DISABILITY INCLUSION ACTION PLAN 2022-2026 – KPI PROGRESS REPORT ENDING 31 DECEMBER 2024

Broken Hill City Council

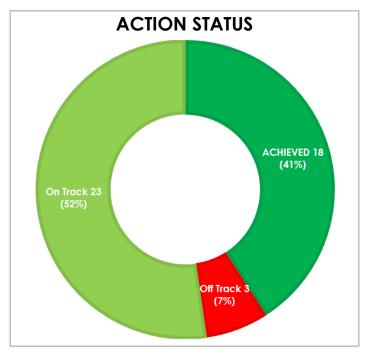# OVERVIEW

ACTION SUMMARY

By Performance

18 ACHIEVED

23 ON TRACK

3 OFF TRACK

ACTION STATUS

- ACHIEVED 18 (41%)
- On Track 23 (52%)
- Off Track 3 (7%)

Action Progress Against Targets

44 Actions reported on

18 100% action target achieved

04 At least 75% to 80% of action target achieved in advance

16 At least 50% of action target achieved

03 At least 10% to 25% of action target achieved

03 Only 1% to 5% 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

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No target set

DISABILITY INCLUSION ACTION PLAN 2022-2026

1 Attitudes and Behaviours

1.1 Promote inclusion and inclusive communication in Council and in the community

1.1.1 All Council staff have an awareness of what inclusion means

Action Title: 4.1.5.10 DIAP A1.1.04 - Increasingly use infographics and simple English in corporate publications and plans

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Michelle Rolton - Manager Corporate & Customer Experience	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Infographics and simple English used in strategic planning documents and reports such as Annual Report and State of the City Report.

Action Title: 4.1.5.11 DIAP A1.1.05 - Consult with inclusive communication experts (eg, Novita speech therapist) to develop guidelines on supporting inclusion and managing differing needs in shared community spaces

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Deidre Bryson - Library Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2023. The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate.

Action Title: 4.1.5.12 DIAP A1.1.06 Invite management from the YMCA (pool) to be involved in the discussions about developing guidelines for supporting inclusion and managing differing needs in shared community spaces

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2023 - Meeting between Council and YMCA management has taken place to consider all aspects of inclusive access to the Broken Hill Regional Aquatic Centre. The YMCA is an invited member to the Disability Inclusion Action Plan (DIAP) Monitoring Group six monthly meetings. The new YMCA Manager was briefed about DIAP in December 2022.

Action Title: 4.1.5.7 DIAP A1.1.01 - Celebrate, support and promote events such as International Day of People with Disability, Autism Awareness, R U OK? Day and World Mental Health Awareness Day

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Council raised awareness through the window projection displays for R U OK? Day and supported community events for 16 Days of Activism and International Day of People with a Disability event held December 2024.

Action Title: 4.1.5.8 DIAP A1.1.02 - Purchase communication aids (such as magnifying glasses, large face clocks and portable hearing loops) and have them visible in Council buildings and facilities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Michelle Rolton - Manager Corporate & Customer Experience	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024. An audit of communication aids within Council buildings and facilities undertaken with large face clocks and magnifying glasses placed within facilities. Portable hearing loops and costing considered for within development of planning for new projects

Action Title: 4.1.5.9 DIAP A1.1.03 - Display the SCOPE Communication Bill of Rights at all Council facilities and buildings

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Michelle Rolton - Manager Corporate & Customer Experience	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2023 - SCOPE Communication Bill of Rights downloaded and provided to all Council building and facility managers to display.

1.2 Continue to support our 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: 4.1.5.13 DIAP A1.2.01 Continue to train staff to write accessible documents for presentations and on Council's website

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Casey Deery - Executive Manager People and Culture	Completed	01-Jul-2024	30-Jun-2025	50%	50.00%	🔴🟠🟢 GREEN

Action Progress Comments: Council continues to meet DIAP parameters relating to online website presentations and information accessibility.

Action Title: 4.1.5.14 DIAP A1.2.02 Continue to support staff to develop web content and design compatible with Web Content Accessibility Guidelines 2.0

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Darrin Manuel - Manager Communications & Marketing	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	🔴🟠🟢 GREEN

Action Progress Comments: Training sessions to resume with return of Digital Officer in March

Action Title: 4.1.5.15 DIAP A1.2.03 Support the Infrastructure team to enhance disability confidence and communication skills in order to effectively engage and consult with people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	🔴🟠🟢 GREEN

Action Progress Comments: Action completed 30/06/2023 - The Infrastructure team continues to develop effective communication skills with everyone in the community, particularly people with disability. This is enhanced by liaising with Disability Inclusion Action Plan (DIAP) Committee members on upcoming projects and regularly seeking feedback on current assets.

Action Title: 4.1.5.16 DIAP A1.2.04 Deliver induction sessions that encompass the topic of inclusion of people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Casey Deery - Executive Manager People and Culture	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Council inductions are now managed through the ELMO staff platform, with Equal Employment Opportunity (EEO) principles embedded within Code of Conduct and Local Government Legislation. Council is reviewing all induction modules for additional relevant content being created for DIAP inclusivity.

Action Title: 4.1.5.17 DIAP A1.2.05 Provide expert guest speakers to staff meetings and/or internal training sessions

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Casey Deery - Executive Manager People and Culture	In Progress	01-Jul-2024	30-Jun-2025	75%	50.00%	GREEN

Action Progress Comments: Council sources appropriate training and information sessions for all staff relevant to specific areas and roles or the broader organisation for compliance factors and trending topics.

1.3 Continue to promote Council's activities for building inclusion in Council and in the community

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

Action Title: 4.1.5.18 DIAP A1.3.01 Continue to provide media stories (including on social media) on the progress of the implementation of the Disability Inclusion Action Plan 2022-2026

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Darrin Manuel - Manager Communications & Marketing	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: DIAP is referenced in all media releases and communications where applicable

2 Liveable Communities

2.1 Engage with people who use wheelchairs and other mobility aids, and parents of children with disabilities, to determine priorities for improving footpaths, crossings and kerb ramps

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: 4.1.5.19 DIAP A2.1.01 Hold specific community consultations with people who use wheelchairs, walkers or gophers to identify priorities for the Active Transport Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2023 - Communications have been ongoing between the Capital Projects team and the Disability Inclusion Action Plan working group with a focus on the priority listing of the Active Transport Plan. Council will continue to consult with these groups to ensure focus on the higher priority areas.

Action Title: 4.1.5.20 DIAP A2.1.02 Promote the progress on the Active Transport Plan via Council media and information to the community care interagency; using Accessible Meeting Guidelines

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	In Progress	01-Jul-2024	30-Jun-2025	75%	50.00%	GREEN

Action Progress Comments: The Active Transport Plan projects are regularly updated on Council's media platforms, focusing on start dates of projects, what the project is and how it will affect the community during and after construction. Projects that were carried out and regularly updated during this annual budget include the Argent Street Paving Replacement Project and the Town Square Redevelopment. The DIAP are presented quarterly updates of the progress of these projects.

Action Title: 4.1.5.21 DIAP A2.1.03 Conduct community consultation on accessible public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guideline

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/203 - Location and access information applicable to Public Toilets, are included as part of the Wayfinding Project. Consultation has been ongoing with the Disability Inclusion Action Plan group and other community members.

2.2 Progressively address the issues raised by people with disability to improve access around the City

2.2.1 People with disability are directly consulted about the priorities for improvement to access around the City

Action Title: 4.1.5.22 DIAP - A2.2.01 Ensure ramps at school bus bay areas are included in the Active Transport Plan priority list

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Through consultation with CDC Broken Hill, Council identified # Bus Stops that were in need of updating to meeting DIAP requirements. One identified ramp was identified as a priority at the new entry to the Willyama High School, with this planned for completion by March 2025.

Action Title: 4.1.5.23 DIAP A2.2.02 Increase the continuous accessible paths of travel to key places based on results of consultations with people who use powered and unpowered wheelchairs, mobility walkers and mobility scooters

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	Completed	01-Jul-2024	30-Jun-2025	100%	50.00%	GREEN

Action Progress Comments: Continued accessible pathways for all users are regular upgraded or installed as part of the Active Transport Plan. All sections of pathway are constructed at 2.6m wide to meet Australian Standards for use of wheelchairs, mobility walkers and scooters. As part of the Argent Street Paving Replacement project pathways of 4-5m were replaced with pavers to allow safe passage to all shops and services in Argent Street from Bromide to Chloride Street. As part of this upgrades, all accessible kerb ramps were updated to meet Australian Standards.

Action Title: 4.1.5.24 DIAP A2.2.03 Replace bark chips in public parks with options that do not obstruct wheelchairs and mobility walkers

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: All future works in public Playgrounds have been identified to include softfall rubber and paved pathways as an alternative to bark chips. Softfall rubber has been installed by internal Trades team members at the Picton Oval around the exercise equipment at this location. A project Business Case is in development for the cost and time required to replace bark chips with softfall rubber in Sturt Park with a project earmarked for the 2025/26 Annual Budget.

Action Title: 4.1.5.25 DIAP A2.2.04 Provide quiet/sensory areas in Council buildings and at Council events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Deidre Bryson - Library Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate. 1) Library - The Library is an accessible facility supporting inclusion and managing differing needs in shared community spaces. Programs are adjusted for individual needs as required. The new library facility will cater for quiet/sensory areas. 2) Sensory Zone area has been an addition for indoor community events and large outdoor community events.

Action Title: 4.1.5.26 DIAP A2.2.05 Ensure upgrades to and installation of play equipment are accessible to children with physical and non-physical disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Codie Howard - Director Infrastructure & Environment	In Progress	01-Jul-2024	30-Jun-2025	1%	1.00%	GREEN

Action Progress Comments: Planned installations of play equipment for children with physical and non-physical disabilities have been planned through discussion with the DIAP committee for the playground installation at E.P Memorial Park Redevelopment Stage 3. Council will continue to communicate with the DIAP committee and undertake replacements where able.

2.3 Progressively increase accessibility and inclusion of places of entertainment, recreation, learning and leisure

2.3.1 People with disability have greater access to events hosted in the City

Action Title: 4.1.5.27 DIAP A2.3.01 Source existing Accessible and Inclusive Event Guidelines for use within Broken Hill City Council

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Council's event guide has been developed with the LGNSW Premier & Cabinet Event Starter Guide as reference document. Event Management Policy and Framework submitted to December Council meeting.

Action Title: 4.1.5.28 DIAP A2.3.02 Incorporate Access and Inclusion Plans into all Council hosted events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Accessibility incorporated into the Christmas Pageant with the sensory zone on the parade route and the drop off zone being close to footpath access within Sturt Park. New Year's Eve celebrations incorporates the drop off zone and a designated sensory zone within the event area of Sturt Park. Indoor events are facilitated at Council's venues which all allow disability access and facilities.

Action Title: 4.1.5.29 DIAP A2.3.03 Develop 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 %
Rachel Merton - Community Development Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Council's event guide has been developed with the LGNSW Premier & Cabinet Event Starter Guide as reference document and to be implemented in 2025 following completion of the event management framework.

Action Title: 4.1.5.30 DIAP A2.3.04 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 %
Rachel Merton - Community Development Coordinator	In Progress	01-Jul-2024	30-Jun-2025	75%	50.00%	GREEN

Action Progress Comments: Council's current Events Guide has been reviewed in conjunction with the Event Management Framework and Event Management Policy. The Policy will be presented to Council for adoption at its January 2025 meeting. A generic traffic management plan has been created for major events in Sturt Park allowing ease of access into the park for those requiring a drop off zone. The plan was introduced for 2024 Christmas Pageant and New Year's Eve events and has been provided to the NAIDOC Committee for the NAIDOC Family Fun Day in October 2024.

Action Title: 4.1.5.31 DIAP A2.3.05 Ensure seating arrangements enable people who use wheelchairs to sit on the row they would prefer

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Shannan Botten - Civic Centre Coordinator	In Progress	01-Jul-2024	30-Jun-2025	25%	50.00%	RED

Action Progress Comments: The Civic Centre continues to support disability inclusion by offering people who use wheelchairs to sit in any preferred row during performing arts paid events

Action Title: 4.1.5.32 DIAP A2.3.06 Compile a template(s) with consistent or aligned meta-data for collecting information on accessibility/inclusion features of Council Buildings, parks, playgrounds etc enabling the presentation of access features of the building and the activities hosted in them

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Anjali Joseph - Strategic Asset Management Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Broken Hill City Council Facilities - Accessibility Features Information Template has been developed for use and further review and update to be ongoing.

Action Title: 4.1.5.33 DIAP A2.3.07 Collect and document the accessibility features of all Council buildings, parks, playgrounds and post these on all relevant websites including Council's main website and the national accessible tourism website

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Anjali Joseph - Strategic Asset Management Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Data has been collected. Pending advertising to public.

Action Title: 4.1.5.34 DIAP A2.3.08 Invite Broken Hill accommodation, entertainment and other leisure / tourism providers to participate in the Access and Inclusion Information Collection Project

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Patrick Kreitner - Visitor Services Coordinator	In Progress	01-Jul-2024	30-Jun-2025	10%	50.00%	RED

Action Progress Comments: Accessible Tourism advocates Travability visited most tourist attractions in Broken Hill and Silverton in September 2024, assessing each business accessibility features. Currently waiting on their report. This is an initiative of Destination NSW. The launch of an industry survey to gather relevant data is scheduled for February 2025.

Action Title: 4.1.5.35 DIAP A2.3.09 Continue to design Library workshops or activities that provide adjustments enabling people with disability to attend

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Deidre Bryson - Library Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: The library provides workshops and activities that are inclusive for people with disabilities in several ways. We provide materials in multiple formats (eg large print, dyslexic font and digital formats), ensure our physical spaces are wheelchair accessible, and use clear, simple language in all communications, including Key Word Sign (KWS) in children's programs. The Library trains its staff and volunteers on disability awareness and inclusive practices. This training covers how to interact respectfully and effectively with people with various disabilities, as well as how to use assistive technologies and make necessary accommodations. The Library has a computer set up with assistive keyboard and mouse. By fostering an inclusive culture and seeking feedback from participants with disabilities, the Library ensures the programs are welcoming and accessible to all.

Action Title: 4.1.5.36 DIAP A2.3.10 Continue to enable access by Aboriginal and/or Torres Strait Islander persons with disability to attend culturally safe and appropriate programs

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Deidre Bryson - Library Coordinator	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: The Broken Hill City Library is dedicated to being a safe and welcoming spaces for everyone, regardless of cultural background or ability. We achieve this by offering a diverse range of events and activities that are designed to be culturally sensitive and inclusive. Libraries ensure accessibility for all members through physical accommodations, assistive technologies, and staff being training on cultural competence and disability awareness. By fostering an environment of respect and inclusivity, BHCC Library provide a supportive community space where all individuals are able to engage, learn, and feel valued.

Action Title: 4.1.5.37 DIAP A2.3.11 Continue to offer Art Gallery activities with adjustments for people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Kathryn Graham - Gallery and Museum Manager	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: The Gallery offers activities with adjustments for people with disabilities by implementing inclusive practices to ensure all visitors can engage with the art. These adjustments include accessible entrances and an elevator for easy access to all areas. The Gallery can offer guided tours with trained staff or volunteers who can provide verbal descriptions of the artwork for visually impaired visitors. The Galleries is also exploring sensory-friendly or tactile exhibits for those with sensory processing needs, as well as assistive listening devices or captioning for audio-visual materials. Additionally, programs such as workshops or sensory sessions may be tailored to accommodate various abilities, ensuring a welcoming and accessible experience for everyone.

Action Title: 4.1.5.38 DIAP A2.3.12 Ensure that any future refurbishment of the Council Administration Building includes provision for 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 %
Codie Howard - Director Infrastructure & Environment	Completed	01-Jul-2024	30-Jun-2025	100%	100.00%	GREEN

Action Progress Comments: The ground floor of the Administration Building was renovated in early 2024 as part of Stage 1 works for the new Library and Archives Project. As part of these works, the Customer Service and Library Staff desks have been installed with sections for people using wheelchairs and the provision of a hearing loop in the temporary library section. A sound privacy room will be considered after the use of the ground floor as a temporary library.

Action Title: 4.1.5.39 DIAP A2.3.13 Ensure the Visitors' Information Centre has a section of the information counter at a lowered height to accommodate visitors who use wheelchairs

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Anjali Joseph - Strategic Asset Management Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Information counter works were completed in late October 2023.

3 Systems and Processes

3.1 Systems supporting Council communications, meetings and consultations enhance inclusion

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

Action Title: 4.1.5.40 DIAP A3.1.01 Develop guidelines for creating accessible documents (integrating the International Day of People with Disabilities Style Guide, 2018 https://www.idpwd.com.au/wp-content/uploads/2018/09/IDPwD-Style-Guide-2018.pdf)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Michelle Rolton - Manager Corporate & Customer Experience	In Progress	01-Jul-2024	30-Jun-2025	80%	0.00%	GREEN

Action Progress Comments: International Day of People with Disability Branding Guidelines 2018 sourced. Research commenced for development of guidelines for creating accessible documents. Seek to incorporate in the development of a Corporate Brand and Style Guide for the organisation. A Brand and Style Guide internal working group has met to progress.

3.2 Incorporate accessibility and inclusion considerations in procurement decisions and contracts

3.2.1 People with disability have greater access to information relating to procurement and contracts

Action Title: 4.1.5.41 DIAP A3.2.01 Review procurement systems and contracts to ensure accessible and inclusive practices are used by consultants

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Simon Brown - Director Finance and Commercial	In Progress	01-Jul-2024	30-Jun-2025	1%	0.00%	GREEN

Action Progress Comments: Tenders and Contracts awarded with regards to inclusivity as per Council's Procurement Framework and Policy. Council's Procurement Framework and Policy under review during 2nd half of 2024.

3.3 Ensure procedures and work practices require all community campaigns or information sessions to be inclusive

3.3.1 People with disability have greater access to information

Action Title: 4.1.5.42 DIAP A3.3.01 Review procedures and work practices relating to the development of community campaigns or information sessions to ensure inclusion is built in

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Darrin Manuel - Manager Communications & Marketing	In Progress	01-Jul-2024	30-Jun-2025	50%	0.00%	GREEN

Action Progress Comments: Disability Inclusion remains a key consideration of all communications and campaigns, along with any new software used for communication.

3.4 Utilise the expertise of the DIAP Monitoring Group to improve systems and processes

3.4.1 People with disability are represented on the DIAP Monitoring Group

Action Title: 4.1.5.43 DIAP A3.4.01 Continue to support and resource the DIAP Monitoring Group to assist Council to improve systems and processes

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Michelle Rolton - Manager Corporate & Customer Experience	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Council facilitates DIAP Monitoring Group meetings six monthly.

3.5 Embed inclusive practices into all community consultations, communications and Council work practices

3.5.1 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: 4.1.5.44 DIAP A3.5.01 Community engagement plans include methods for engaging 'harder to reach' individuals and communities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Darrin Manuel - Manager Communications & Marketing	In Progress	01-Jul-2024	30-Jun-2025	50%	50.00%	GREEN

Action Progress Comments: Inclusion of harder to reach demographics included in current Engagement Strategy and will remain in any updated future version.

Action Title: 4.1.5.45 DIAP A3.5.02 Collate database of key community contacts in order to collect 'lived' information on 'accessible Broken Hill'

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	In Progress	01-Jul-2024	30-Jun-2025	25%	75.00%	RED

Action Progress Comments: Commenced review of community directory on Council's website.

Action Title: 4.1.5.46 DIAP A3.5.03 Collate a database of volunteers prepared to take photos of places, for example, routes to tourism venues, Council buildings and parks; and approach private venues and accommodation operators wishing to cater to accessible tourism

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Patrick Kreitner - Visitor Services Coordinator	In Progress	01-Jul-2024	30-Jun-2025	5%	0.00%	GREEN

Action Progress Comments: Viability of this project with volunteer not deemed suitable. Quotation has been received by contractor.
In early 2025 data collection will be conducted via a survey.

3.6 Consumer satisfaction surveys indicate the consumers feel heard and have a say in decision making

3.6.1 Surveys are developed to ensure accessibility to respond by hard-to-reach individuals can be achieved

Action Title: 4.1.5.47 DIAP A3.6.01 Community consumer satisfaction survey

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Rachel Merton - Community Development Coordinator	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	🔴🟠🟢 GREEN

Action Progress Comments: Action completed 30/06/2024 - Community Satisfaction Survey conducted in 2023. The survey showed an overall increase from 2.9/5 to 3.1/5.

4 Employment

4.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have disability

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

Action Title: 4.1.5.48 DIAP A4.1.01 Include on the front of Council's 'Jobs' webpage a statement that Council welcomes applications for employment from people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Casey Deery - Executive Manager People and Culture	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	🔴🟠🟢 GREEN

Action Progress Comments: Action completed 30/06/2024 - The following statement has been added to Council's website careers page; "Broken Hill City Council promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. People from indigenous backgrounds, people from culturally diverse backgrounds, and people with disabilities are encouraged to apply

Action Title: 4.1.5.49 DIAP A4.1.02 Continue to regularly 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 %
Casey Deery - Executive Manager People and Culture	Completed	01-Jul-2024	30-Jun-2026	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Recruitment processes are in line with all legislative and regulatory requirements for disability inclusion regarding workforce management. All recruitment processes have met the recommended guidelines and council continues to work with services supporting the disability employment sector.

Action Title: 4.1.5.50 DIAP A4.1.03 Continue to reference the Australian Network on Disability resource "Manager's Guide: Disability in the Workplace" and continuously update Council's policies and processes in line with best practice examples provided

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Casey Deery - Executive Manager People and Culture	Completed	01-Jul-2024	30-Jun-2025	100%	0.00%	GREEN

Action Progress Comments: Action completed 30/06/2024 - Council's policies and processes are in line with current reference materials regarding disability inclusion within the workforce. All recruitment has met the guidelines and council continues to work with employment service providers in this industry.