaches ensuring relevant external stakeholders participate in development of procedures.	Design complete undertake? Procedure for procurement, management and operation implemented with relevant external input.

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 2: Creating Liveable Communities (continued)		
Increase access to Council's recreation services and facilities (continued)	Undertake access appraisals of Council's Holiday Parks and identify the priorities for improving access.	Appraisals completed
	Develop and implement a program of works to improve access at Council's Holiday Parks.	
	Promote the access features available at Council's Holiday Parks in all related marketing material including Council's website.	Access features are listed in all promotional material
	Liaise with management contractors to run programs that promote and support the inclusion of people with disability in activities at the Sports Centres.	Customer satisfaction survey.
Improve access and inclusion to Council's library, community and cultural services and activities	Continue to promote and support the inclusion of people with disability in activities at the IPAC, Art Gallery, Cultural Services and Libraries.	Continue to promote and support the inclusion of people with disability in activities at the IPAC, Art Gallery, Cultural Services and libraries.
	Schedule specific programs for people with disability at the Art Gallery and in Cultural Services Programs	Customer satisfaction.
	Implement the following actions as part of home library action plan: <ul style="list-style-type: none"> • Actively promote the Home Library Service to people with disability. • Investigate partnering with aged and disability services to develop and deliver programs. • Investigate alternatives for accessing collection for people with disability. • Investigate the development of specific programs for people with disability. 	Customer Satisfaction Survey.
	Continue to provide Community Transport and Social Support Services in line with the funding Agreement.	Services delivered in line with funding agreement

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 2: Creating Liveable Communities (continued)		
Improve access to Council buildings and Community facilities	Continue to undertake access audits and appraisals of Council buildings and prioritise access outcomes when upgrading/building Council buildings and facilities.	Appraisals documented
Improve Council's policy and planning documents to strengthen and support access and inclusion outcomes	Consider the latest research around housing for people with disability and incorporate the recommendations in the development of Council's Housing Strategy.	Evidence needs have been included in the strategy
	Investigate the impact development application fees have on applications that are for accessibility improvements.	Investigation undertaken
	Identify and deliver training on universal design and access standards to staff responsible for developing and delivering projects.	Relevant training identified and sourced.
	Develop a checklist to ensure all new projects incorporate accessibility at the concept design stage. Tool to include all relevant design improvements, not just those covered through legislation.	Accessibility checklist tool developed and incorporated into project management system

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 3: Access to Meaningful Employment		
Increase the number of employment opportunities for people with disability	Support Social enterprises that provide employment opportunities for people with disability	Number of Council suppliers who provide employment for people with disability
	Commit to provide applicants who meet the selection criteria the opportunity to demonstrate or discuss their capacity to perform the inherent requirements of the job	Number of people that declare they have disability progressing to interview
	Review Council's recruitment website to reflect that 'Clarence Valley Council is committed to supporting our staff through education and training and an EEO employer	Review completed
	Identify the physical, cognitive and interpersonal 'inherent requirements' of new vacancies within the organisation to enable recruitment contact officer to provide this detail when people with disability apply	Evidence of review of new vacant positions assessed for 'inherent requirements' of the position
Increase retention and development opportunities for employees with disability	Undertake engagement with staff who identify as having a disability or primary caring responsibility to better understand and meet their needs.	The number of people with disability progressing to interview
	Where necessary a workplace assessment will be undertaken to ensure the workplace is accessible to meet the requirements of the staff member.	

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 3: Access to Meaningful Employment (continued)		
Incorporate workforce diversity as part of everyday Council business.	Access training and forums for supervisory staff regarding mental health and disability awareness. In partnership with regional councils e.g. Ballina	Training opportunities incorporated into existing corporate training plan and provided to all supervisory staff
	Establish flexible work practices.	Policy adopted.
Increase awareness of working with people with disability.	Include DIAP Awareness module in recruitment panel training and Recruitment and Selection Protocol.	Training completed and protocol updated.
FOCUS AREA 4: Improve Access to systems and processes		
Increase access to information by producing it in a variety of accessible formats to support different needs and capabilities	Review Council's draft style guide for correspondence and incorporate the requirements for developing accessible publications, communications, forms and templates including the use of plain English.	Access provisions are documented in Council's style guide and evidence of promotion
	Promote and implement guidelines to make sure Council's graphic design publications are accessible for people with disability.	Guidelines are developed and evidence of promotion.
	Provide and promote new accessible technologies for customers to communicate with Council including Web Self Service, web chat and Video Call.	Evidence of new technologies promoted to staff and the community
	Provide education around the provision of communication supports including communication boards and Auslan interpreters.	Training sessions and documentation completed.
	Actively promote the Emergency Management Plan to residents with disability, in collaboration with emergency management providers.	Evidence of promotion

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 4: Improve Access to systems and processes (continued)		
Increase access to information by producing it in a variety of accessible formats to support different needs and capabilities (continued)	Develop guidelines for the development of accessible web content and promote across Council.	Guidelines are developed and evidence of promotion
	Continue to monitor and update Council's web content for compliance with level AA in the W3C's web content accessibility guidelines.	Audit of accessibility undertaken
	Incorporate captioning for video content on Council's web page.	Number of videos on Council's webpage that include captioning
	Investigate options to provide Council news and information in accessible formats.	Outcomes of the investigation
	Maintain the delivery of live streaming services of Council's ordinary meetings.	Meetings live streamed
	Investigate the possibility of providing interpreter services for Council meetings and corporate events on request.	Outcomes of the investigation
Increase community awareness about Council's services that support access and inclusion.	Include information about disability access provisions including transport, toilet, parking, hearing loop etc. in Council marketing and promotional material and signage for services, facilities and events.	Access provisions are documented in Council's style guide and evidence of promotion.
	Promote access improvements and upgrades to Council services and facilities as part of the communication strategy.	Access promoted
	Update Council's webpage to include up-to-date information about access.	Access information is up-to-date on Council's webpage
	Investigate the possibility of developing a publishable accessibility map of key destinations	Outcomes of the investigation

Appendix A Clarence Valley Disability Inclusion Action Plan.

Objective	Strategy	Performance Indicator
FOCUS AREA 4: Improve Access to systems and processes (continued)		
Increase participation of people with disability in Council's community engagement activities.	Incorporate access and inclusion provisions in Council's community engagement processes.	Provisions documented.
	Consult people with disability in the early stages of design for key projects and when developing master plans.	Evidence of consultation
	Consult with the peak bodies to learn how Council can better provide services.	Evidence of consultation
Improve Council's internal systems and processes so they support the delivery of access outcomes	Identify disability access outcomes as a key criterion informing works priorities.	Works that have been undertaken each year to improve access for people with disability.
	Assess and rate disability access when collecting data about the condition of Council assets to inform the prioritisation of asset renewal and upgrade.	Access data has been collected as part of Council asset condition appraisals
	Implement e-business initiatives to enable electronic access to development application documentation.	Progress update
Increase Council's capacity to provide accessible and inclusive services and facilities	Appraise the installation of new kerb ramps to monitor compliance and identify opportunities for improvement.	Increased number of compliant kerb ramps being installed
	Provide technical training about access and inclusion for Council Officers specific to their roles.	Training sessions completed
	Policy for compliance with Companion Card use at Council facilities and events.	Policy developed and promoted. Opportunities identified to extend program. Information on website's listings of facilities and other relevant mediums
Ensure all new and or refurbished commercial buildings are access for disabled compliant.	Conditions will be imposed on all approvals for new and or refurbished commercial buildings requiring disabled access to be provided in accordance with the Building Code of Australia and or relevant Australian Standards.	All new and or refurbished commercial buildings are compliant with disabled access requirements.