2017-2021 DISABILITY INCLUSION ACTION PLAN - KPI PROGRESS REPORT ENDING 31 DECEMBER 2021

Broken Hill City Council

OVERVIEW

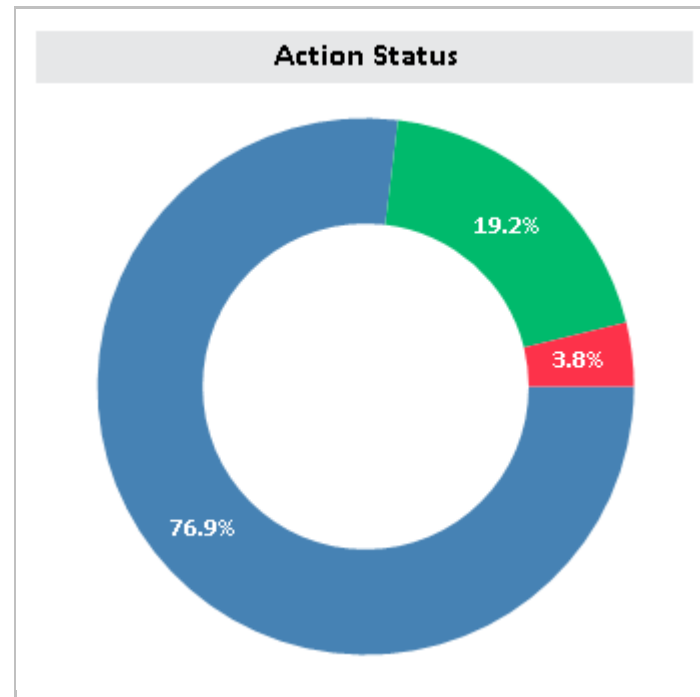## ACTION SUMMARY

By Performance

15 On Track

3 Off Track

0 Monitor

60 COMPLETED

Action Status

19.2%

3.8%

76.9%

Action Progress Against Targets

78 actions reported on
60 At least 90% of action target achieved
15 At least 90% of action target achieved
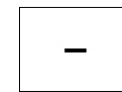**03** Less than 70% of action target achieved

ACTION TARGET LEGEND

GREEN
At least 90% of action target achieved

AMBER
Between 70% and 90% of action target achieved

RED
Less than 70% of action target achieved

—
No target set

Business Plan – DIAP 2017-2021

1 Attitudes and Behaviours

1.1 Support positive attitudes towards inclusion amongst our Council staff

1.1.1 All Council staff have an awareness of what inclusion means

Action Title: 4.1.1.3 DIAP A1.1.01 - Develop in-house training materials on inclusion of people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	GREEN

Action Progress Comments: Awareness training materials for inclusion in induction and/or refresher courses under development. This will be included in Council's review of its Corporate Orientation and Onboarding induction process. New Corporate Induction is being trialled online for all council staff, with Corporate Orientation and Employee Onboarding processes being drafted to align with new online staff induction requirements.

Action Title: 4.1.1.4 DIAP A1.1.02 - Deliver induction sessions that encompass the topic of inclusion of people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	In Progress	01-Jul-2021	30-Jun-2022	50%	50.00%	GREEN

Action Progress Comments: Inclusion awareness training to be incorporated into review of induction processes. This will be included in Council's review of its Corporate Orientation and Onboarding induction process. New Corporate Induction is being trialled online for all council staff, with Corporate Orientation and Employee Onboarding processes being drafted to align with new online staff induction requirements. Council has requested specific module to be created for disability inclusivity within council's online training portal.

Action Title: 4.1.1.5 DIAP A1.1.03 - Develop and implement an annual training program that promotes inclusivity

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Annual Training program development underway and will be included in Council's review of its Learning and Development Framework process. CAMMS Talent system audit review commenced in August 2020 for employee learning and development programs to be entered for Annual Performance reviews for 2020/21. CAMMS Talent audit was completed with annual reviews to be conducted through CAMMS Talent online for FY 2020/21. Employee training on CAMMS Talent commenced in May/June 2021 with all staff attending sessions. New Corporate Online Annual Compliance training is now incorporated into mandatory annual training requirements for all staff commencing FY 2020/21 for employee annual performance reviews.

Action Title: 4.1.1.6 DIAP A1.1.04 - Incorporate disability awareness and person centred communication in the Customer Service Framework

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Documentation within the Customer Service Framework includes sections on Inclusion and Accessibility and incorporates awareness and effective communication with customers who may have disability.

1.2 Train Council staff to respectfully, confidently and effectively communicate with people with disability

1.2.1 Council staff are confident and skilled in communicating with people who have disability

Action Title: 4.1.1.10 DIAP A1.2.04 - Provide Council staff from Library, Events, GeoCentre and Art Gallery with opportunities to gain awareness of the needs of children with autism (and the needs of their parents, caregivers and siblings)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Staff attended planned lecture from Tony Attwood on 22 February 2018. Further autism awareness training activities will be scheduled as made available. Further online training and resources have been accessed by relevant staff within these areas as required.

Action Title: 4.1.1.11 DIAP A1.2.05 - Provide GeoCentre, Library, events and Art Gallery staff with skills (via training or partnership with parents and/or experienced professionals) to create Social Stories that will assist children with autism, or children who experience anxiety, to be involved in groups or formal program activities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %

| Executive Manager People and Culture | Completed | 01-Jul-2021 | 30-Jun-2022 | 100% | - | _ |

Action Progress Comments: Staff attended planned lecture from Professor Tony Attwood (Clinical Psychologist) on 22 February 2018. A social story using photos and simple text to show children what to expect and how to interact in unfamiliar social settings has been developed for the Library. Development skills for staff to create Social Stories relating to programs and events to be undertaken with invitations to be extended as opportunities identified.

Action Title: 4.1.1.12 DIAP A1.2.06 - Expand awareness and/or training programs for Council staff across the organisation to ensure all services can be delivered in an inclusive manner

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: All training programs are being assessed for inclusivity factors. Online learning training platform has commenced for all annual compliance staff training which meet this requirement.

Action Title: 4.1.1.7 DIAP A1.2.01 - Provide key Council staff in Corporate Services, Human Resources and Planning, Development & Compliance training in creating alternative document formats in Word, PDF, PowerPoint (as a minimum)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: All new and revised existing documentation is being reviewed by Corporate Services to ensure that compliance for alternative formats is made available under disability inclusion requirements. Training in creating alternative document formats to be further investigated. Staff individual development plans are currently being completed for 2021 and will be reviewed in staff annual performance reviews for FY 2020/21. Current accessible documents have been assessed through council's communications and digital marketing department to meet inclusivity standards.

Action Title: 4.1.1.8 DIAP A1.2.02 - Provide Information Services, Digital Officer and other staff who may be required to update web pages with training in web content and design compatible with Web Content Accessibility Guidelines (WCAG) 2.0

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Website Content Accessibility Guidelines awareness and compliance forms a standard part of Social Media, Open Forms, and Open Cities training provided to content creators. Open Forms training has been delivered to 22 staff over 8 sessions to 31 December 2018.

Action Title: 4.1.1.9 DIAP A1.2.03 - Support the Assets and Infrastructure team to enhance disability confidence and communication skills in order to effectively engage people with disability in the Pedestrian Access Mobility Plan (PAMP) and the Traffic Committee

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Support provided to Assets and Infrastructure team to enhance disability confidence and communication skills and liaising with community in responding to CRMs, is included in weekly team meetings. Process embedded into ongoing consultation and communication plans.

1.3 Contribute positive media stories about what Council is doing to build inclusion with people with disability

1.3.1 The community is aware of the activities Council is undertaking to progressively build greater inclusion of people with disability

Action Title: 4.1.1.13 DIAP A1.3.01 - Provide regular media stories (including on social media) on the progress of the implementation of the DIAP

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Disability Inclusion Action Plan has been referenced in all relevant releases and statements.

Action Title: 4.1.1.14 DIAP A1.3.02 - Source and provide stories to media on the experiences and/or opinions of people with disability with regards to the effectiveness of Council's strategies to build inclusion

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	🔴🟡🟢 GREEN

Action Progress Comments: Disability Inclusion Action Plan referenced in relevant releases and statements.

1.4 Contribute to creating positive attitudes towards inclusion in Broken Hill community

1.4.1 The community has a greater awareness of disability inclusion and the benefits of inclusion to the broader community

Action Title: 4.1.1.15 DIAP A1.4.01 - Support disability awareness campaigns by displaying promotional posters in Council buildings and facilities (e.g. Autism Awareness, Mental Health Month, International Day of People with Disability and National Relay Service)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Council has supported the NDIS information and preplanning hubs, National Reconciliation Week, Positive Partnerships Autism Awareness, Inclusive Tourism Online Learning (internal promotion), Stress Down Day and International Day of People with a Disability community event.

Action Title: 4.1.1.16 DIAP A1.4.02 - Extend an invitation to YMCA staff, to join the autism awareness session and/or training provided to Library, Events, GeoCentre and Art Gallery staff

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: 80% targeted attendance at education/training sessions by YMCA staff - Invitation sent to education/training sessions to YMCA. Evaluation by Council and YMCA staff attending autism awareness training indicates an increase in confidence in meeting the needs of children with autism and their families.

Action Title: 4.1.1.17 DIAP A1.4.03 - Extend an invitation to YMCA staff, to join the professional development opportunities relating to creating Social Stories for children with autism or who experience anxiety

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: No training opportunities identified for creating Social Stories. Invitation to be extended as opportunities identified.

Action Title: 4.1.1.18 DIAP - A1.4.04 - Library, GeoCentre and/or Art Gallery host programs and/or events that include disability as being part of the human experience and/or reflected in cultural artefacts

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Library, Gallery and Museum make regular adjustments to programs for people with disability to attend.
The Gallery has resumed programming (February 2021) and is now running a regular after school art program (arts/COOL), along with school workshops and Tour groups. The Gallery remains accessible with participation open to everyone for these programs. . The Gallery has continued to offer and endorse an inclusive environment where participants feel comfortable to visit and attend. Adjustments are made for participants with a disability and these adjustments are successfully reflected in our current programs where children and adults with disability are currently enrolled.
Enrich workshops have resumed (March 2021), where groups of medical students from the University of Sydney: School of Rural Health visit the Gallery. These workshops aim to broaden the understanding and use of visual arts and creative practices as an important and relevant communication tool to prepare and relate to a practitioner/client environment.
The Geo Centre has continued to offer and endorse an inclusive environment where participants feel comfortable to visit and attend. Adjustments are made when and where required for people to attend who may have a disability.
Library early literacy programming commenced in January 2021.   Library programming remains accessible with participation open to everyone for these programs. The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs.

2 Liveable Communities

2.1 Progressively improve the accessibility of footpaths in Broken Hill LGA in consultation with people with mobility and vision related disabilities

2.1.1 People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, crossings and ramps in Broken Hill

Action Title: 4.1.1.19 DIAP A2.1.01 - Write Terms of Reference for a PAMP Reference Group that includes purpose, duration, frequency, representation across Broken Hill and representational of various mobility types and parents/guardians of school aged children

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: PAMP Reference Group Terms of Reference have been drafted however, due to the lack of response from the public to participate in the PAMP Reference Group, the group will not progress. The community was provided the opportunity to participate in the development of the PAMP through consultation sessions/workshops on the 5 December 2018 and further consultation on 15 August 2019 completed this process.

Action Title: 4.1.1.20 DIAP A2.1.02 - Advertise for PAMP Reference Group members, and use contacts from industry and Government services to assist to fill all required representation positions

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	–

Action Progress Comments: The PAMP Reference Group will not proceed due to lack of response following advertising. All future PAMP development activity will be reported to Council.

Action Title: 4.1.1.21 DIAP A2.1.03 - Conduct meetings (using Accessible Meeting Guidelines) and report on PAMP progress and asking the PAMP Reference Group to provide feedback on the priorities listed in the PAMP

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	–

Action Progress Comments: The PAMP has been incorporated into an Active Transport Plan as directed by the RMS. The Active Transport Plan will include a forward works program of footpath maintenance and upgrade works.

Action Title: 4.1.1.22 DIAP A2.1.04 - Review the PAMP priorities and assessments based on input from the PAMP Reference Group

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	–

Action Progress Comments: Council received funding from Roads and Maritime Services (RMS) to develop a city-wide Pedestrian Access and Mobility Plan (PAMP) commencing in 2018/2019. The PAMP has been upgraded to an Active Transport Plan (ATP) which also incorporates a bike plan. The project incorporates community consultation and development of a reference group however, advertising for participation for this group resulted in a lack of response. The reference group has been removed from the project and will now be communicated through Council. An invitation was extended to the community for public consultation sessions, with representation from disability organisations attending.

Grant funding of $977,101 in Phase -1 and Phase -2 , has been secured from Infrastructure, Transport, Regional Development and Communication under the Local Roads and Community Infrastructure Program, for footpath upgrades in accordance with Council's Active Transport Plan (ATP). Tender for the work was awarded to a panel of contractors in December 2020 and works commenced in March 2021. Shared footpath upgrades have been completed in the following footpath links: O'Farrell Street from Morgan Street to Williams Street, Patton Street from Bonanza Street to Queen Street, Galena Street from Williams Street to Talc Street, Blende Street from Sulphide Street to Chloride Street.

The first phase of work commenced in March 2021 and was completed by 30 June 2021. The second phase of work is to be completed by December 2021 in accordance with the grant funding agreement.

Action Title: 4.1.1.23 DIAP A2.1.05 - Inform the public of the consultation with the PAMP Reference Group and the priority list for maintenance or upgrade of PAMP related infrastructure

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: PAMP review as part of the Active Transport Plan completed. Council actively prepared media releases for key stages of the project where relevant. During the community consultation phase, Council promoted the completion of the community survey on social media. The General Manager undertook a radio interview explaining the project on the ABC Radio. Consultations completed.

2.2 Plan to progressively improve the accessibility of public toilets (including way finding)

2.2.1 People with disability are directly consulted about the priorities for enhancement of Council public toilets

Action Title: 4.1.1.24 DIAP A2.2.01 - Write a Consultation Plan for a community consultation on Council public toilet maintenance and upgrade, and way finding priorities including:
purpose and aim of the consultation; promotional plan to engage a broad range of relevant stakeholders (particularly mobility and vision related disability); draft consultation questions

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	50%	50.00%	🔴🟠🟢 GREEN

Action Progress Comments: Accessible public amenities fall partially under the umbrella of the Active Transport Plan as access to toilets is part of a pedestrian network and is underway. The provision of accessible toilets is a separate project which requires the development of a works program to be

supported by the community. The Communications team to work with Infrastructure on a consultation plan to discuss the upgrade of public facilities for disability access. Audit is complete. Consultation to be carried out in 2021/2022.

Action Title: 4.1.1.25 DIAP A2.2.02 - Advertise community consultation on accessible Council public toilets (maintenance and upgrade and way finding priorities), using industry and government contacts to assist to reach target audience

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	50%	50.00%	GREEN

Action Progress Comments: Public toilet upgrade was carried out in Patton Park 2019/2020, the design of the toilets was consulted on with the community and designed to comply with accessibility standards, codes and legislation, with Council installing a state-of-the-art accessible amenities block. For future replacements/upgrades of public amenities, the Infrastructure team is to develop a replacement schedule and type of toilet facility for public comment. It is aimed to have a replacement plan completed during 2021 and community consultation and advertising for consultation to be conducted in 2022.

2.2.3 Current and accurate information on the location of Council accessible toilets is available to residents and visitors

Action Title: 4.1.1.26 DIAP A2.2.03 - Conduct community consultation on accessible Council public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guidelines

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	53%	50.00%	GREEN

Action Progress Comments: Public toilet upgrade was carried out in Patton Park 2019/2020, the design of the toilets was consulted on with the community and designed to comply with accessibility standards, codes and legislation, with Council installing a state-of-the-art accessible amenities block. For future replacements/upgrades of public amenities, the Infrastructure team is to develop a replacement schedule and type of toilet facility for public comment. It is aimed to have a replacement plan completed during 2021 and community consultation to be conducted in 2022 using Accessible Meeting Guidelines.

Action Title: 4.1.1.27 DIAP A2.2.04 - Review the PAMP priorities and assessments on accessible Council public toilet (including way finding) needs based on the community consultation results and other relevant data

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	GREEN

Action Progress Comments: 75% audit completed on public toilets. Upon 100% completion and review, the program will be used to inform future capital works.

Action Title: 4.1.1.28 DIAP A2.2.05 - Progressively maintain or upgrade accessible Council public toilets (including way finding) based on the priorities identified following community consultation and other data

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	GREEN

Action Progress Comments: 75% audit completed on public toilets. Upon 100% completion and review, the program will be used to inform future capital works.

2.2.4 Suitable sites for the potential installation of adult change tables identified in consultation with people with disability and included as an addendum to the PAMP

Action Title: 4.1.1.29 DIAP A2.2.06 - Compile a PDF for each accessible Council public toilet describing the access features (including availability of adult change tables), and providing a picture of each toilet (to enable families of people with profound disability to decide on suitability of access for their needs)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	In Progress	01-Jul-2021	30-Jun-2022	71%	50.00%	GREEN

Action Progress Comments: The National Public Toilet Map www.toiletmap.gov.au assists people with disabilities to know what toilets are actually accessible and where they are located. The online database includes all features of the Public Toilet and has the ability to include information such as the size of the toilet room, photos and other vital information. Research undertaken by the Corporate Services team indicated that the National Public Toilet Map was the preferred database by councils and other businesses. A link to the National Public Toilet Register has been included on Council's website under 'Facilities'. The National Public Toilet Register is updated regularly. Further investigations and considerations required for the development of accessiblity features PDF at each amenity.

Action Title: 4.1.1.30 DIAP A2.2.07 - Review map of accessible Council public toilets based on the information collected in A2.2.06

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Public toilets are reviewed and linked to National Public Toilets Map Register.

Action Title: 4.1.1.31 DIAP - A2.2.08 - Review the National Public Toilet Map including descriptions of access features described as important by the community consultation results

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Public toilets are reviewed and linked to National Public Toilets Map Register.

Action Title: 4.1.1.32 DIAP A2.2.09 - Identify suitable sites for the potential installation of adult change tables identified in consultation with people with disability and included as an addendum to the PAMP

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Council has been proactive in the installation of adult change tables at key locations such as at the Broken Hill Regional Aquatic Centre and the Patton Park amenities block.

2.3 Increase accessibility and inclusion of events held in Broken Hill and of Council meetings

2.3.1 Council staff are supported to increase or promote access and inclusion of events and meetings

Action Title: 4.1.1.33 DIAP A2.3.01- Council staff responsible for events are provided with professional development (and/or training) opportunities to enhance their knowledge and skills relating to organising accessible events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Council departments share templates and resources internally on an ongoing basis.

Action Title: 4.1.1.34 DIAP A2.3.02 - Source existing Accessible and Inclusive Event Guidelines for use within Council

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Accessible and Inclusive Guidelines are accessed as required from industry bodies and government agencies.

2.3.2 People with disability have greater access to events hosted in Broken Hill LGA

Action Title: 4.1.1.35 DIAP A2.3.03 - Progressively incorporate Council's Access and Inclusion Plans into all civic events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: All Civic events include disability access in the planning template.

Action Title: 4.1.1.36 DIAP A2.3.04 - Progressively develop Council's Accessible Event templates, guidelines, policies and/or procedures specific to the context of Broken Hill events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Accessible event planning incorporated into Council's Event Guide.

Action Title: 4.1.1.37 DIAP A2.3.05 - Make Council's Accessible Event Guidelines (including promotional information about drop off points and parking etc) available to event organisers booking Council owned sites

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Events Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Broken Hill Event Guide complete and available for event planners via Council's website.

2.3.3 Access by people with disability attending meeting held at Council is specifically addressed and catered for

Action Title: 4.1.1.38 DIAP A2.3.06 - Develop a Council Accessible Meetings checklist template to assist staff to cater for meeting participants who may have a disability						
Responsible Person	**Status**	**Start Date**	**End Date**	**% Complete**	**Target**	**On Target %**
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: An Accessible Meeting Checklist has been researched and developed for communication and implementation in 2021.

Action Title: 4.1.1.39 DIAP A2.3.07 - Develop a process to ensure meeting requests or invitations consider the accessibility requirements of attendees						
Responsible Person	**Status**	**Start Date**	**End Date**	**% Complete**	**Target**	**On Target %**
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: An Accessible Meeting Process has been researched and developed for communication and implementation in 2021 and includes the Accessible Meeting Checklist.

2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure

2.4.1 People of all ages with disability have greater access to Library service, Art Gallery and GeoCentre

Action Title: 4.1.1.40 DIAP A2.4.01 - Compile a PDF for Council buildings describing the access features of the building and the activities hosted in them						
Responsible Person	**Status**	**Start Date**	**End Date**	**% Complete**	**Target**	**On Target %**
Asset Planner Buildings	Completed	01-Jul-2021	30-Jun-2022	100%	50.00%	GREEN

Action Progress Comments: All Councils facilities have been inspected and recorded, the relevant site information has been converted to PDF format and is to be installed in a prominent area within all sites.

Action Title: 4.1.1.41 DIAP A2.4.02 - Document the accessibility features of the Library, Art Gallery, Tourist and Travellers Centre and GeoCentre buildings and publish these in relevant locations (website, social media, intranet, tourism collateral and onsite)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Corporate and Community Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Art Gallery and GeoCentre introduced building access information in advertising and marketing information during July 2017 to June 2018. The Art Gallery has its own dedicated website with a page regarding access including building accessibility and all other appropriate information - https://www.bhartgallery.com.au/Visit/Access
The GeoCentre continues to include accessibility information in marketing material and will work towards including this on the website as well.
The Broken Hill City Library promotes sensory friendly afternoons for the community and has uploaded information regarding accessibility on the Library website - https://www.brokenhill.nsw.gov.au/Facilities/Library/Library-services/Library-accessibility.
The Broken Hill Visitor Information Centre displays accessibility information for the Tourist and Travellers Centre via the Australian Tourism Data Warehouse and the Broken Hill City Council website. Signage for ramps and disability parking is displayed at the facility.

Action Title: 4.1.1.47 DIAP A2.4.08 - Art Gallery and/or GeoCentre workshops and/or activities provide adjustments enabling people with disability to attend

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Art Gallery hosted workshops for Maari Ma Health group clients. The Gallery and Museum make regular adjustments to programs for people with disability to attend. Workshops at the Gallery and Museum recommenced in February 2021 for the first time since COVID-19, with adjustments made to workshops for people with disability to attend.

2.4.2 Parents of children with disability access the Library

Action Title: 4.1.1.42 DIAP A2.4.03 - Design Library activities and/or events that provide adjustments enabling people with disability to attend

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Library is a space that is free, inclusive, diverse and available for all members of the community regardless of culture, religion, race, gender or socio-economic status.
Library early literacy programming commenced in January 2021.   Library programming remains accessible with participation open to everyone for these programs. The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs.
Accessible public computers are available at the Library for use by the community. The Library website provides access to the Central West Zone online BorrowBox "Mindful and Well-being" collection which is supported by the Books on Prescription grant from the Library Council of NSW.
For those members unable to visit the Library offers two outreach programs:
Home Library Service which delivers Library items directly to the door of members who are frail, ill, disabled or unable to visit the library due to medical reasons including carers.
Outback Letterbox Library Service which delivers Library items directly to the door of members who are isolated and residing in remote areas of the Far West of NSW, Unincorporated area and Central Darling Shire.

Action Title: 4.1.1.43 DIAP A2.4.04 -Work in partnership with families and/or service providers of children with autism to create suitable Library activities and/or events and programs (particularly in school holidays)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	In Progress	01-Jul-2021	30-Jun-2022	83%	50.00%	🔴🟡🟢 GREEN

Action Progress Comments: The Library is a space that is free, inclusive, diverse and available for all members of the community regardless of culture, religion, race, gender, ability or socio-economic status. Library programming remains accessible with participation open to everyone for these programs. The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs.
The Library has developed a Library Social Story which uses photos and simple text to show children on the autism spectrum what to expect and how to interact in unfamiliar social settings. The Social Story is available in hard copy.
Programs are planned to commence in February 2022 and consultation with organisations after COVID impacts and restriction will recommence.
Discussion with community member as to starting Teenage autism social group in 2022 is in initial stage.
COVID-19 and staffing issues have impacted upon implementation of events and programs especially those with autism.
Passive support is provided via: Accessible public computers are available at the Library for use by the community. The Library website provides access to

the Central West Zone online BorrowBox "Mindful and Well-being" collection which is supported by the Books on Prescription grant from the Library Council of NSW.

Action Title: 4.1.1.44 DIAP A2.4.05 - Develop a Social Story about going to the Library (or story time within the Library) to enable children with autism and children who experience anxiety to be more comfortable attending these places and events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: A social story using photos and simple text to show children what to expect and how to interact in unfamiliar social settings has been developed for the Library. Caryn Ferguson Allied Health Assistant, Aspect Therapy has had input into the final publication. The Social Story will be available in hard copy and also available on the Library Web page by the end of August 2021 due to staffing issues affecting completion as predicted in June 2021.

Action Title: 4.1.1.45 DIAP A2.4.06 - Support ATSI persons with disability to attend culturally safe and appropriate activities and/or events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Library is a space that is free, inclusive, diverse and available for all members of the community regardless of culture, religion, race, gender or socio-economic status. Library staff have completed the Aboriginal and Torres Strait Islander Cultural Competence Course through the Centre for Cultural Competence Australia and funded by the State Library NSW, the majority of Library staff have completed this course. Library early literacy programming commenced in January 2021. Library programming remains accessible with participation open to everyone for these programs. The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, cultures, ages and needs.
Accessible public computers are available at the Library for use by the community. The Library website provides access to the Central West Zone online BorrowBox "Mindful and Well-being" collection which is supported by the Books on Prescription grant from the Library Council of NSW.
For those members unable to visit the Library offers two outreach programs:
Home Library Service which delivers Library items directly to the door of members who are frail, ill, disabled or unable to visit the library due to medical reasons including carers.
Outback Letterbox Library Service which delivers Library items directly to the door of members who are isolated and residing in remote areas of the Far West of NSW, Unincorporated area and Central Darling Shire.

Action Title: 4.1.1.46 DIAP A2.4.07 - Host activities and/or events in the Library designed to support parents and care givers of children who have a disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Library Coordinator	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	●●● GREEN

Action Progress Comments: The Library is a space that is free, inclusive, diverse and available for all members of the community regardless of culture, religion, race, gender or socio-economic status.   Library programming remains accessible with participation open to everyone for these programs. The Library makes regular adjustments to programs to ensure inclusion and all program delivery, whether online or in house, have built in flexibility to adjust to differing abilities, ages and needs.
COVID-19 and staffing issues have impacted upon implementation of events and programs especially for those with disability.
Passive support is provided via:
Accessible public computers - available at the Library for use by the community. The Library website provides access to the Central West Zone online BorrowBox "Mindful and Well-being" collection which is supported by the Books on Prescription grant from the Library Council of NSW.
December 2021 a series of Programs in the Park planned was held for parents and children and proved to be popular. Programming is planning to resume February 2022 dependent upon COVID restrictions.

2.4.3 Families have improved information about the access features of playgrounds (including fencing)

Action Title: 4.1.1.48 DIAP A2.4.09 - Design a template to capture information about the accessibility features of Council parks, sporting and playgrounds (including fencing) in a standard format

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Council's Corporate Services staff collaborated with Council's Asset Planner Open Spaces to develop a template to capture the information about the accessibility features of Council's parks, sports fields and playgrounds. The template is now complete and has been provided to the Asset Planner Open Spaces for data input and upload to Council's website.

Action Title: 4.1.1.49 DIAP A2.4.10 - Document the accessibility features of Council parks, sporting and playgrounds (including fencing) and post these on all relevant websites

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Assets Planner-Parks & Open Spaces	Completed	01-Jul-2021	30-Jun-2022	100%	50.00%	🔴🟡🟢 GREEN

Action Progress Comments: Broken Hill City Council has installed 6 x new picnic table settings within Sturt Park. New pathways will now be developed to connect the table to existing walkways. Planning and purchasing has been complete to install a fully accessible water bubbler and BBQ within Apex Park.

2.4.4 Tourists and visitors with disability have greater access to information on accessibility features of accommodation, and places and activities of interest in and around Broken Hill

Action Title: 4.1.1.50 DIAP A2.4.11 - Review the template for accessible accommodation and encourage the use of photos to show the accessible bathroom features and any other accessibility features

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The current accommodation guide template produced by the Visitor Information Centre (VIC) was reviewed and highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. More detailed information on accessibility features including photos will require a larger accessibility audit of local tourism product.

Action Title: 4.1.1.51 DIAP A2.4.12 - Review the accessible accommodation guide annually, progressively incorporating enhanced information on accessible accommodation

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The current accommodation guide that is produced by the Visitor Information Centre highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. This is reviewed annually at the beginning of the year. Visitor Information Centre staff also encourage the local tourism industry to keep their free listing on the Australian Tourism Data Warehouse up to date, which prompts operators to enter detailed information on their accessibility features. The information in this database can be accessed via all government tourism websites including visitnsw.com.au.

Action Title: 4.1.1.52 DIAP A2.4.13 - Create a dedicated section on the Tourism website, annually reviewed, that holds enhanced information about accessible accommodation and activities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	In Progress	01-Jul-2021	30-Jun-2022	10%	50.00%	🔴🟡🟢 RED

Action Progress Comments: Council's internal tourism strategy team is currently working with Pace Advertising to scope a new version of the current tourism website, www.destinationbrokenhill.com.au. Launch will be in early 2022. This will include a new navigation and new functionality as well as enhanced information about accessible attractions and accommodation providers.

2.5 Improve access to Council Administrative Centre and Civic Centre, and Visitor Information Centre, including better way finding

2.5.1 Council Administrative Centre, Civic Centre and Visitor Information Centre have improved access features

Action Title: 4.1.1.53 DIAP A2.5.01 - Ensure the Council Administrative Centre refurbishment considers provision for: a lift; a lower information desk for people using wheelchairs; availability of hearing loop; and a meeting room enabling sound privacy

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Asset Planner Buildings	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Design has been completed as part of refurbishment associated with new library temporary relocation. Inclusion of the installation of a Hearing Loop, dedicated room enabling sound privacy and the redesign of the information desk for wheelchair access has been undertaken as part of the design for the Temporary Library to be located on the lower floor of the Admin Building. These inclusions will be in place for the life of the Temporary Library project. Installation of a permanent disability toilet on the lower floor has also been included as part of the redesign of the lower floor.

Action Title: 4.1.1.54 DIAP A2.5.02 - Ensure the Civic Centre refurbishment considers provision for: a lift; accessible toilet; hearing loop and theatre area suitable for people who use wheelchairs

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Civic Centre access features completed including a lift; accessible toilet; hearing loop and theatre area suitable for people who use wheelchairs.

Action Title: 4.1.1.55 DIAP A2.5.03 - Ensure the Visitor Information Centre is accessible to visitors who use wheelchairs

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Asset Planner Buildings	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Further investigations required for a wheelchair height counter and installation of directional signage to direct people in wheelchairs to the auto-doors.
To be added into 2022/23 financial year.

2.5.2 Way finding in and around Council Administrative Centre, Civic Centre and Visitor Information Centre is inclusive of people with vision and/or hearing impairment, blindness and/or deafness

Action Title: 4.1.1.56 DIAP A2.5.04 - Install appropriate way finding, suitable for guests who may be vision or hearing impaired; blind and/or deaf, in Council Administrative Centre, Civic Centre and Visitor Information Centre

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	10%	50.00%	🔴🟠🟢 RED

Action Progress Comments: Wayfinding concepts have been considered and form parts of the development of the new proposed Cultural Hub.

2.6 Encourage, support and promote accessible businesses and tourism in Broken Hill

2.6.1 Businesses and tourist attractions in Broken Hill have greater awareness of the economic benefits of developing accessible and ageing friendly places and activities

Action Title: 4.1.1.57 DIAP A2.6.01 - Support the promotion of the economic benefits of accessible and ageing friendly businesses and activities via information updates to businesses

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %

| General Manager | | Completed | 01-Jul-2021 | 30-Jun-2022 | 100% | - | _ |

Action Progress Comments: Business Forums successfully run for the Broken Hill Mundi Mundi Bash as a precursor for enabling further industry sessions to promote the benefits of ageing friendly businesses and accessibility in general. Council have also supported a number of activities promoting accessibility and is forefront in the newly developed Business Development Policy. Further consultation and promotion has been impacted by COVID-19. The Our Economy Key Direction Working Group have progressed this action by being a part of business breakfasts presentations initiated by BEC Business Advice. Media releases have previously been made detailing the economic benefits local business could have by becoming disability and ageing friendly.

Action Title: 4.1.1.58 DIAP A2.6.02 - Promote the economic benefits of accessible and ageing friendly businesses and activities in a variety of media

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Specific media releases have referenced the financial benefits of operating disability friendly businesses.

Action Title: 4.1.1.59 DIAP A2.6.03 - Encourage and support the organisers of Business Awards to include an Accessible and Inclusive Business Award in their award categories

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Due to COVID-19, the local business awards were deferred for 2021 however, Council was an active supporter and participant in the lead up.

Action Title: 4.1.1.60 DIAP A2.6.04 - Promote the accessibility features of tourism properties

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The current accommodation guide that is produced by the Visitor Information Centre (VIC) highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. The guide is made available to visitors and also posted and emailed as part of VIC

information packs. This guide is reviewed annually at the beginning of the year. VIC staff also encourage local tourism industry to keep their free listing on the Australian Tourism Data Warehouse up to date, which prompts operators to enter detailed information on their accessibility features. The information in this database can be accessed via all government tourism websites including visitnsw.com.au.

3 Systems and Processes

3.1 Update the Customer Service Framework to provide guidance to staff on how to make information more accessible

3.1.1 Written information produced by Council is easier to read both in form and content

Action Title: 4.1.1.61 DIAP A3.1.01 - Develop guidelines and/or checklists for staff to author web accessible documents

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Guide developed and distributed to web content authors.

3.1.2 People with disabilities can request information in alternative formats and are presented with options to better meet their communication needs

Action Title: 4.1.1.62 DIAP A3.1.02 - Develop guidelines or procedure(s) to produce documentation in alternative formats including providing options that enable timely and cost effective communication to occur

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: An Accessible Format Request Process has been developed. The purpose of this process is to ensure Council maintains and continues to improve document accessibility in line with the Disability Inclusion Action Plan. An OpenForm has been developed to allow requests for alternate formats of all available Council documents and where practicable, Council will endeavour to provide requested documentation formats.

3.2 Progressively improve accessibility of Council websites

3.2.1 People with disability have greater access to information via Council websites

Action Title: 4.1.1.63 DIAP A3.2.01 - Undertake an audit of Council's websites and intranet against WCAG2.0 standards

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Information & Communications Tec	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Website accessibility audit of brokenhill.nsw.gov.au complete.

Action Title: 4.1.1.64 DIAP A3.2.02 - Ensure contact details for the National Relay Service and how to access or request alternative format documents is provided on the contact and accessibility pages on Council's website

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Completed and available at https://www.brokenhill.nsw.gov.au/Website-accessibility

Action Title: 4.1.1.65 DIAP A3.2.03 - Develop a business case with estimates of costs for updating vs replacing the Council website to WCAG 2.0 AA standard

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Business case complete and new website deployed. Website conforms to Web Content Accessibility Guidelines 2.1 "AA" standards.

Action Title: 4.1.1.66 DIAP A3.2.04 - Create an Accessibility page on Council's website describing the accessibility features of the site

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Completed and available at https://www.brokenhill.nsw.gov.au/Website-accessibility

Action Title: 4.1.1.67 DIAP A3.2.05 - Create an Accessibility page on the Tourism and Council's websites describing the accessibility features for getting around Broken Hill.

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	In Progress	01-Jul-2021	30-Jun-2022	10%	50.00%	RED

Action Progress Comments: More detailed information on accessibility features around Broken Hill require a larger accessibility audit of local tourism product. Further discussions are required for budget considerations to a) run a local workshop with Visitor Information Centre (VIC) staff and local businesses to educate on the importance of Accessible Tourism and what accessibility features are important and how to log them and b) to have a VIC staff member visit businesses to audit their existing features and take photos. Now that a trainee position has been approved for the VIC this project will be able to be resourced for 2022.

3.3 Progressively incorporate accessibility and inclusion considerations in procurement decisions and contracts

3.3.1 Council contracts increasingly specify delivery of accessible and inclusive goods, programs and services by third parties or contractors

Action Title: 4.1.1.68 DIAP A3.3.01 - Source or develop guidelines for incorporating accessibility and inclusion considerations in procurement contracts

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Procurement Framework and Policy implemented and currently in use since approval at August 2020 Council meeting.

3.4 Review the Community Engagement Strategy (Round Table or equivalent body) to improve representation of people with disability, their families and supporters

3.4.1 People with disabilities increasingly give feedback to Council and are able to give formal and informal input on the development and progress of Council plans

Action Title: 4.1.1.69 DIAP A3.4.01 - Develop surveys (including easy read surveys) to distribute at the International Day of People with Disabilities events, and provided to all National Disability Insurance Agency (NDIA) registered service providers operating in Broken Hill, asking key questions about the satisfaction with Community Strategic Plan (CSP) progress

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %

Community Development Officer	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The action was scheduled for 2019/2020 for commencement. However, with the presence of COVID-19 identified internationally in December 2019 and the Australian responses made between January 2020 and March 2020, the action has been significantly impacted and consequently delayed. International Day of People with Disabilities events were not conducted in the community in 2020. The easy read survey was completed and distributed in June 2021. The survey was offered as a hard copy and as an OpenForm and distributed to NDIS providers and sector partners and available to the wider community. Survey results have been collated for inclusion into the engagement material collected to inform the Your Broken Hill 2040 Community Strategic Plan.

Action Title: 4.1.1.70 DIAP A3.4.02 - Recruit and/or invite people with disabilities to the Round Table or equivalent body and enable their active participation by way of Accessible Meeting Guidelines

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	In Progress	01-Jul-2021	30-Jun-2022	75%	50.00%	GREEN

Action Progress Comments: Website has been updated to include easy access for people with a disability. All relevant documentation on the Community Round Table, including agendas and minutes, are uploaded to the website. Representation of people with disability on the Round Table or equivalent body to be further investigated with the inclusion of a member from the Disability Inclusion Action Plan Monitoring Group as a member of the Community Round Table.

3.5 Review reference groups, or advisory bodies relating to PAMP; Traffic Safety; Flood Evacuation Plans and Council Building refurbishment plans, to ensure adequate representation of the issues of people

3.5.1 People with disability are represented on reference groups and/or advisory bodies relating to the PAMP; Traffic Safety; Flood/Emergency Evacuation Plans and Council Building refurbishment plans

Action Title: 4.1.1.71 DIAP A3.5.01 - Discuss with LEMC how the LEMP has accommodated for the needs of people with a disability for various emergency scenarios and advocate for consultation with people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Chief Assets & Projects Officer	In Progress	01-Jul-2021	30-Jun-2022	50%	50.00%	GREEN

Action Progress Comments: Accommodating for the needs of people with disability for various emergency scenarios will be part of consequence management plan that will be developed specific to each emergency type and will be developed by lead agency nominated for that particular emergency.

For example COVID-19 response during 2019/2020, NSW Health was the lead agency and it developed all necessary communication plans which included reaching out to people with disability.

Action Title: 4.1.1.72 DIAP A3.5.02 - Ensure consultation with people with disability to provide input on the suggested access features for the Council Administrative Centre and Civic Centre

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The Civic Centre refurbishment was designed according to accessibility requirements and standards. Draft concept design plans for the Administrative Centre were drafted considering accessibility requirements and standards. Any future asset refits to be designed in accordance with accessibility requirements and standards, inclusive of community consultation.

3.6 Ensure Council's emergency evacuation procedures specifically consider the needs of people with disability

3.6.1 Council's emergency evacuation procedures address the specific needs of people with disability

Action Title: 4.1.1.73 DIAP A3.6.01 - Review emergency evacuation procedures for all Council buildings to address the needs of people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Risk Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Review of emergency evacuation procedures completed, fire warden training completed, independently reviewed evacuation drills completed for all Council sites and documentation updated accordingly.

3.7 Progressively review the procedures supporting access to all Council services and processes (such as making a complaint etc) to ensure improved access

3.7.1 Council services can be accessed more independently by people with disability

Action Title: 4.1.1.74 DIAP A3.7.01 - Review the policy and procedures for handling complaints to ensure better access for people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Complaints Management Policy adopted 30 August 2017; minute number 45610. Complaints Management Procedure and Workflow developed with communication and implementation scheduled for 2021. Policy and procedure considers disability inclusion with plain English documentation and an accommodation of a variety of methods to register a complaint and easy to follow workflow chart.

Action Title: 4.1.1.75 DIAP A3.7.02 - Review the procedures for handling customer service requests to ensure better access for people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Corporate Services Coordinator	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: The review of procedures for handling customer requests is incorporated in Council's Customer Service Framework. The review of the Customer Service Framework was undertaken in 2019/2020 and is reviewed every two years. Better access for those with a disability is included and considered within the procedures in this Framework.

4 Employment

4.1 Review Council recruitment and employment processes to ensure they provide fair and barrier free opportunity to candidates who have a disability

4.1.1 Council has access to resources supporting best practice with regards to recruiting people with disability

Action Title: 4.1.1.76 DIAP A4.1.01 - Join the Australian Network on Disability to access resources that will support Council to become a more inclusive employer

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Budget to purchase Membership of the Australian Network on Disability approved for 2017/2018 and ongoing.

Action Title: 4.1.1.77 DIAP A4.1.02 - Access and implement the free resources from the Australian Network on Disability, specifically:
• Sharing and monitoring disability information in the workplace; and
• Employers' Guide to Partnering with Disability Employment Services

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Sourced free resources from Australian Network on Disability and all current policies and procedures being reviewed for implementation of best practice amendments as required.

Action Title: 4.1.1.78 DIAP A4.1.03 - Purchase the Australian Network on Disability resource "Manager's Guide: Disability in the Workplace" and update Council's policies in line with best practice examples provided

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Council has purchased of "Manager's Guide: Disability in the Workplace" and all current policies and procedures being reviewed for implementation of best practice amendments as required.

4.1.2 Council has recruitment and employment policies that reflect best practice with regards to encouraging and supporting the employment of people with disability

Action Title: 4.1.1.79 DIAP A4.1.04 - Ensure employment processes and budget is developed to assess and/or implement appropriate and reasonable adjustment

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2021	30-Jun-2022	100%	-	_

Action Progress Comments: Recruitment Framework has been finalised and implemented operationally and addressed Council's ability to implement reasonable adjustment for all applicants during the employment process.

Action Title: 4.1.1.80 DIAP A4.1.05 - Review and update the Information Technology Strategy to ensure that Council's commitment to inclusion is considered including reasonable adjustment and use of assisted technology

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Information & Communications Tec	In Progress	01-Jul-2021	30-Jun-2022	50%	-	_

Action Progress Comments: Device Standard Development and Standardisation Plan has been reviewed to allow for a default mobile device (laptop or detachable tablet) and desk mounting options for monitors to support height and flexible placement. Directed usage of dictation features of Microsoft Office 365 have enabled document creation without the need for typing.