



**DISABILITY INCLUSION
ACTION PLAN 2022-2026**

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

QUALITY CONTROL			
KEY DIRECTION	4. Our Leadership		
OBJECTIVE	4.1 Openness and transparency in decision making		
STRATEGY	4.1.5 Support the organisation to operate within its legal framework		
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DOCUMENT PURPOSE

Broken Hill City Council's Disability Inclusion Action Plan 2022-2026 outlines Council's commitment to improving opportunities for people with a disability of all ages to access the full range of services and activities available in the community.

ACKNOWLEDGEMENTS

Thank you to all the community members and staff who participated in engagement sessions and who filled in a survey. Your comments and ideas were very helpful.

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INTRODUCTION

MESSAGE FROM YOUR MAYOR

On behalf of the Broken Hill City Council, it is my honour to present the newly updated Disability Inclusion Action Plan (DIAP).

Council's DIAP sets out the vision of Broken Hill City Council, which is to engage people with disability, their families and supporters, to join with us to improve opportunities for people of all ages, all cultures, and of differing abilities, to access the full range of services and activities available in the local community.

The Plan was developed in consultation with people with disabilities, and its strategies are based on the information and ideas they provided.

I believe Council has made significant advances in regard to disability inclusion, starting with the implementation of a new website that meets all Website Content Accessibility Guidelines.

Disability inclusion has also become a cornerstone of all project planning undertaken by Council, and that is perhaps best reflected in the recent upgrade of the toddler's area at Queen Elizabeth Park with fully accessible play equipment.

The most notable recent example of Council's commitment to disability inclusion is Council's Active Transport Plan.

The 10-year plan aims to carry out approximately \$14 million worth of footpath construction and repairs to ensure people of all abilities can travel between key services and facilities such as schools, aged care, health services, and retail centres.



However, we know that our work is far from finished in the disability inclusion space, and we will continue working to make Broken Hill as inclusive and liveable as possible for people of all abilities.

Finally, I would like to thank the members of the Working Party and all the individuals and groups who support the ongoing evolution of this plan

Councillor Tom Kennedy
MAYOR

DEFINITIONS

INCLUSION

Inclusion means everyone participating in the places and activities of community life on an equal basis.ⁱ The Disability Inclusion Action Plan is about taking practical steps, based on the experiences and ideas of people with disability, to ensure inclusion in all aspects of community life in Broken Hill.

DISABILITY

The definition of 'disability' used in in this Action Plan comes from two laws, the:

1. *Disability Discrimination Act (Commonwealth) 1992*, where the word 'disability' means:ⁱⁱ
 - 'The total or partial loss of the person's body or mental functions
 - The total or partial loss of a part of the body
 - The presence in the body of organisms causing disease or illness
 - The presence in the body of organisms capable of causing disease or illness
 - The malfunction, malformation or disfigurement of a part of the person's body
 - A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction'
2. *Disability Inclusion Act (NSW) 2014*, where the word 'disability' means:ⁱⁱⁱ
 - *long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others'*

This second definition is very important because it says people's participation is affected by barriers created by society to the same extent as an impairment may. This is called the "social model of disability". Dr Alison Davis explains the social model when she says:^{iv}

'If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is society which handicaps me far more seriously and completely than the fact that I have spina bifida.'

(Shut Out: The Experience of People with Disabilities and their Families in Australia, 2009)

FOCUS AREAS^v

The Broken Hill Disability Inclusion Action Plan 2022-2026 is based on four Focus Areas. These Focus Areas came from the NSW Government, which asked people with disability what barriers affect their inclusion. People said these four areas need to be worked on in order to remove barriers to inclusion.

The four Focus Areas are:

- Attitudes and Behaviour
- Liveable Communities
- Systems and Processes
- Employment

EXECUTIVE SUMMARY

VISION FOR THE DOCUMENT

Broken Hill City Council's Disability Inclusion Action Plan 2022-2026 is a vision for an inclusive Broken Hill which is inclusive to people of all abilities and all ages.

PRINCIPLES

Council's Disability Inclusion Plan 2022-2026 is designed to enact the Principles of the New South Wales (NSW) *Disability Inclusion Act 2014*, which states that people who live with disability have the right to:

- respect for their worth and dignity as individuals
- participate in and contribute to social and economic life, and be supported to develop and enhance their skills and experience
- realise their full potential in all areas of life
- make decisions about their lives, and be supported in these if they want or need it
- privacy and confidentiality
- live free from neglect, abuse, and/or exploitation
- access information in a way that is appropriate for their disability and cultural background, and which enables them to make informed choices; and
- pursue complaints with the same ease as other members of the community

Council has a commitment to respect for the individual experience of people with disability, including their cultural diversity, age, gender, sexual orientation, and religious beliefs.

Council's Disability Inclusion Action Plan 2022-2026 recognises that interests and needs of people with disability will change throughout their lifetime. This Action Plan seeks to build inclusion across the life-course, for children, young adults, adults and seniors. Council recognises that needs of children, youth, women and men with disability are different and Council has sought to address each.

Council recognises the importance of families, carers, and other significant persons, and Council support these relationships through the provision of community spaces, events, programs, services and access to information connecting people to their community.

OVERVIEW

The following is an outline to tell you what is in this Disability Inclusion Action Plan.

1. The Business Case

The business case for supporting inclusion of people with disability explains why building inclusion will benefit the whole community socially and economically.

2. Links to Other Council Plans

This section describes how the Disability Inclusion Action Plan (DIAP) sits within broader Council Plans. By linking the Plans, we ensure that progress on the DIAP is reported back to the community.

3. Policy Context

This section explains the laws and policies that the DIAP must follow. Working together, these laws and policies will help to make Australia and Broken Hill more inclusive.

4. People of the Broken Hill Local Government Area

This section looks at how many people living in Broken Hill LGA may have a disability and would benefit from this Plan.

5. How Council Consulted

We explain how Council talked to the community and collected ideas that would make a practical difference to the lives of residents of and visitors to Broken Hill who may have a disability.

7. The Action Plan

This section lists the actions recommended to make the Broken Hill area easier for people with disability and their families and supporters to access and enjoy.

8. Monitoring and Reporting

This section explains how Council will check that our Plan is being achieved and how we will involve people with disability to help us check the Plan's effectiveness.

1. THE BUSINESS CASE – BENEFITS OF INCLUSION

The NSW Disability Inclusion Action Planning Guidelines require all NSW public authorities to have a "unique business case for supporting the inclusion of people with disability".^{vi} This section outlines the business case for working towards the full inclusion of people of all ages with disability (including children who may have temporary or permanent delays in their development). By supporting inclusion, Broken Hill can achieve significant social and economic benefits to the entire community. Inclusion is part of the core business of local government.

Economic Benefits

- Inclusion enables people with disability to access employment or to establish businesses. By supporting economic independence, the need for income supports are reduced, workforce participation is increased and we experience economic growth. Economic participation supports the wellbeing of individuals and families because it results in additional income in families. Additional income in families is most likely to be money spent locally.
- The National Disability Insurance Scheme (NDIS) will inject \$22 billion dollars per year into the Australian economy. Age care funding provides a further \$18 billion annually. Both the NDIS and aged care provide funds to individuals to buy supports to access community life. These support services are provided locally, enabling people with disability (including age related disability) to enjoy local shopping, entertainment, leisure, learning and access to health care. By targeting the accessible tourism market, Broken Hill could further access related economic growth.^{vii} By making physical and information environments accessible and ensuring business and community attitudes and behaviours are inclusive, there is

significant potential to stimulate the local economy.

- Lack of accessibility of information, environments and attitudes and behaviours that create barriers cost business. Missed business is not limited to potential customers with disability. It extends to the friends and family of those individuals, who would have accessed that service together. When one person using a wheelchair is unable to attend an event or service, it's likely the friends and family of that person who would have attended together are also 'missed business'.
- The fastest growing component of the Australian consumer market is older people, and the current generation of older Australians are retiring with unprecedented, accumulated wealth.^{viii} Businesses that cater to people with disability who may have limitations to mobility, vision, hearing etc extend their market reach to include families using prams and to older people who use mobility aids or who need assistance with vision or hearing.

Social Benefits

- Inclusion enriches the community because it enables us to access the full range of talents and viewpoints within the population.
- At some point in our lives, all of us will experience a disability or impairment which, in interaction with barriers in society, limit our access to community life. To enjoy a rich social and family life, which in turn supports our wellbeing, we need access to barrier-free information, places and activities.
- Inclusion protects our community from the cycles of disadvantage that can lead to negative impacts across generations in areas of health, wellbeing, education and employment. Planning for inclusion helps to avoid these negative outcomes and is proven to be more cost effective in the long term.^{ix}

Inclusion as Core Business

- Section 8 of the NSW *Local Government Act 1993* requires Councils to provide adequate, equitable and appropriate services and facilities for the community.^x People with disability are identified as part of a social justice target group needing specific strategies to ensure they are equally included in community engagement activities and decision making. The Disability Inclusion Action Plan (DIAP) provides a way for Council to achieve this outcome and to continuously improve service delivery to this group.
- Broken Hill City Council is committed to meeting and exceeding both State and Commonwealth laws, that address direct and indirect discrimination against people with disability, in the delivery of their services, goods and facilities.^{xi} By consulting with people with disability, Broken Hill City Council DIAP has identified potential sources of indirect discrimination in the form of unintended attitudinal barriers and other unintended barriers that may exist in systems and processes.

2. LINKS TO OTHER COUNCIL PLANS

This Disability Inclusion Action Plan (DIAP) fits within a larger 10-year plan called the Community Strategic Plan (CSP) “Your Broken Hill 2040”. The CSP was developed from extensive community engagement and consultation, as well as the ongoing input from the Community Round Table Committee. The CSP keeps Council focussed on achieving long-term goals in four Key Directions: Our Community, Our Economy, Our Environment and Our Leadership.

All Council Plans fit under the CSP. Many of these other Council plans are also relevant to people with disability, for example Active Transport Plan, Ageing Strategy, Tourism Plan and more. The Disability Inclusion Action Plan 2022-2026 has suggestions and ideas that often relate to all these. To coordinate all activities, every four years Council develops the Delivery Program which combines the activities of all Plans and links them to the headings of social, economic, environmental and civic leadership.

As Council implements the Delivery Program, evidence is collected to confirm that progress is being made. Council uses this information to report back to the community, to tell you what improvements have been made. Progress reports are provided to the Council at least six monthly.

At the end of each year, Council reports to the community in the Annual Report on tasks completed in the Disability Inclusion Action Plan during that year.

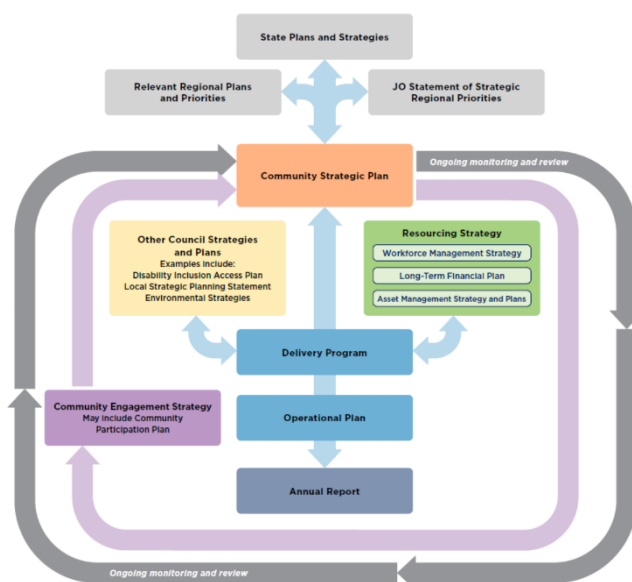


Figure 1: Link Between This Plan and Other Council Plans

3. POLICY CONTEXT

The Broken Hill City Council Disability Inclusion Action Plan 2022-2026 has been developed in line with laws and policies designed to ensure that people with disability are included in all aspects of community life. The laws and policies demonstrate Australia's commitment to a

global shift in awareness that more must be done to respect the rights of people with disability.

This section outlines these key laws and policies in Australia and New South Wales (NSW). The policy context will support the effectiveness of the Broken Hill City Council Disability Inclusion Action Plan 2022-2026.

Figure 2: The relationships between the relevant policy and legislative instruments.



(Source: NSW Government Disability Inclusion Action Planning Guidelines)

3.1 UN Convention on the Rights of Persons with Disabilities (UNCRPD)

Australia has committed to implementing the Articles of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The Articles state that persons with disabilities must enjoy all human rights; specify how these rights apply in practice; and identify where

efforts to be made for people with a disability to effectively exercise their rights.^{xii}

By signing the UNCRPD, Australia committed to make changes to laws and policies to ensure the inclusion of people with disability. Australia will also report back to the United Nations about the progress made towards this goal.^{xiii}

Key areas to be addressed under the UNCRPD are:

- Equality and non-discrimination before the law for people with a disability, with specific measures about upholding the human rights of women and children with a disability.
- Raising awareness, fostering respect and dignity, and combating stereotypes relating to people with a disability. Activities include public awareness campaigns and promoting an attitude of respect for the rights of people with disability.
- Ensuring access to the physical environment (including access to transport), as well as access to information and communication.
- Recognising the equal right of people with disability to participate in and enjoy all amenities and activities of community life.
- Ensuring the right to freedom of expression and respect for the home and family of people with disability.
- Ensuring the right to work and employment on an equal basis with others.
- Providing opportunities to fully participate in political and public life, including voting and representation by people with disability in all levels of government.
- Ensuring the right to participate in cultural life, including ensuring visual culture (art, film, theatre) and other cultural activities are accessible and represent the diversity of human experience. Ensuring access to museums, libraries, tourism services and to sites of national cultural importance.

3.2 Australia's Disability Strategy (ADS), 2021-2031

The Strategy was developed by Australian, state, territory and local governments; with more than 3,000 people consulted with disability, families, carers and

representatives to ensure their views were included in the Strategy. Australia's Disability Strategy 2021-2031 builds on the work of the original strategy, the National Disability Strategy 2010-2020. The Strategy's vision is for an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.

The Strategy has seven outcome areas, which are:

- Employment and Financial Security
- Inclusive Homes and Communities
- Safety, Rights and Justice
- Personal and Community Support
- Education and Learning
- Health and Wellbeing
- Community Attitudes

The Australia's Disability Strategy is Australia's national disability policy framework; driving action at all levels of government to improve the lives of people with disability. (ADS, 2021-2031)

3.3 National Disability Insurance Scheme (NDIS)^{xiv}

The National Disability Insurance Scheme (NDIS) provides for a national insurance system that enables funding and administrative systems to support people with disability to access the reasonable and necessary supports they need to lead an ordinary life.

The NDIS will enable eligible people with a disability to pursue their interests in the community through individualised packages of funding. Funding will also be available to help make mainstream services more inclusive. The latter will be available through grants from the Information, Linkages and Capacity Building initiatives of the NDIS.

The Broken Hill City Council Disability Inclusion Action Plan 2022-2026 support NDIS objectives by:

- ensuring accessible and inclusive built environments
- developing accessible and inclusive programs and services
- providing information in a range of formats
- continuing to work towards inclusive employment application processes, and
- fostering positive community behaviours and attitudes towards people with disability.

The NDIS enables eligible people with a disability to pursue their interests in the community through individualised NDIS funding. Under the NDIS, Information Linkages and Capacity Building grants are available to help make mainstream services more inclusive. (NDIS, 2014)

3.4 NSW Disability Inclusion Act, 2014^{xv}

The *NSW Disability Inclusion Act 2014* (the Act) requires all agencies of the NSW Government and Local Governments to develop Disability Inclusion Action Plans (DIAPs). The Act states that DIAPs must:

- state how the Disability Inclusion Act's Principles will be addressed
- provide specific strategies to support people with disability to access buildings and events, information and employment opportunities
- describe how people with disability were consulted
- describe how the plan supports the NSW Disability Inclusion Plan (see below)
- be made available to the public
- be reviewed, in consultation with people with disability, every four years
- include progress reports published annually in Council's Annual Report.

The *Disability Inclusion Act, 2014* requires all NSW government agencies and local governments to consult with people with disability, and then based on this information, to commit to practical actions to improve access and inclusion. (NSW Disability Inclusion Act 2014)

3.5 NSW Disability Inclusion Plan (NDIP)^{xvi}

The NSW Disability Inclusion Plan (NDIP) is a four-year action plan detailing how NSW government agencies (and local government) will work towards ensuring people with disability enjoy the same opportunities and choices as everyone else. In developing the NDIP, the NSW Government consulted with people with a disability about what barriers affect their inclusion. This led to the identification of four "Focus Areas" that must underpin all DIAPs in NSW. The Focus Areas are: ^{xvii}

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment, and
- improving access to mainstream services through better systems and processes.

NSW Disability Inclusion Plan outlines how all NSW government agencies and local governments will make local communities more inclusive. All Inclusion Plans must address the four 'focus areas'. (NSW Disability Inclusion Plan, 2015)

3.6 Disability Discrimination Act (DDA) 1992 and Amendments (2009)

The Disability Discrimination Act, 1992 (C'wlth) (DDA) protects against discrimination based on disability. These protections extend to relatives, friends, carers, co-workers or associates of a person with disability who may experience discrimination because of this relationship.

The DDA also encourages governments, businesses and others to implement the DDA to ensure the full participation of all citizens. The Broken Hill City Council DIAP 2022-2026 incorporates the requirements of Section 61 of the DDA, where Council must have plans that:

- devise policies and programs to achieve the Objects of the Act
- communicate these to persons within the Council
- review practices to identify and eliminate discriminatory practices
- set goals and targets to measure the success of the Plan
- appoint persons within the Council to implement the provisions.

3.7 Other Relevant Laws and Plans

Other laws and plans relevant to Broken Hill City Council Disability Inclusion Action Plan 2022-2026 are:

- National Arts and Disability Strategy, 2009 (C'wlth)
- Web Accessibility National Transition Strategy, 2010 (C'wlth)
- *Anti-Discrimination Act, 1977* (NSW)
- Carers (Recognition) Act, 2010 (NSW)
- *The Local Government Act, 1993* (NSW)
- The Local Government (General) Regulation, 2005 (NSW)

4. PEOPLE OF THE BROKEN HILL LOCAL GOVERNMENT AREA

Broken Hill City Local Government Area (LGA) is in the Far West region of New South Wales (NSW). Covering an area of 4,531 square kilometres it has a population density of 1.04 persons per hectare. Not only is Broken Hill City LGA sparsely populated, it is also one of the most isolated population centres in the state. ^{xviii}

In 2018 the estimated resident population of Broken Hill City was 17,734 people.

Population decline remains a factor for Broken Hill City LGA. The Australian Bureau of Statistics (ABS) notes that this trend is in line with many of NSW's predominantly rural areas, particularly in Far West. ^{xix}

The main employing industry in Broken Hill City LGA is health care and social assistance, employing 18.3% of the workforce. In 2016, more Broken Hill City residents worked in health care and social assistance than any other industry. ^{xx} The Disability Inclusion Action Plan 2022-2026, by improving inclusion and access in the Broken Hill LGA will encourage people with disability (which includes seniors with disability) to live in, or visit the town, thus supporting or even boosting local employment opportunities. ^{xxi}

4.1 People with Disability

Information about the number of people with disability living in Australia cannot be provided as precise measurements. The main source of information is the Survey of Disability, Ageing and Carers (SDAC), ^{xxii} and is based on a person's self-reported need for assistance. Some of the difficulties associated with statistics and the prevalence of disability have been identified by the Australian Bureau of Statistics (ABS) and include:

- The ABS defines disability as a need for assistance in one or more of three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age. ^{xxiii} The ABS data is likely to count only those people whose disability impacts more on their need for care, whilst people with disability who manage without as much or any assistance in core activity areas, may not be represented in the census data. They are however, included in the definition of the *NSW Disability Inclusion Act 2014*.

- People can vary in their perception of the impact of the disability on their daily activities. This means people with similar assistance needs could report their needs differently.
- Some people may be uncomfortable with reporting their disability because of concern about negative community attitudes. This is often the case for people who experience mental ill health, dementia, or acquired brain injury. Others may not report their disability because it is episodic in nature, such as epilepsy, or certain types of mental illness.
- Census information is often reported by one person for the entire household. The individual completing the survey may or may not know about the disability status of other persons living in the house. The person completing the survey could answer it differently to how the person with disability may have.

Census Data Does Not Count All People with Disability - The ABS Survey of Disability Ageing and Carers definition of disability is "needing assistance in one or more of three core activity areas of self-care." The Disability Inclusion Action Plan includes people who are self-caring.

4.1.1 How many People in Broken Hill have a Disability?

Information from the Australian Bureau of Statistics (ABS) and the Far West NSW Medicare Local, show that: ^{xxiv}

- In Broken Hill LGA, 8.0% of the population (1,424 people) reported needing assistance with their day-to-day lives due to disability. There has been a notable increase in reported disability among aged groups 65 to 79 years between 2011 and 2016. ^{xxv}
- 1,269 (7.5% of the population) receive the Disability Support Pension. This is higher than the NSW percentage (5.7%).^{xxvi}

- 1,878 (12.4 % of the population) provided unpaid assistance to a person with disability.
- The Far West NSW Medicare Local has the third highest percentage (6.1%) of people having profound or severe disability. By contrast, in NSW the percentage is 4.9%.

Far West NSW has an exceptionally high proportion of people of all ages (6.1%) with a profound or severe disability (ABS, 2016)

4.1.2 Why Inclusion is Important

The 2015 Survey of Disability, Ageing and Carers highlighted key factors relating to the impact of disability and caring which demonstrates why, as a caring community, we need to address disability inclusion. ^{xxvii} These factors include:

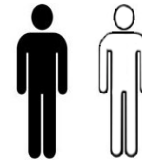
- One in five Australians have a disability (4 million in total).
- Almost 1 in 12 Australians with disability (or 8.6%) reported they had experienced discrimination or unfair treatment because of their disability. Young people with disability are more likely to report the experience of discrimination (20.5%) than those aged over 65 years (2.1%).
- More than 1 in 3 women and more than 1 in four men aged 15 years and over reported that they avoided situations because of their disability.
- More than half those with disability aged 15 to 64 years participated in the labour force (53.4%) which is significantly less than those without disability (83.2%).

People with disability are more likely to face considerable social exclusion, particularly in the areas of education and employment. This is also true for those who provide care. (ABS Survey of Ageing, Disability and Carers, 2015)

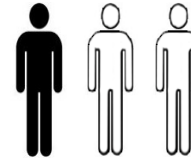
4.2 Age Profile^{xxviii}

The 2015 Survey of Disability, Ageing and Carers identified that in Broken Hill, 1 in 2 people reporting the need for assistance in one or more core activities were aged 65 or over.^{xxix} As the population of Broken Hill ages (particularly if there is continued population decline in the under 65-year age group), the proportion of the population needing assistance in one or more core activities (ie, with disability) is likely to increase significantly.

In 2016,^{xxx} Broken Hill had a higher proportion of persons at post retirement age than Regional NSW. Overall, 28.9% of the population of Broken Hill were aged 60 years and over, compared with 27.2% for Regional NSW. A breakdown of Broken Hill LGA by age group is set out in the figure below.

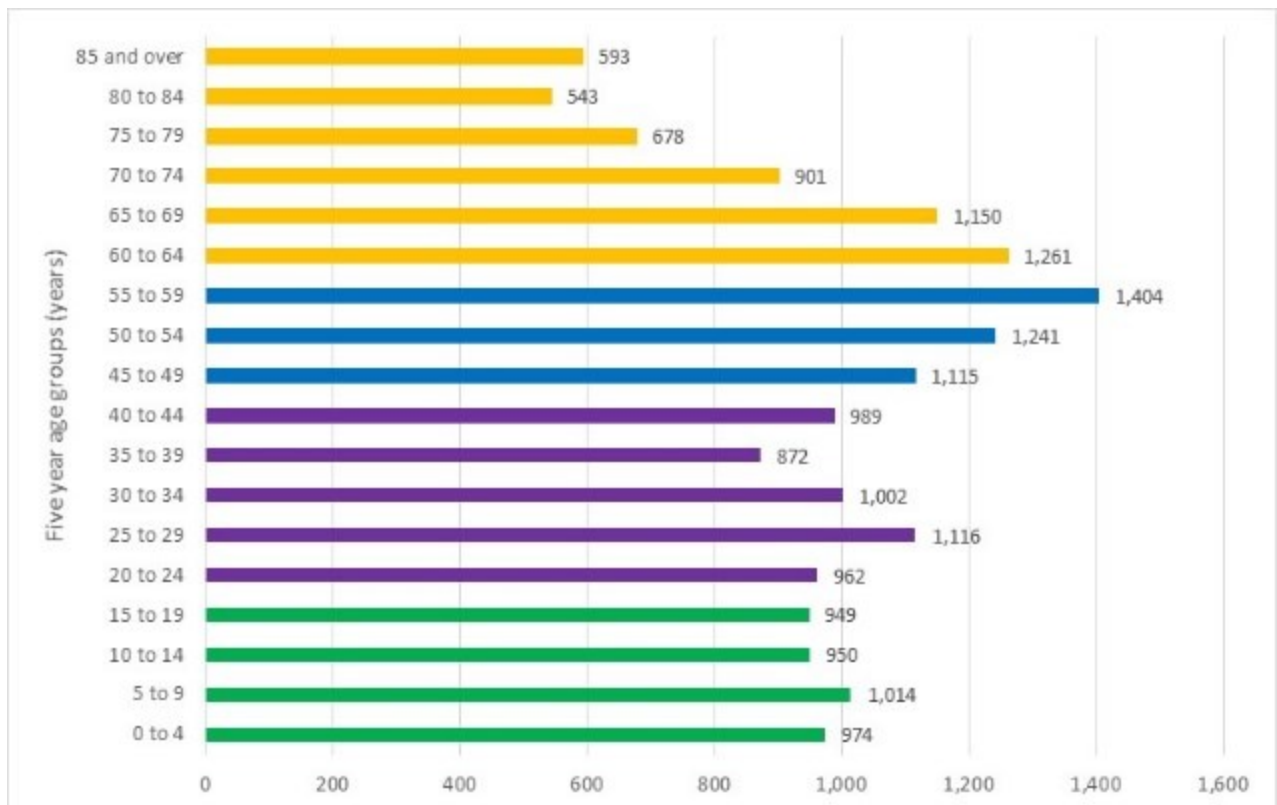


1 in every 2 people who reported needing assistance in one or more core activities were aged 65 or over



1 in 3 people living in Broken Hill in 2016 were aged 60 or over

Figure 3: Broken Hill City LGA Population by Age (2016)



[Source: Australian Bureau of Statistics, Census (2011), Population and Housing]

4.3 Aboriginal and/or Torres Strait Islander Persons

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers identified that Aboriginal people are 1.7 times more likely to have disability.^{xxxix} For this reason, it is important to specifically consider the Aboriginal and Torres Strait Islander residents of Broken Hill and to include strategies in the Disability Inclusion Action Plan 2022-2026 that considers the specific needs of Aboriginal and/or Torres Strait Islander residents and visitors who may have a disability.

In 2016 there were 1,498 Aboriginal and/or Torres Strait Islander residents in the Broken Hill LGA. They represent 8.5% of the total population or about 1 in 12 people. This is an increase of approximately 1% or 100 indigenous residents since 2011.^{xxxix}

Figure 4.: Aboriginal and/or Torres Strait Islander Population (2016)

Areas	Aboriginal and/or Torres Strait Islander Persons	% of total population
Broken Hill LGA	1,498	8.5
New South Wales	548,368	2.9

[Source: Australian Bureau of Statistics, Census (2016), Population and Housing]

The Australian Institute of Health and Welfare has identified a strong correlation between socio-economic status and disability in capital cities.^{xxxix} Median household income data shows that the Broken Hill Indigenous community is economically disadvantaged when compared with Indigenous groups in NSW and Australia. While mortgage repayments in Broken Hill are slightly lower than the NSW and Australia-wide averages for Indigenous people, rental rates are higher.^{xxxix}

ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLE

- Aboriginal children under 14 are 4 times more likely to have disability
- Aboriginal adults aged 35-54 years are 2.7 times more likely to have disability
- Aboriginal children under 15 are 3.4 times more likely to be deaf
- Aboriginal Australians are 4 times as likely to have an intellectual disability

(NSW Child, Family and Community Peak Aboriginal Corporation – Based on ABS Census Data)

Economic disadvantage increases for the Broken Hill Indigenous community when household income is compared against the non-indigenous community.

Indigenous households in Broken Hill Local Government Area have about 50% less weekly income than the median family household income in the Broken Hill region.^{xxxix}

4.4 Cultural Diversity

The ABS Survey of Disability, Ageing and Carers identified that people from Culturally and Linguistically Diverse (CALD) backgrounds who have disability are less likely than to access services than people of non-CALD backgrounds. In 2011, 2.3% of the total population of Broken Hill City LGA were identified as speaking a language other than English at home.

The most commonly spoken non-English languages spoken are Italian, Greek, Filipino/Tagalog and Australian Indigenous Languages (each language group being < 0.1% of total population).

5. HOW COUNCIL ENGAGED AND CONSULTED

Broken Hill City Council consulted with the community and people living with disabilities, their families and other significant people. Consultations explored what was important to them, what isn't working for disability inclusion and how Council could improve inclusion. Our consultation methods, included:

- An online survey
- Hard copy survey
- Easy read survey (hard copy)
- Community consultation session
- Focus interviews with NDIS service providers
- Internal consultations with Council staff

We advertised through a range of media, including:

- Online via our website and social media (Facebook)
- In newspapers (Barrier Truth)
- Via our networks and events (including the DIAP Monitoring Group, service providers and health and education services)
- Surveys were distributed to the library, YMCA, Council's Administrative Centre and local disability service providers distributed surveys to NDIS Participants
- Existing distribution lists including through the eNews distribution list

A total of 20 people completed the online survey.

Five survey respondents (5 or 25%) identified as being a person with disability; seven (7 or 35%) identified as a parent or care giver of a child or children with a disability (aged under 17); three (3 or 15%) identified as a parent of an adult child with a disability; and five (or 25%) identified as working in the sector supporting people with disability.

A total of six easy read surveys were received. People completing these said they like going shopping, using parks and gardens, and all said they use the library. Three (3) out of 4 said they needed help filling in forms and need writing to be easy to read. Two (2) out of 4 said they would like people to be more friendly to them.

Ten (10) people attended the community consultation, including four (4) family members (parents or siblings) of people with disability. Six (6) other participants were service providers supporting people with disability.

A further 20 one-on-one interviews were conducted by the consultant including five parents/family members of persons with disability (25%), ten (10 or 50%) who work in the sector supporting people with disability, four (4 or 20%) people with disability and a community member (cab driver).

The results of the consultations were shared with all departments of Council. Strategies for this Disability Inclusion Action Plan are based directly on the comments, suggestions and feedback given via the consultations, surveys and interviews

6. THE ACTION PLAN

FOCUS AREA 1: ATTITUDES AND BEHAVIOURS

Community Outcome 1: Council staff lead by example through their behaviour and attitudes to promote and support inclusion within the community.

What the Community Told Us

- Most people said Council staff were approachable and helpful. However, parents of children with autism said more work needs to be done to understand the needs of their children and families.
- Council needs to use more pictures and images to communicate with the community. Council language can be too hard to understand.
- Sometimes the differing needs of community members don't align, for example, some people need quiet, and others need more volume. In shared places (like the pool or the library) staff need to assist community to be understanding of differing needs and to be willing to compromise.

Strategy S1.1 Promote inclusion and inclusive communication in Council and in the community			
Objective O1.1.1		All Council staff have an awareness of what inclusion means	
Action	Timeline	Measure	Responsibility
A 1.1.01 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	30 June 2023 and ongoing each year	Number and list of inclusion/people with disability events actively supported by Council	Events (Lead) Corporate Services Communications
A 1.1.02 Purchase communication aids (such as magnifying glasses, large face clocks and portable hearing loops) and have them visible in Council buildings and facilities	30 June 2023	List and location of communication aides purchased	Corporate Services (Lead) Facility Managers
A 1.1.03 Display the SCOPE Communication Bill of Rights at all Council facilities and buildings	30 June 2023	List of venues where Communication Bill of Rights is displayed	Corporate Services (Lead) Facility Managers
A 1.1.04 Increasingly use infographics and simple English in corporate publications and plans	30 June 2023 and ongoing each year	List of corporate publications and plans incorporating infographics and/or simple English	Corporate Services (Lead) Communications
A1.1.05 Consult with inclusive communication experts (eg, Novita speech therapist) to	30 June 2023	Guidelines and/or strategies for supporting inclusion and managing differing needs	Library Services (Lead)

Strategy S1.1 Promote inclusion and inclusive communication in Council and in the community			
Objective O1.1.1		All Council staff have an awareness of what inclusion means	
Action	Timeline	Measure	Responsibility
develop guidelines on supporting inclusion and managing differing needs in shared community spaces		in shared community spaces	Cultural Facilities
A 1.1.06 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	30 June 2023	Invitation extended to YMCA (Regional Aquatic Centre) management to discuss guidelines for supporting inclusion and managing differing needs in shared community spaces	Assets

Strategy S1.2 Continue to support our staff to respectfully, confidently and effectively communicate with people with disability			
Objective O1.2.1		Council staff are confident and skilled in communicating with people who have a disability	
Action	Timeline	Measure	Responsibility
A1.2.01 Continue to train staff to write accessible documents for presentations and on Council's website	30 June 2023 and ongoing each year	Number and type of training initiatives relating to inclusion or disability confidence/awareness delivered or that staff are sent to	People and Culture (Lead) Communications
A1.2.02 Continue to support staff to develop web content and design compatible with Web Content Accessibility Guidelines 2.0	30 June 2023 and ongoing each year	Number of staff deemed competent to upload WCAG20. Content to Council's website	Communications
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	30 June 2023	Staff feedback indicates increased confidence in engaging and consulting with people with disability and their supporters	Infrastructure
A1.2.04 Deliver induction sessions that encompass the topic of inclusion of people with disability	30 June 2023 and ongoing each year	Number of induction or refresher sessions delivered that encompass disability inclusion as a topic	People and Culture
A1.2.05 Provide expert guest speakers to staff meetings and/or internal training sessions	30 June 2023 and ongoing each year	Number and topic of guest speakers providing information sessions to staff	People and Culture

Strategy S1.2 Continue to support our staff to respectfully, confidently and effectively communicate with people with disability

Objective 01.2.1

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

Action	Timeline	Measure	Responsibility
to provide strategies for communicating effectively with people with diverse communication needs.			

Strategy S1.3 Continue to promote Council's activities for building inclusion in Council and in the community

Objective O1.3.1

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

Action	Timeline	Measure	Responsibility
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	30 June 2023 and ongoing each year	Number and topic of media releases relating to Disability Inclusion Action Plan 2022-2026	Communications

FOCUS AREA 2: LIVEABLE COMMUNITIES

Community Outcome 2: People with disability and their families have improved access to community places, buildings and events.

What the Community Told Us

- The older paths, ramps and kerb ramps in the town are not built to suit newer mobility equipment. Some ramps are too steep and narrow. Kerbs that have a 'lip' on them can be hard to use for people using wheelchairs and walkers.
- Whilst many accessible parking spaces are well placed and easy to use, some accessible spaces are not near kerb ramps.
- Accessible parking sitting adjacent to a kerb is difficult for people who have rear ramp loading accessible cars. The car blocks the ramp.
- It is difficult for people who use wheelchairs to navigate the ambulant toilet spaces. Some of the toilet blocks are old and in need of replacement (particularly the one opposite the Civic Centre).
- Ramp access into the administration building is not a direct path. Signage for access points could be improved and there is a need for accessible parking near the entrance.
- Bus stops and tourist facility entrance points could be improved with regards to accessibility.
- Please don't use bark chips in parks as children and adults who use mobility aids or wheelchairs can't cross the bark chips.
- We need more accessible or universal children's playgrounds and equipment.
- People who use wheelchairs would like to sit with their friends and family at the Civic Centre.
- Schools need ramped access from their bus bay areas.
- Sporting grounds need to be fixed in terms of accessibility.
- Council buildings require quiet / sensory areas.
- More parks need accessible or universal play equipment

Strategy S2.1 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			
Objective O2.1.1		People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, crossings and ramps in Broken Hill	
Action	Timeline	Measure	Responsibility
A2.1.01 Hold specific community consultations with people who use wheelchairs, walkers or gophers to identify priorities for the Active Transport Plan	30 June 2023	Written report of consultation identifying the priorities of adults and children (via their parents) who use mobility aids	Assets
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	30 June 2023 and ongoing each year	List of Active Transport Plan related media and interagency presentations	Assets (Lead) Communications

Strategy S2.1 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

Objective O2.1.1

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

Action	Timeline	Measure	Responsibility
A2.1.03 Conduct community consultation on accessible public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guideline	30 June 2023	Community consultation on accessible public toilets (maintenance and upgrades) documented and incorporated into the Active Transport Plan	Assets

Strategy S2.2 Progressively address the issues raised by people with disability to improve access around the City

Objective O2.2.1

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

Action	Timeline	Measure	Responsibility
A2.2.01 Ensure ramps at school bus bay areas are included in the Active Transport Plan priority list	30 June 2023 and ongoing each year	List with location of bus bay ramps installed	Assets
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	30 June 2023 and ongoing each year	List of works contributing to continuous accessible paths of travel	Assets
A2.2.03 Replace bark chips in public parks with options that do not obstruct wheelchairs and mobility walkers	30 June 2023 and ongoing each year	List of locations where bark chips are replaced with other covering options	Assets
A2.2.04 Provide quiet/sensory areas in Council buildings and at Council events	30 June 2023 and ongoing each year	List of quiet and sensory spaces provided in buildings and at events	Library Services (Lead) Cultural Facilities Events
A 2.2.05 Ensure upgrades to and installation of play equipment are accessible to children with physical and non-physical disability	30 June 2023 and ongoing each year	Tenders for play equipment upgrades or installations that require universal design of equipment	Assets

Strategy S2.3 Progressively increase accessibility and inclusion of places of entertainment, recreation, learning and leisure

Objective O2.3.1

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

Action	Timeline	Measure	Responsibility
A2.3.01 Source existing Accessible and Inclusive Event Guidelines for use within Broken Hill City Council	30 June 2023	Source and implement Accessible and Inclusive Event Guidelines	Events
A2.3.02 Incorporate Access and Inclusion Plans into all Council hosted events	30 June 2023 and ongoing each year	Percentage of Council run events that have an access and inclusion plan as part of event implementation	Events
A2.3.03 Develop Accessible Event templates, guidelines, policies and/or procedures specific to the context of Broken Hill Events	30 June 2024	Number of Accessible and Inclusive Events Guidelines Council has completed	Events
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	30 June 2023 and ongoing each year	Number of Accessible event Guidelines distributed to event organisers in contact with Council	Events
A2.3.05 Ensure seating arrangements enable people who use wheelchairs to sit on the row they would prefer	30 June 2023 and ongoing each year	Seating arrangement procedures for people using wheelchairs to choose the row they wish to sit in	Events
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	30 June 2023	Templates for collecting presenting access and inclusion information relating to Council buildings, parks, playgrounds and activities created	Assets (Lead) Corporate Services (support role) Events Cultural Facilities Library Services
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	30 June 2023 and ongoing each year	Information on accessible and inclusive features of Council buildings, parks and playgrounds collected	Assets
		Ensure the information (and/or completed templates) are made available to: National Accessible Tourism Data Base; Events Information packages for	Assets (Lead) Corporate Services (support role) Events

Strategy S2.3 Progressively increase accessibility and inclusion of places of entertainment, recreation, learning and leisure

Objective O2.3.1

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

Action	Timeline	Measure	Responsibility
		internal / external event managers; Venue hire information; Venue information; community information; Library playing the videos or showing photos of the community work; (private venue operators may wish to have copies of their information to place in their own materials)	Cultural Facilities Library Services Communications
A2.3.08 Invite Broken Hill accommodation, entertainment and other leisure / tourism providers to participate in the Access and Inclusion Information Collection Project	30 June 2023 and ongoing each year	The number of active participants increases year by year	Tourism
A2.3.09 Continue to design Library workshops or activities that provide adjustments enabling people with disability to attend	30 June 2023 and ongoing each year	List of workshops designed for people with disability and/or that provided adjustments for people with disability to attend	Library Services
A2.3.10 Continue to enable access by Aboriginal and/or Torres Strait Islander persons with disability to attend culturally safe and appropriate programs	30 June 2023 and ongoing each year	List of workshops designed for people with disability and/or that provided adjustments for people with disability to attend	Library Services (Lead) BH City Art Gallery
A2.3.11 Continue to offer Art Gallery activities with adjustments for people with disability	30 June 2024	List of workshops designed for people with disability and/or that provided adjustments for people with disability	BH City Art Gallery
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	30 June 2026	List of Council Administration Building access features completed	Assets
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	30 June 2024	List of Visitor Information Centre Building access features completed	Tourism

FOCUS AREA 3: SYSTEMS AND PROCESSES

Community Outcome 3: Council processes support and enhance inclusion of people with disability

What the Community Told Us

- “Thank you for the opportunity to be included in a better Broken Hill”
- Council needs to ensure plans promote more child safety awareness especially for kids with delays and the elderly.
- Rates notice is not so easy to understand at times.
- Be more open and have better communication with the community.
- Please use language that all aged groups and people from all backgrounds can understand. It's too “businessy”.

Strategy S3.1 Systems supporting Council communications, meetings and consultations enhance inclusion			
Objective O3.1.1		Written information produced by Council is easier to read both in form and content	
Action	Timeline	Measure	Responsibility
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).	30 June 2024	Guidelines for creating accessible documents developed	Corporate Services

Strategy S3.2 Incorporate accessibility and inclusion considerations in procurement decisions and contracts			
Objective O3.2.1		People with disability have greater access to information relating to procurement and contracts	
Action	Timeline	Measure	Responsibility
A3.2.01 Review procurement systems and contracts to ensure accessible and inclusive practices are used by consultants	30 June 2024	Procurement procedures reviewed and standard request for tender documents and standard contracts have inclusive practice requirements	Finance

Strategy S3.3 Ensure procedures and work practices require all community campaigns or information sessions to be inclusive

Objective O3.3.1: People with disability have greater access to information

Action	Timeline	Measure	Responsibility
A3.3.01 Review procedures and work practices relating to the development of community campaigns or information sessions to ensure inclusion is built in	30 June 2025	Review of systems generating community campaigns and information sessions identify inclusion / access opportunities	Communications

Strategy S3.4 Utilise the expertise of the DIAP Monitoring Group to improve systems and processes

Objective O3.4.1 People with disability are represented on the DIAP Monitoring Group

Action	Timeline	Measure	Responsibility
A3.4.01 Continue to support and resource the DIAP Monitoring Group to assist Council to improve systems and processes	30 June 2023 and ongoing each year	List of issues taken to the DIAP Monitoring Group relating to improvement of systems and processes	Corporate Services

Strategy S3.5 Embed inclusive practices into all community consultations, communications and Council work practices

Objective O3.5.1 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	Timeline	Measure	Responsibility
A3.5.01 Community engagement plans include methods for engaging 'harder to reach' individuals and communities	30 June 2023 and ongoing each year	Multiple methods of communication are utilised; media releases, public statements, images, brochures, events, surveys, social media	Communications
A3.5.02 Collate database of key community contacts in order to collect 'lived' information on 'accessible Broken Hill'	30 June 2025	Organisations, projects, programs and partnerships communicate appropriately with the community/vulnerable population including feeding back of results/outcomes.	Corporate Services
		Establishment of shared	Corporate

Strategy S3.5 Embed inclusive practices into all community consultations, communications and Council work practices

Objective O3.5.1

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	Timeline	Measure	Responsibility
		key community contacts database	Services
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	30 June 2025	Establishment of a shared volunteer database	Tourism

Strategy S3.6 Consumer satisfaction surveys indicate the consumers feel heard and have a say in decision making.

Objective O3.6.1

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

Action	Timeline	Measure	Responsibility
A3.6.01 Community consumer satisfaction survey	30 June 2024	Survey design questions have obtained the responses of 'harder to reach' individuals	Corporate Services

FOCUS AREA 4: EMPLOYMENT

Community Outcome 4: People with disability have greater access to employment opportunities with Council

What the Community Told Us

- “Wish I knew about this maybe I will have to look on website!!” (Regarding Council's work to support employment and volunteering opportunities for people with disability)
- It's extremely hard in this town to get employed if you are disabled. Understanding and quality of jobs are two big issues

Strategy S4.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have disability			
Objective O4.1.1		Council has recruitment and employment policies that reflect best practice with regards to encouraging and supporting the employment of people with disability	
Action	Timeline	Measure	Responsibility
A4.1.01 Include on the front of Council's 'Jobs' webpage a statement that Council welcomes applications for employment from people with disability	30 June 2023	Council's Job section on its website includes a statement that Council welcomes applications from people with disability	People and Culture
A4.1.02 Continue to regularly access and implement the free resources from the Australian Network on Disability, specifically: <ul style="list-style-type: none"> • Sharing and monitoring disability information in the workplace; and • Employers' Guide to Partnering with Disability Employment Services 	30 June 2024	List of recruitment and employment related policies/procedures reviewed and/or amended for implementation in line with Australian Network on Disability guidelines and samples	People and Culture
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	30 June 2024	List of recruitment and employment related policies/procedures reviewed and/or amended for implementation in line with Australian Network on Disability guidelines and samples	People and Culture

7. MONITORING AND EVALUATION

Throughout the four years that this Plan is being implemented, we want to engage and involve people with disability to help us monitor the progress.

We will achieve this by reporting to our established Disability Inclusion Plan Monitoring Group, made up of people with disability and members of the community with an interest in disability, that will be formed for the term of each Council and reviewed annually, to ensure the broadest range of input possible, as well as representatives of key partner agencies and staff from within Council.

At the end of the 4-year Disability Inclusion Action Plan, we will consult broadly with the community to ask what positive changes they may have noticed, as well as asking where barriers continue to exist.

Council will also require senior managers to make sure the Plan is being implemented. Links between the Disability Inclusion Action Plan and the Community Strategic Plan, Delivery Program and Operational Plans, will enable us to track exactly where we are up to in putting the plan into action.

This will enable us to give a clear picture in the Annual Report, of what has been completed, and what is still to happen.

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