



**DISABILITY
INCLUSION
ACTION PLAN
2017-2021
LARGE PRINT**

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	
FUNCTION	Leadership & Governance	
STRATEGY	4.1.3 Decision-makers provide accountability through planning and reporting frameworks	
FILE REFERENCE No	16/82	TRIM No D17/14963
RESPONSIBLE OFFICER	Corporate Responsibility Officer	
REVIEW DATE	2021	
DATE	ACTION	MINUTE No
April 2017	Document Developed	N/A
26 April 2017	Public Exhibition	45519
28 June 2017	Adopted	45563
12 July 2017	Large Print Format Developed	N/A

QUALITY CONTROL

NOTES

Images sourced from Council's Image Library

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ASSOCIATED DOCUMENTS

Broken Hill 2033 Community Strategic Plan
Delivery Program 2017-2021
Operational Plan 2017/2018

To request Council's Disability Inclusion Action Plan in an alternate format please contact:

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DOCUMENT PURPOSE

Broken Hill City Council's Disability Inclusion Action Plan 2017-2021 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

Preparation of this document would not have been possible without the ideas and input of the Disability Inclusion Action Plan Working Party and the many community members who gave comments via survey or in face-to-face consultations. Many organisations also assisted Council to engage people with disability to participate in this process including the Rural and Remote Autism Network; NSW Ability Links Orana Far West; YMCA Broken Hill (and YMCA NSW); CareWest; Silverlea Services; Silverlea Early Childhood Services; Life Without Barriers; and the NSW Department of Family and Community Services, Far West/Murrumbidgee District. In addition, staff within Broken Hill City Council provided significant contributions to the development of this Plan.

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INTRODUCTION

MESSAGE FROM YOUR MAYOR

On behalf of the Broken Hill City Council, it is my honour to introduce our City's inaugural Disability Inclusion Action Plan (DIAP) 2017-2021.

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 would like to thank the members of the Working Party who supported the development of this plan, and to each person who took the time to complete one of the surveys seeking input.



The DIAP provides strategies, actions and performance measures designed to address the specific issues raised by people with disability. Strategies and actions are divided into four Focus Areas, as follows: Attitudes and Behaviours

- This includes fostering positive attitudes and behaviours towards people with disability, and removing attitudinal barriers that people with disability have told us get in the way of their full enjoyment of activities, services and opportunities in our local area.
- Liveable Communities
 - Strategies in this area address the ongoing challenge of ensuring Council's built environments become accessible to all. A key strategy is to more actively involve people with disability in decision making about priorities for footpath maintenance and upgrades.
 - Encouraging accessible and inclusive activities, events and businesses also appear in Council's strategies in this area. Council plans to highlight and promote the economic benefits of inclusion to businesses, and tourism.
- Improving access to mainstream services through better Council systems and processes
 - Council is committed to making Council information more accessible to all, and providing information in

an increasing number of formats

- Our Customer Service Framework will be reviewed to enable our staff to be more responsive to the needs of people with disability, thus supporting independent access to all Council services and processes.

Supporting access to meaningful employment

- This involves ensuring Council's job design, recruitment and employment processes reflect best practice with regards to enabling people with disability to join our workforce.

Thank you again to all who assisted in this process and I look forward to working with the whole community to achieve greater levels of access and inclusion for all.

Councillor Darriea Turley

MAYOR

DEFINITIONS

INCLUSION

Inclusion is about ensuring people with disability can participate fully in the community. Inclusion happens when every person who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

DISABILITY

The definition of disability applied in this document includes both definitions provided by the *Disability Inclusion Act (NSW) 2014* and the *Disability Discrimination Act (Commonwealth) 1992*.

The *Disability Inclusion Act (NSW) 2014* defines disability as including a:

long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.

The *Disability Discrimination Act (Commonwealth) 1992* defines disability as:

- 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

FOCUS AREASⁱ

The NSW Government has identified four focus areas where significant barriers to access and inclusion will be addressed. These are:

Attitudes and Behaviour – under this focus area the NSW Government aims to “build community awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviour towards people with disability.”

Liveable Communities – the aim under this focus area is to “increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.”

Systems and Processes – the aim under this focus area is to “ensure that people with disability are able to easily and efficiently access mainstream government services

and other opportunities in the community.”

Employment - the aim under this focus area is to “increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future and exercise choice and control as a result of economic security.”

EXECUTIVE SUMMARY

OVERVIEW

Broken Hill City Council is committed to working with the community to achieve an increasingly inclusive and accessible local government area (LGA). The strategies within the Disability Inclusion Action Plan (DIAP) seek to create improved and equitable opportunities for all persons living with disability to access the full range of services and activities available in the community and to participate fully in the community.

VISION FOR THE DOCUMENT

Council is committed to creating greater 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.

PRINCIPLES

The DIAP is based on the principles outlined in the *Disability Inclusion Act 2014 (NSW)*. The strategies and actions listed in the DIAP seek to give practical expression to these principles:

- People with disability have the same inherent rights to respect for their worth and dignity as individuals
- People with disability have the right to participate in

and contribute to social and economic life and should be supported to do so

- People with disability have the right to realise their capacities and potential and to contribute these to the community
- People with disability have the same rights as other members of the community to be consulted about decisions that affect their lives
- People with disability have the right to access information in a way that is appropriate for their disability and enables them to make informed choices
- The needs of children with disability as they mature, and their rights as equal members of the community, are to be respected.

COMMUNITY INVOLVEMENT

The DIAP is based on the input provided by people with disability, their families and supporters. A Working Party, consisting of people with disability, as well as key Council staff was developed to guide the process. The Working Party provided guidance to the Project Team on how to engage people with disability in the consultation and survey process. The Working Party also gave detailed information on barriers that currently exist to full inclusion, as well as ideas and strategies to address them.

Consultation strategies for the DIAP included:

- Two face to face community consultation sessions – 11 participants
- An online and paper based survey (adults) – 16 responses
- An online and paper based survey (addressing issues of families with children with disability) – 12 responses
- Internal (Council) consultations – six sessions
- Interaction by the consultant with agencies involved in the provision of disability services
- The consultant also provided resources and links to resources throughout the project for ongoing use by Council staff.

FOCUS AREAS, COMMUNITY OUTCOMES, STRATEGIES AND ACTIONS

The DIAP is required by the *Disability Inclusion Act 2014 (NSW)*, and to be aligned to the four Focus Areas of the NSW Government's Disability Action Plan, being:

- Attitudes and Behaviours
- Liveable Communities
- Systems and Processes
- Employment.

Under each Focus Area the DIAP names the community outcomes that the plan seeks to achieve. They are:

COMMUNITY OUTCOMES

1. People with disability experience positive attitudes and respectful behaviour from Council staff and express the view that Council encourages these positive attitudes and behaviours within the broader community
2. People with disability and their families and supporters have greater access to Council community places, buildings and events
3. People with disability can more easily and efficiently access Council services and engage in the decision making of Council
4. People with disability have greater access to employment opportunities with Council.

Starting with the feedback that the community gave about what barriers to full participation they are experiencing in that focus area, Council then lists strategies and actions to address those barriers. Strategies are another way of saying an over-all approach to how Council will address the barrier. Some strategies will take longer than four years to achieve, and others may be achieved within this four year plan. Each strategy is put into effect by actions. An action is a specific task, or what Council will do this year, and over the next four years. Council's aim is to make practical changes that make a positive difference to the lived

experience of people with disability.

IMPLEMENTATION, MONITORING AND EVALUATION

Throughout the four years that this plan is being implemented, Council wants to engage and involve people with disability to help us monitor the progress. Council will achieve this by reporting to a Disability Inclusion Action Plan Monitoring Group made up of people with disability that will be formed biennially, 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 four year DIAP, 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 DIAP and the Community Strategic Plan, Delivery Program and Operational Plans, will enable Council to track exactly where we are up to in putting the plan into action. This will enable Council to give a clear picture in the Annual Report, of what has been completed, and what is still to happen.

STRATEGIC CONTEXT

DIAP sits within a bigger, 10 plus year plan called the Community Strategic Plan (CSP)ⁱⁱ. The CSP was based on broad community input, and it names the long term vision that the community has for their Broken Hill. It has four Key Directions being: Our Community; Our Economy; Our Environment; Our Leadership. DIAP contributes to three of the four Key Directions of the CSP in the following ways:

OUR COMMUNITY

Council will enhance the accessibility of services and programs in Council and encourage inclusive social and recreational opportunities for the enjoyment of all.

OUR ECONOMY

People with disability and seniors are the fastest growing sections of the consumer market in Broken Hill. DIAP will support Broken Hill to stimulate the local economy by assisting to develop more inclusive businesses, tourism, accommodation, events and activities.

OUR ENVIRONMENT

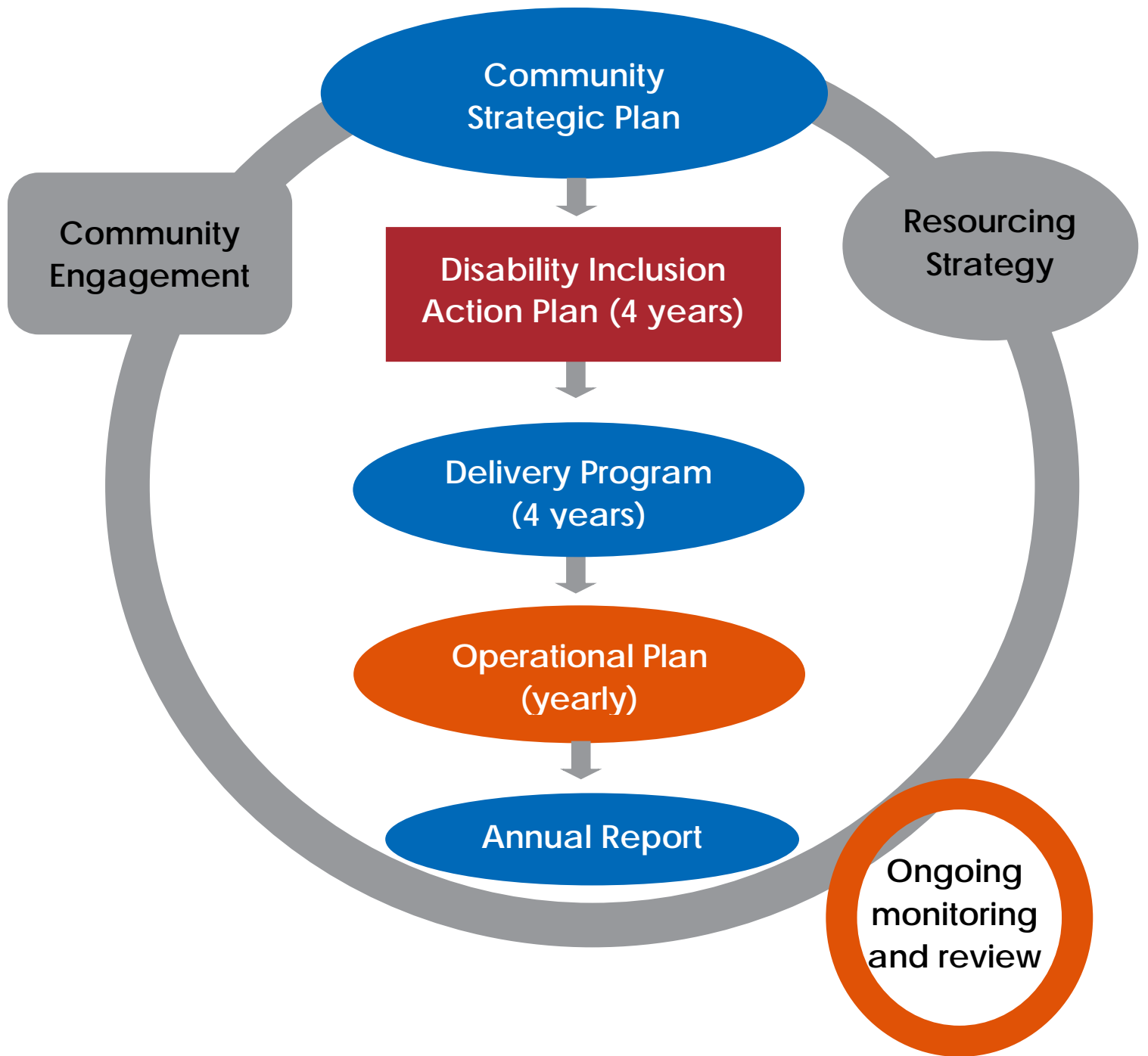
Whilst preserving the heritage and streetscapes of Broken Hill, DIAP will focus on also working towards accessibility in the city.

OUR LEADERSHIP

Council will champion the development of positive attitudes and behaviours; the engagement of people with disabilities in decision making; and support and promote increased inclusion in events, buildings and activities in Broken Hill.

Council will integrate DIAP into the Integrated Planning and Reporting Framework. Measures will be collected every six months, with progress reported to the community via Council's Annual Report.

The diagram below shows how DIAP relates to other key plans/documents within the Council structure.



POLICY CONTEXT

The policy context for the DIAP is one in which all levels of government in Australia are working in concert to ensure the rights of people with disability are actively promoted and upheld.ⁱⁱⁱ New laws are in place to ensure people with disability are consulted about how, together, we can make practical changes to how services are delivered so that they can be accessed equally by all Australians, regardless of disability status. In New South Wales (NSW), plans for these practical changes will be driven by the development of DIAPs.^{iv}

This section sets out the policy and legal context for disability inclusion action planning in NSW.

Disability Inclusion Action Plans are driving agencies in NSW to make practical steps to ensure their services can be equally accessed by all.

UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

In 2008, the Australian Government signed the United Nations Convention on the Rights of Persons with Disability (Convention). In doing so, Australia has committed to ensuring the articles of the Convention are reflected in policy so that the human rights of persons with disabilities

can be effectively exercised, and not exist only on paper.^v

Some key areas of the Convention relevant to Council's DIAP include:

- Access to community life, including cultural events such as museums, libraries, tourism services and other sites of cultural importance
- Raising awareness for, and actively upholding, the rights of people with disability
- Making sure people with disability have access to the physical environment as well as access to information and communication
- Ensuring work environments are inclusive and accessible
- Providing opportunities for people with disability to vote and to be representatives in all levels of government.

By signing the UN Convention of the Rights of Persons with Disability, Australia has committed to changing policies so that people with disability can effectively exercise their human rights.

NATIONAL DISABILITY STRATEGY (2010-2020)

The National Disability Strategy is a 10 year plan that coordinates the actions of state and territory governments around Australia towards common outcomes. The overall objective of the National Disability Strategy is to enable people with disability to fulfil their potential and participate in society as equal citizens.^{vi}

The six policy areas of the National Disability Strategy are:

- Inclusive and accessible communities
- Rights protection, justice and legislation
- Economic security
- Personal and community support
- Learning and skills
- Health and wellbeing.

The National Disability Strategy coordinates the actions of Australian governments towards a common vision of supporting people with a disability to fulfil their potential and participate in society as equal citizens.

NSW NATIONAL DISABILITY STRATEGY IMPLEMENTATION PLAN (2012-2014)

The National Disability Strategy will be implemented in NSW via the NSW National Disability Strategy Implementation Plan 2012-2014. ^{vii}

The NSW National Disability Implementation Strategy addressed each of the six National Strategy policy areas, and allocated strategies and actions to NSW government agencies (including local government), setting out how NSW will work towards the outcomes of the strategy. The specific elements of the Implementation Plan was to describe the key role that local governments will play in achieving meaningful change in local communities. Some areas relevant to Council's DIAP are:

- Supporting local governments to build inclusive environments and to encourage the development of more accessible buildings
- Assisting local government to make online information more accessible
- Ensuring NSW Government agencies work in partnership with local governments, to achieve meaningful change in local communities
- Encouraging more people with disability to stand for local elections
- Supporting councils to employ people with disability.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The National Disability Insurance Scheme (NDIS) is a national insurance system that supports people with disability to enhance the social and economic independence of people with disabilities and their carers.^{viii} The NDIS seeks to achieve this by three broad strategies:

- Providing individualised funding to people with permanent and significant disability so that they can arrange flexible services geared towards achieving the life goals set by the person
- Funding Local Area Coordinators, whose role it is to link individuals with disability (whether or not they have an NDIS package of funding) to community supports and
- Providing project based grant funding to agencies in order to progressively make "mainstream" community life more accessible and inclusive (this is called Information, Linkages and Capacity Building funds).

Local government can support the objectives of the NDIS by:

- Ensuring built environments become progressively more inclusive and accessible
- Providing access to Council information in a range of

formats

- Ensuring access to Council services are barrier free
- Promoting positive community attitudes and behaviour towards people with disability

NSW DISABILITY INCLUSION ACT (2014)

The *NSW Disability Inclusion Act (2014)*^{ix} aims to achieve the goal of ensuring people with disability achieve full inclusion in community life. Under the Act, the NSW Government and all of its agencies (including local governments) are required to develop four year DIAPs. Council's DIAP, has been developed according to the legislative requirements described in this Act.

The requirements of the Act with regards to DIAP are that the Plan must:

- address how the principles of the *NSW Disability Inclusion Act (2014)* will be addressed
- specifically address issues such as access buildings, events, information and employment opportunities
- describe how the plan was developed
- describe how the plan supports the NSW Government's plans to build inclusion
- be available to the public to see and read
- be reviewed every four years in consultation with people with disability
- be reported annually in Council's Annual Report.

NSW DISABILITY INCLUSION PLAN

The NSW Disability Inclusion Plan is a requirement of the *NSW Disability Inclusion Act 2014*.^x

The NSW Disability Inclusion Plan is the NSW Government's step-by-step plan for how the *Principles Act* will be put into practice. In the Plan, the NSW Government sets out a vision for long term change in four policy areas. These policy areas, called 'Focus Areas', were identified in consultation with people with disability, as being areas where significant barriers to inclusion currently exist. All Plans developed under the *NSW Disability Inclusion Act (2014)* must be aligned to the NSW Disability Inclusion Plan by way of addressing the four Focus Areas, being:

- Attitudes and behaviour toward people with disability
- Creating liveable communities
- Improving access to mainstream services through better systems and processes
- Supporting access to meaningful employment

Council's DIAP must address these four focus areas:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Improving access to mainstream services
- Supporting access to meaningful employment

DISABILITY DISCRIMINATION ACT 1992 AND AMENDMENTS 2009 (COMMONWEALTH)

The *Disability Discrimination Act 1992 (Commonwealth)* exists to provide legal protection against discrimination for people with disability (and carers, co-workers or associates of a person with disability).^{xi} The Act also requires Australian governments to actively guard against discrimination by developing Disability Action Plans.

Council's DIAP has incorporated the requirements of Section 61 of the *Disability Discrimination Act 1992 (Commonwealth)*, which includes the requirement to:

- Review practices with a view to identifying discriminatory practices
- Set goals and targets to measure the success of the Plan
- Communicate these to persons within the Council
- Appoint persons within the Council to implement the Plan

BROKEN HILL LOCAL GOVERNMENT AREA – A SNAPSHOT

Broken Hill LGA is located in the Far West region of New South Wales (NSW). In 2015 the estimated resident population of Broken Hill was 18,856 people. Covering an area of 4,531 square kilometres it has a population density of 1.11 persons per hectare. Not only is Broken Hill LGA sparsely populated, it is also one of the most isolated population centres in the state.^{xii}

Population decline is a significant factor for Broken Hill LGA. Although NSW has led the Australian states and territories in population growth, Broken Hill LGA has experienced ongoing declines. Most recent data (ABS, June 2015) shows that Broken Hill LGA had the largest decline of population in NSW for the 2014-2015 period (down by 180 people). The Australian Bureau of Statistics (ABS) notes that this trend is in line with many of NSW's predominantly rural areas, particularly in the Far West.^{xiii}

Health care and social assistance is the main employing industry in Broken Hill LGA, employing 16.2% of the workforce. In fact, more Broken Hill residents worked in health care and social assistance than any other industry

in 2011.^{xiv} This is of significance to the DIAP as strategies to improve inclusion and access in 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.^{xv}

PEOPLE WITH DISABILITY

Information about the number of people with disability living in Australia is gathered from a number of sources and none can be considered a precise measurement. The main source of information is the Survey of Disability, Ageing and Carers (SDAC),^{xvi} which 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 ABS and include:

- The ABS defines disability as relating to people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), disability (lasting six months or more), or old age.^{xvii} 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 example, 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 a 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 DIAP includes people who are self-caring.

HOW MANY PEOPLE IN BROKEN HILL HAVE A DISABILITY?

Information from the ABS and the Far West NSW Medicare Local, has provided the following information:^{xviii}

- Broken Hill City LGA has an exceptionally high proportion of people of all ages (7.5%) with a profound or severe disability (1,394 people)
- 1,357 (7.2% of the population) receive the Disability Support Pension. This is higher than the NSW percentage (5.7%)^{xix}
- 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. For NSW as a whole this is 4.9%.

Broken Hill has an exceptionally high proportion of people of all ages (7.5%) with a profound or severe disability.

WHY INCLUSION IS IMPORTANT

The 2015 Survey of Disability, Ageing and Carers highlighted a number of key factors relating to the impact of disability and caring which provide a powerful reminder as to why, as a caring community, we need to

address disability inclusion.^{xx} These factors include:

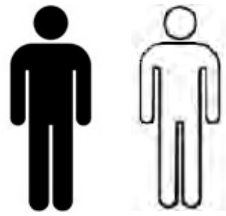
- Almost one in 12 Australians with disability (or 8.6%) reported they had experienced discrimination or unfair treatment because of their disability. Young people with disability are more likely to report the experience of discrimination (20.5%) than those aged over 65 years (2.1%)
- More than one in three women and more than one 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.

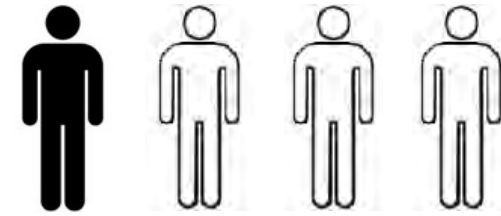
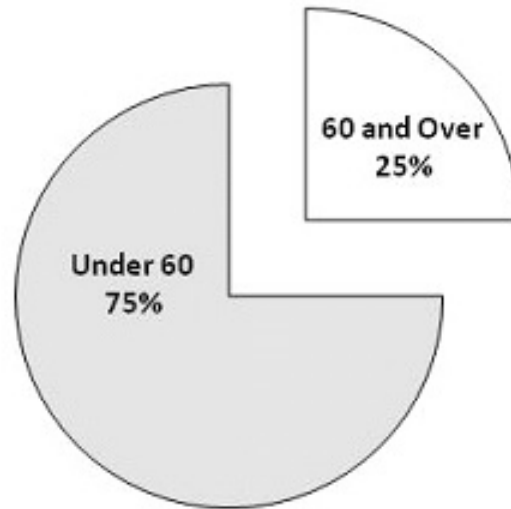
(ABS Survey of Ageing, Disability and Carers, 2015)

AGE PROFILE^{xxi}

The 2015 Survey of Disability, Ageing and Carers identified that in Broken Hill, one in two people reporting the need for assistance in one or more core activities were aged 65 or over.^{xxii} This is because as we reach old age and very old age, we are all very likely to need assistance in core activities of living. As the population of Broken Hill ages (particularly if there is continued population decline in the under 65 year age group), then the proportion of the population needing assistance in one or more core activities (i.e. with disability) is likely to increase significantly.



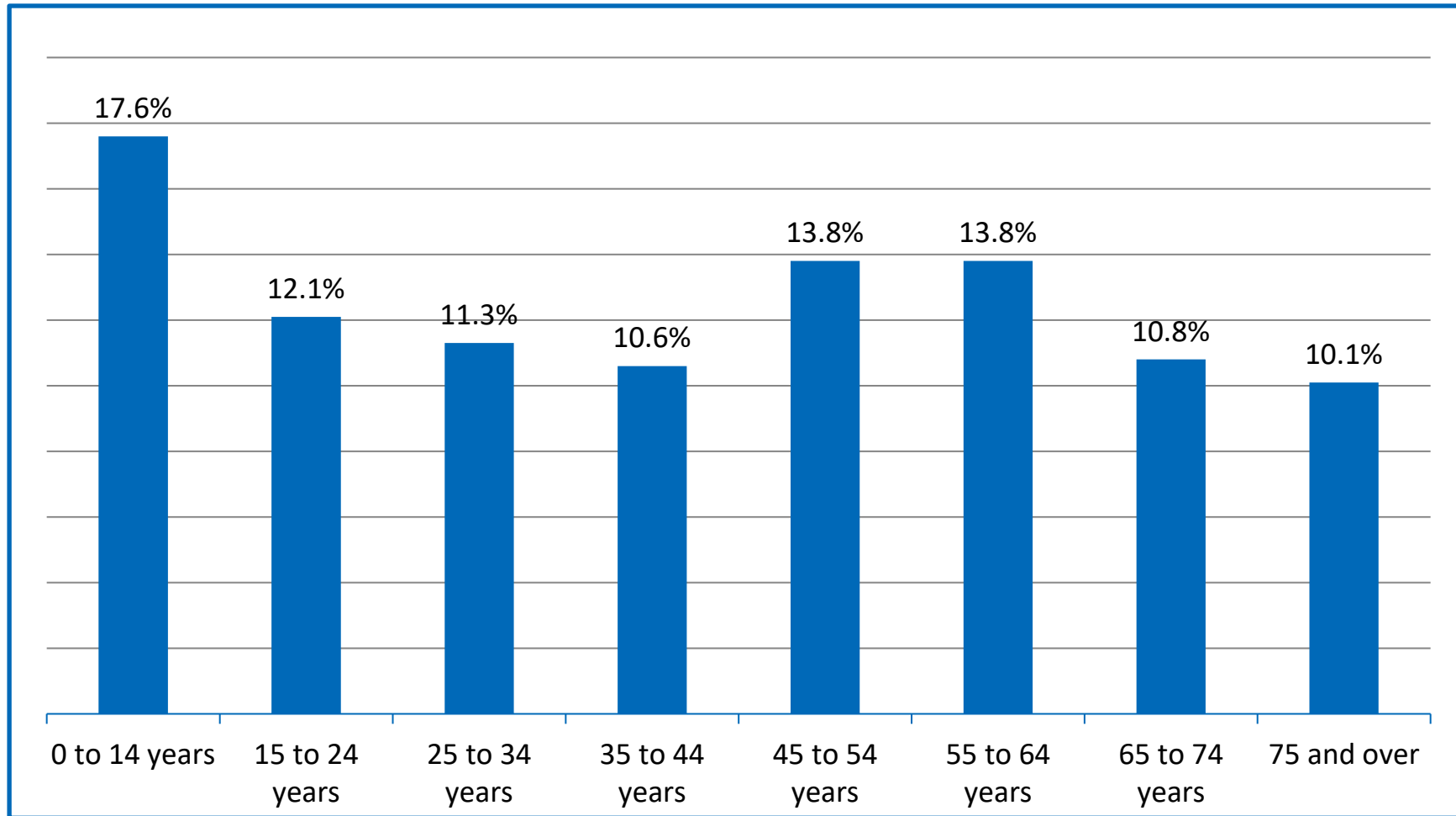
1 in every 2 people who reported needing assistance in one or more core activities were aged over 65



1 in 4 people living in Broken Hill in 2011 were aged 60 or over

In 2011, ^{xxiii} Broken Hill had a higher proportion of persons at post retirement age than Regional NSW. Overall, 26.8% of the population of Broken Hill were aged 60 years and over, compared with 24.5% for Regional NSW. A breakdown of Broken Hill LGA by age group is set out in the figure below.

BROKEN HILL LOCAL GOVERNMENT AREA POPULATION BY AGE (2014)



ABORIGINAL AND/OR TORRES STRAIT ISLANDER COMMUNITIES

The ABS Survey of Disability, Ageing and Carers identified that Aboriginal people are 1.7 times more likely to have disability.^{xxiv} For this reason, it is important to specifically consider the Aboriginal and Torres Strait Islander (ATSI) residents of Broken Hill, and to include strategies in the DIAP that considers the specific needs of ATSI residents and visitors who may have a disability.

In 2011 there were 1,398 ATSI residents in the Broken Hill LGA. They represent 7.5% of the total population or about 1 in 13 people. This is an increase of just over 1% or approximately 200 indigenous residents since 2006.^{xxv}

Areas	Aboriginal and/or Torres Strait Islander Persons	% of total population
Broken Hill LGA	1,398	7.55
New South Wales	548,368	2.5

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

The Australian Institute of Health and Welfare has identified a strong correlation between socio-economic status and disability in capital cities.^{xxvi} Median household

income data shows that the Broken Hill Indigenous community is economically disadvantaged when compared with Indigenous groups as a whole 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.^{xxvii}

ATSI people are 1.7 times more likely to be living with disability. (Survey of Disability, Ageing and Carers, 2012)

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 to access services than people of non-CALD backgrounds. In 2011, 2.3% of the total population of Broken Hill 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 less than 0.1% of total population).

THE ACTION PLAN

Our commitment is to 'create greater 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.'

SUMMARY OF OUTCOMES AND STRATEGIES

Focus Area 1: Attitudes and Behaviours

Outcome: People with disability experience positive attitudes and respectful behaviour from Council staff and express the view that Council encourages these positive attitudes and behaviours within the broader community. Strategies to achieve these outcomes are:

- 1.1 Support positive attitudes towards inclusion amongst our staff
- 1.2 Train our staff to respectfully, confidently and effectively communicate with people with disability
- 1.3 Contribute positive media stories about what Council is doing to build inclusion with people with disability
- 1.4 Contribute to creating positive attitudes towards inclusion in Broken Hill community.

Focus Area 2: Liveable Communities

Outcome: People with disability, their families and supporters have greater access to community places, buildings and events. Strategies to achieve these outcomes are:

- 2.1 Progressively improve the accessibility of footpaths in Broken Hill LGA in consultation with people with mobility and vision related disabilities
- 2.2 Plan to progressively improve the accessibility of public toilets (including way finding)
- 2.3 Increase accessibility and inclusion of events held in Broken Hill and of Council meetings
- 2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure
- 2.5 Improve access to Council Administrative Centre, Civic Centre and Visitor Information Centre, including better way finding
- 2.6 Encourage, support and promote accessible businesses and tourism in Broken Hill.

Focus Area 3: Systems and Processes

Outcome: People with disability can more easily and efficiently access Council services and engaged in the decision making of Council. Strategies to achieve these outcomes are:

- 3.1 Update the Customer Service Framework to provide guidance to staff on how to make information more accessible
- 3.2 Progressively improve accessibility of Council

websites

- 3.3 Progressively incorporate accessibility and inclusion considerations in procurement decisions and contracts
- 3.4 Review the Community Engagement Strategy (Round Table or equivalent body) to improve representation of people with disability, their families and supporters
- 3.5 Review reference groups, or advisory bodies relating to PAMP; Traffic Safety; Flood Evacuation Plans and Council Building refurbishment plans, to ensure adequate representation of the issues of people with disability
- 3.6 Ensure Council's emergency evacuation procedures specifically consider the needs of people with disability
- 3.7 Progressively review the procedures supporting access to all Council services and processes (such as making a complaint etc) to ensure improved access.

Focus Area 4: Employment

Outcome: People with disability have greater access to employment opportunities with Council. Strategies to achieve these outcomes are:

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

FOCUS AREA 1: ATTITUDES AND BEHAVIOURS

Community Outcome 1: People with a disability experience positive attitudes and respectful behaviour from Council staff and express the view that Council encourages these positive attitudes and behaviours within the broader community.

What the Community Told Us

- Respondents to the Survey said that changing Council and community attitudes to disability should be the number one priority for action.
- Some people have disabilities that aren't obvious. A person may not look like they have disability, but they do. Don't make assumptions about what a person can or can't do. Ask, "How you can assist you?" and please don't judge when I give you the answer.
- There is a need for more awareness about the different needs of people with disability in the town generally. Can Council help to inform the community of the rights of people with disability and the benefits of being inclusive?

The tables to follow provide strategies to help Council meet our goals along with measures to help ensure we are on the right path.

S1.1 Support positive attitudes towards inclusion amongst our Council staff

Outcome #	Outcome	Timeline				Outcome Measure
		17/18	18/19	19/20	20/21	
O1.1.1	All Council staff have an awareness of what inclusion means	X	X	X	X	Council training course materials incorporate the topic of disability inclusion
						Number of induction or refresher sessions delivered that encompass disability inclusion as a topic
						Customer Service Framework incorporates the topic of disability awareness and person centred communication

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.1.01	Develop in-house training materials on inclusion of people with disability	X				O1.1.1	Finalise awareness training materials for inclusion in induction and/or refresher courses	Human Resources
A1.1.02	Deliver induction sessions that encompass the topic of inclusion of people with disability	X	X	X	X	O1.1.1	All new employees receive inclusion awareness training	Human Resources
A1.1.03	Develop and implement an annual training program that promotes inclusivity		X	X	X	O1.1.1	80% targeted attendance rate	Human Resources

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.1.04	Incorporate disability awareness and person centred communication in the Customer Service Framework	X				O1.1.1	Customer Service Framework includes guidelines on communicating effectively with customers who may have disability (person centred communication)	Corporate Services

S1.2 Train Council staff to respectfully, confidently and effectively communicate with people with disability

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O1.2.1	Council staff are confident and skilled in communicating with people who have disability	X	X	X	X	Number and type of training programs relating to inclusion or disability confidence/awareness delivered or that Council staff are sent to

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.2.01	Provide key Council staff in Corporate Services, Human Resources and Planning, Development & Compliance training in creating alternative document formats in Word, PDF, PowerPoint (as a minimum)	X	X			O1.2.1	80% targeted attendance and type of training programs relating to creating documents that are provided for staff	Human Resources Corporate Services Planning, Development & Compliance

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.2.02	Provide Information Services, Digital Officer and other staff who may be required to update web pages with training in web content and design compatible with Web Content Accessibility Guidelines (WCAG) 2.0	X	X			O1.2.1	80% targeted attendance and type of training programs relating to web content and design	Human Resources
								Information Services
								General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A1.2.03	Support the Assets & Infrastructure team to enhance disability confidence and communication skills in order to effectively engage people with disability in the Pedestrian Access Mobility Plan (PAMP) and the Traffic Committee	X	X			O1.2.1	Meeting Evaluation Sheet data indicates that people with disability feel that Council staff are increasing their skill in addressing access and inclusion in meetings	Human Resources
								Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.2.04	Provide Council staff from Library, Events, GeoCentre and Art Gallery with opportunities to gain awareness of the needs of children with autism (and the needs of their parents, caregivers and siblings)	X	X	X	X	O1.2.1	80% attendance by targeted group in autism awareness activities or training attended by Council staff from Library, Events, GeoCentre and Art Gallery	Human Resources
								Library
								Tourism and Events
								GeoCentre
								Art Gallery

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A1.2.05	Provide GeoCentre, Library, Events and Art Gallery staff with skills (via training or partnership with parents and/or experienced professionals) to create Social Stories that will assist children with autism, or children who experience anxiety, to be involved in groups or formal program activities		X			O1.2.1	80% targeted attendance at education/ training sessions in relation to autism/social anxiety	Human Resources
							GeoCentre	
							Library	
							Tourism and Events	
							Art Gallery	
						Survey of Council staff attending the autism awareness activities indicates an increase confidence developing Social Stories relating to their programs and events	Human Resources	
							GeoCentre	
							Library	
				Tourism and Events				
					Art Gallery			

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A1.2.06	Expand awareness and/or training programs for Council staff across the organisation to ensure all services can be delivered in an inclusive manner		X			O1.2.1	80% attendance by targeted group in activities or training attended by Council staff	Human Resources
								Planning, Development & Compliance

S1.3 Contribute positive media stories about what Council is doing to build inclusion with people with disability

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O1.3.1	The community is aware of the activities Council is undertaking to progressively build greater inclusion of people with disability	X	X	X	X	Number and topic of media releases relating to DIAP

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.3.01	Provide regular media stories (including on social media) on the progress of the implementation of the DIAP	X	X	X	X	O1.3.1	Minimum four per year and topic of media releases relating to DIAP	General Manager's Office
A1.3.02	Source and provide stories to media on the experiences and/or opinions of people with disability with regards to the effectiveness of Council's strategies to build inclusion	X	X	X	X	O1.3.1	Minimum four per year and topic of media releases relating to DIAP	General Manager's Office

S1.4 Contribute to creating positive attitudes towards inclusion in Broken Hill community

Outcome #	Outcomes	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O1.4.1	The community has a greater awareness of disability inclusion and the benefits of inclusion to the broader community	X	X	X	X	Number of disability or inclusion awareness campaigns that Council contributes to or partners with other agencies to promote

Action #	Actions	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.4.01	Support disability awareness campaigns by displaying promotional posters in Council buildings and facilities (e.g. Autism Awareness, Mental Health Month, International Day of People with Disability and National Relay Service)	X	X	X	X	O1.4.1	Minimum of five disability or inclusion awareness campaigns that Council supports	Tourism and Events

Action #	Actions	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A1.4.02	Extend an invitation to YMCA staff, to join the autism awareness session and/or training provided to Library, Events, GeoCentre and Art Gallery staff	X	X			O1.4.1	80% targeted attendance at education/ training sessions by YMCA staff	Human Resources
							Evaluation by Council and YMCA staff attending autism awareness training indicates an increase in confidence in meeting the needs of children with autism and their families	Human Resources
								Library
								Tourism and Events
								GeoCentre
						Art Gallery		

Action #	Actions	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A1.4.03	Extend an invitation to YMCA staff, to join the professional development opportunities relating to creating Social Stories for children with autism or who experience anxiety		X			O1.4.1	80% targeted attendance at education/ training sessions by YMCA staff	Human Resources
							Survey of YMCA staff attending indicates an increase in confidence in creating Social Stories	Human Resources

Action #	Actions	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A1.4.04	Library, GeoCentre and/or Art Gallery host programs and/or events that include disability as being part of the human experience and/or reflected in cultural artefacts	X	X	X	X	O1.4.1	Minimum of five programs and/or events including disability as part of the human experience and cultural expression	Library
								GeoCentre
								Art Gallery

FOCUS AREA 2: LIVEABLE COMMUNITIES

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

What the Community Told Us

- Physical access is getting better in places, but the footpaths kerbs and ramps need a lot more work. Weeds growing on footpaths are a big problem for people who use a wheelchair, walking frame, walking stick or prams.
- Not enough accessible public toilets available in Broken Hill; no adult change tables available and no toilet facilities for young people and adults with profound disability.
- Argent Street does not have many crossings that people with disability find easy to use. Would like more crossings, particularly for people with vision impairment.
- Accessible car parks need to be wide enough for people to transfer safely out of their car into their wheelchair. And more accessible parking is needed in the centre of town.
- Shop owners, we want to spend money in your shop but we need to be able to get into your shop and to move around your displays. Thank you to those shop owners who go out of their way to make us welcome, sometimes even when the building is old and hard to get into.

- Families and supporters of children and young people with autism would like to work with you to make more activities and places less stressful for children and young people with autism. Without suitable activities the whole family misses out and can be isolated.
- People of all ages and abilities want to join the community in fun activities and celebration events (like Arts Programs, Christmas Pageant or Carols in the Park).

The tables to follow provide strategies to help Council meet our goals along with measures to help ensure we are on the right path.

S2.1 Progressively improve the accessibility of footpaths in Broken Hill LGA in consultation with people with mobility and vision related disabilities

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.1.1	People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, crossings and ramps in Broken Hill	X	X	X	X	Two PAMP Reference Group meetings per year on footpath maintenance/upgrade completed
						PAMP reviewed to include PAMP Reference Group input on priorities for increasing continuous paths of accessible travel

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.1.01	Write Terms of Reference for a PAMP Reference Group that includes purpose, duration, frequency, representation across Broken Hill and representational of various mobility types and parents/guardians of school aged children	X				O2.1.1	PAMP Reference Group Terms of Reference written and approved	Assets & Infrastructure Human Resources (supporting skills)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.1.02	Advertise for PAMP Reference Group members, and use contacts from industry and Government services to assist to fill all required representation positions		X		X	O2.1.1	List of advertisements published for PAMP Reference Group members, and copy for future PAMP Reference Group recruitment is on file	Assets & Infrastructure General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.1.03	Conduct meetings (using Accessible Meeting Guidelines) and report on PAMP progress and asking the PAMP Reference Group to provide feedback on the priorities listed in the PAMP		X	X	X	O2.1.1	Two PAMP Reference Group meetings per year on footpath maintenance/ upgrade completed	Assets & Infrastructure Corporate Services (Accessible Meeting Guidelines)
A2.1.04	Review the PAMP priorities and assessments based on input from the PAMP Reference Group		X	X	X	O2.1.1	PAMP reviewed to include PAMP Reference Group input on priorities for increasing continuous paths of accessible travel	Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.1.05	Inform the public of the consultation with the PAMP Reference Group and the priority list for maintenance or upgrade of PAMP related infrastructure		X	X	X	O2.1.1	Media release prepared for each consultation phase	Assets & Infrastructure General Manager's Office

S2.2 Plan to progressively improve the accessibility of public toilets (including way finding)

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.2.1	People with disability are directly consulted about the priorities for enhancement of Council public toilets			X		One community consultation on Council public toilet maintenance, modification or replacement priorities completed
						PAMP reviewed to include community input on priorities for maintenance and upgrade and way finding of accessible Council toilet facilities
O2.2.2	Council public toilets are increasingly modified or replaced by accessible toilets in line with the PAMP priorities			X	X	List of Council toilets that have been modified or upgraded (including way finding changes)

S2.2 Plan to progressively improve the accessibility of public toilets (including way finding)

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.2.3	Current and accurate information on the location of Council accessible toilets is available to residents and visitors		X	X	X	Information sheet on each Council public toilet listing access features and including a picture of the toilet (to enable families to decide on suitability of access for their needs) are completed
						National Public Toilet Map is reviewed annually
						Map of accessible Council public toilets of Broken Hill completed

S2.2 Plan to progressively improve the accessibility of public toilets (including way finding)

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.2.4	Suitable sites for the potential installation of adult change tables identified in consultation with people with disability and included as an addendum to the PAMP				X	PAMP amended to include recommendations for suitable sites to install adult change tables (should grant funding become available)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.2.01	<p>Write a Consultation Plan for a community consultation on Council public toilet maintenance and upgrade, and way finding priorities including:</p> <ul style="list-style-type: none"> • Purpose and aim of consultation • Promotional plan to engage a broad range of relevant stakeholders (particularly mobility and vision related disability) • Draft consultation questions 			X		O2.2.1	Consultation Plan for accessible Council public toilets consultation complete	Assets & Infrastructure General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.2.02	Advertise community consultation on accessible Council public toilets (maintenance and upgrade and way finding priorities), using industry and government contacts to assist to reach target audience			X		O2.2.1	List of advertisements published for community consultation on accessible Council public toilets, and copy for future similar consultations kept on file	Assets & Infrastructure General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.2.03	Conduct community consultation on accessible Council public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guidelines			X		O2.2.1	Community consultation on accessible Council public toilets (maintenance and upgrades) completed	Assets & Infrastructure
								General Manager's Office
								Corporate Services (Accessible Meeting Guidelines)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.2.04	Review the PAMP priorities and assessments on accessible Council public toilet (including way finding) needs based on the community consultation results and other relevant data			X		O2.2.1	PAMP reviewed to include community input on priorities for maintenance and upgrade and way finding of accessible Council toilet facilities	Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.2.05	Progressively maintain or upgrade accessible Council public toilets (including way finding) based on the priorities identified following community consultation and other data			X	X	O2.2.2	List of Council toilets that have been flagged for maintenance, modification or replacement budgets prepared for each facility and submitted for capital projects (including way finding changes)	Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.2.06	Compile a PDF for each accessible Council public toilet describing the access features (including availability of adult change tables), and providing a picture of each toilet (to enable families of people with profound disability to decide on suitability of access for their needs)		X	X	X	O2.2.3	Information sheet on each accessible Council public toilet listing access features and including a picture of a toilet (to enable families to decide on suitability of access for their needs) are completed. 20% of total public toilets completed each year	Assets & Infrastructure Corporate Services (design PDF template)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.2.07	Review map of accessible Council public toilets based on the information collected in A2.2.06		X	X	X	O2.2.3	Map of accessible Council public toilets of Broken Hill including GIS layer completed	Assets & Infrastructure
								Information Services
A2.2.08	Review the National Public Toilet Map including descriptions of access features described as important by the community consultation results			X	X	O2.2.3	National Public Toilet Map is reviewed annually	Assets & Infrastructure
								Corporate Services

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.2.09	Identify suitable sites for the potential installation of adult change tables identified in consultation with people with disability and included as an addendum to the PAMP				X	O2.2.4	PAMP amended to include recommendations for suitable sites to install adult change tables (should grant funding become available)	Assets & Infrastructure Corporate Services (support only)

S2.3 Increase accessibility and inclusion of events held in Broken Hill and of Council meetings

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.3.1	Council staff are supported to increase or promote access and inclusion of events and meetings	X	X	X	X	% of Accessible and Inclusive Events Guidelines for Council is completed
						% targeted attendance at professional development
O2.3.2	People with disability have greater access to events hosted in Broken Hill LGA	X	X	X	X	% of Council run events that have an access and inclusion plan as part of event implementation
						Accessible and Inclusive Event Guidelines distributed to event organisers in contact with Council

S2.3 Increase accessibility and inclusion of events held in Broken Hill and of Council meetings

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.3.3	Access by people with disability attending meeting held at Council is specifically addressed and catered for			X		Accessible Council meeting checklist template is completed and available for Council staff
						Council meeting invitation template includes a question relating to access needs of meeting attendees

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.3.01	Council staff responsible for events are provided with professional development (and/or training) opportunities to enhance their knowledge and skills relating to organising accessible events	X	X	X	X	O2.3.1	80% targeted attendance at professional development (and/or training)	Human Resources
								Tourism and Events
A2.3.02	Source existing Accessible and Inclusive Event Guidelines for use within Council	X	X			O2.3.1	Accessible and Inclusive Event Guidelines are reviewed and incorporated into Council's Accessible and Inclusive Event Guidelines	Tourism and Events

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.3.03	Progressively incorporate Council's Access and Inclusion Plans into all civic events	X	X	X	X	O2.3.2	25% of Civic events have an Access and Inclusion Plan as part of event implementation each year, by 2020/21 have 100% compliance	Tourism and Events
								General Manager's Office
A2.3.04	Progressively develop Council's Accessible Event templates, guidelines, policies and/or procedures specific to the context of Broken Hill Events		X	X	X	O2.3.2	Accessible and Inclusive Resource is developed and publicly available	Tourism and Events
								Customer Relations (Distribution)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.3.05	Make Council's Accessible Event Guidelines (including promotional information about drop off points and parking etc) available to event organisers booking Council owned sites		X	X	X	O2.3.2	Accessible Event Guidelines distributed to event organisers in contact with Council	Tourism and Events
								Customer Relations (Distribution)
A2.3.06	Develop a Council Accessible Meetings checklist template to assist staff to cater for meeting participants who may have a disability			X		O2.3.3	Accessible meeting checklist template is completed and available for staff	Tourism and Events
								Corporate Services

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.3.07	Develop a process to ensure meeting requests or invitations consider the accessibility requirements of attendees			X		O2.3.3	Meeting request/invitation template includes a question relating to access needs of meeting attendees	Tourism and Events Corporate Services

S2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.4.1	People of all ages with disability have greater access to Library service, Art Gallery and GeoCentre	X	X	X	X	% of Information on accessible features of Library, Art Gallery and GeoCentre buildings documented
						Number and list of Council workshops, activities and/or events designed for people and/or that provided adjustments for people with disability to attend
O2.4.2	Parents of children with disability access the Library		X	X	X	Number of Library activities and/or events designed to support parents of children who have a disability to access the Library
O2.4.3	Families have improved information about the access features of playgrounds (including fencing)		X	X	X	% of Council parks, sporting and playgrounds in Broken Hill that have information on accessible features (including fencing) available in a standard format

S2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.4.4	Tourists and visitors with disability have greater access to information on accessibility features of accommodation, and places and activities of interest in and around Broken Hill		X	X	X	Accessible accommodation guide is reviewed annually
						Council's Tourism website has a section on Accessible Accommodation and Activities, reviewed annually

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.01	Compile a PDF for Council buildings describing the access features of the building and the activities hosted in them	X	X	X	X	O2.4.1	25% completion per year. 100% completed by 2020/21	Assets & Infrastructure
								Tourism and Events
								Corporate Services (support only)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.02	Document the accessibility features of the Library, Art Gallery, Tourist and Travellers Centre and GeoCentre buildings and publish these in relevant locations (website, social media, intranet, tourism collateral and onsite)	X	X	X	X	O2.4.1	25% of Information on accessible features of Library, Art Gallery, Tourist and Travellers Centre and GeoCentre buildings documented with an increase of 25% per year. 100% availability by 2020/21	Library
								Art Gallery
								Tourism and Events
								GeoCentre
								Information Services
								General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.03	Design Library activities and/or events that provide adjustments enabling people with disability to attend		X	X	X	O2.4.2	Five activities and/or events designed for people with disability and/or that provided adjustments for people with disability to attend	Library
A2.4.04	Work in partnership with families and/or service providers of children with autism to create suitable Library activities and/or events and programs (particularly in school holidays)		X	X	X	O2.4.2	Three activities and/or events designed for people with disability and/or that provided adjustments for people with disability to attend	Library

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.4.05	Develop a Social Story about going to the Library (or story time within the Library) to enable children with autism and children who experience anxiety to be more comfortable attending these places and events		X	X	X	O2.4.2	Create Library Social Story in 2018/19 and review every year	Library

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.06	Support ATSI persons with disability to attend culturally safe and appropriate activities and/or events	X	X	X	X	O2.4.1	One activity and/or event designed for ATSI people with disability and/or that provided adjustments for people with disability to attend	Library
A2.4.07	Host activities and/or events in the Library designed to support parents and care givers of children who have a disability		X	X	X	O2.4.2	Three Library activities and/or events designed to support parents and care givers of children who have a disability to access the Library	Library

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.08	Art Gallery and/or GeoCentre workshops and/or activities provide adjustments enabling people with disability to attend	X	X	X	X	O2.4.1	Three workshops and/or activities for people with disability and/or that provided adjustments for people with disability to attend	Art Gallery
								GeoCentre
A2.4.09	Design a template to capture information about the accessibility features of Council parks, sporting and playgrounds (including fencing) in a standard format		X			O2.4.3	Template for information on the accessibility features of Council parks, sporting and playgrounds completed	Corporate Services

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.4.10	Document the accessibility features of Council parks, sporting and playgrounds (including fencing) and post these on all relevant websites		X	X	X	O2.4.3	Minimum 25% completion each year	Assets & Infrastructure
A2.4.11	Review the template for accessible accommodation and encourage the use of photos to show the accessible bathroom features and any other accessibility features		X			O2.4.4	Accessible accommodation template reviewed	Tourism and Events

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.4.12	Review the accessible accommodation guide annually, progressively incorporating enhanced information on accessible accommodation		X	X	X	O2.4.4	Accessible accommodation guide is reviewed annually	Tourism and Events
A2.4.13	Create a dedicated section on the Tourism website, annually reviewed, that holds enhanced information about accessible accommodation and activities		X	X	X	O2.4.4	Council's tourism website has a section on accessible accommodation and activities, reviewed annually	Tourism and Events

S2.5 Improve access to Council Administrative Centre, Civic Centre and Visitor Information Centre, including better way finding

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.5.1	Council Administrative Centre, Civic Centre and Visitor Information Centre have improved access features	X	X			% of Council Administrative Centre access features completed (lift; a lower information desk for people using wheelchairs; availability of hearing loop; and a meeting room enabling sound privacy).
						% of Civic Centre access features completed (lift; accessible toilet; hearing loop and theatre area suitable for people who use wheelchairs)
						Visitor Information Centre is accessible to visitors who use wheelchairs

S2.5 Improve access to Council Administrative Centre, Civic Centre and Visitor Information Centre, including better way finding

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.5.2	Way finding in and around Council Administrative Centre, Civic Centre and Visitor Information Centre is inclusive of people with vision and/or hearing impairment, blindness and/or deafness			X	X	% of way finding plans (suitable for guests who may be vision or hearing impaired; blind and/or deaf) implemented for the Council Administrative Centre, Civic Centre and Visitor Information Centre

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.5.01	Ensure the Council Administrative Centre refurbishment considers provision for: a lift; a lower information desk for people using wheelchairs; availability of hearing loop; and a meeting room enabling sound privacy		X			O2.5.1	% of Council Administrative Centre access features completed	Assets & Infrastructure
A2.5.02	Ensure the Civic Centre refurbishment considers provision for: a lift; accessible toilet; hearing loop and theatre area suitable for people who use wheelchairs	X				O2.5.1	% of Civic Centre access features completed	Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A2.5.03	Ensure the Visitor Information Centre is accessible to visitors who use wheelchairs			X		O2.5.2	Service at Visitor Information Centre is accessible for people in wheelchairs	Assets & Infrastructure
								Visitor Information Centre
A2.5.04	Install appropriate way finding, suitable for guests who may be vision or hearing impaired; blind and/or deaf, in Council Administrative Centre, Civic Centre and Visitor Information Centre				X	O2.5.2	% of way finding plans (suitable for guests who may be vision or hearing impaired; blind and/or deaf) implemented for the Council Administrative Centre, Civic Centre and Visitor Information Centre.	Assets & Infrastructure

S2.6 Encourage, support and promote accessible businesses and tourism in Broken Hill

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O2.6.1	Businesses and tourist attractions in Broken Hill have greater awareness of the economic benefits of developing accessible and ageing friendly places and activities	X	X	X	X	Support information updates on the benefits of accessible and ageing friendly businesses and activities
						Number of media articles provided on the economic benefits of accessible and ageing friendly businesses and activities
						Representation to organisers of business awards made to have an Accessibility and Inclusion Award category
						Inclusion of accessibility features of tourism properties in visitor information materials

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.6.01	Support the promotion of the economic benefits of accessible and ageing friendly businesses and activities via information updates to businesses		X	X	X	O2.6.1	Number of information updates supported on the economic benefits of accessible and ageing friendly businesses and activities	Economic Development
A2.6.02	Promote the economic benefits of accessible and ageing friendly businesses and activities in a variety of media	X	X	X	X	O2.6.1	Number of media articles and/or information updates provided on the economic benefits of accessible and ageing friendly businesses and activities	General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A2.6.03	Encourage and support the organisers of Business Awards to include an Accessible and Inclusive Business Award in their award categories		X	X	X	O2.6.1	Representation made to organisers of business awards to have an Accessible and Inclusive Business Award category	Economic Development
A2.6.04	Promote the accessibility features of tourism properties			X	X	O2.6.1	Inclusion of accessibility features of tourism properties in visitor information materials	Economic Development
				Tourism and Events				

FOCUS AREA 3: SYSTEMS AND PROCESSES

Community Outcome 3: People with disability can more easily and efficiently access Council services and become engaged in the decision making of Council.

What the Community Told Us

- Council processes for consulting with the community need to be more inclusive, so that all views are taken into consideration.
- Some of the systems in Council need to change a little so that people with disability can access these without the need for a family member or friend supporting them. Some examples include voting in Council elections, participating in Council meetings, registering a pet, or making a complaint to Council.
- Pedestrian Access and Mobility Plans and planning for public toilets are issues that affect people with disability perhaps more than other people. Can Council be more active in seeking the input of people with disabilities on these issues?

The tables to follow provide strategies to help Council meet our goals along with measures to help ensure we are on the right path.

S3.1 Update the Customer Service Framework to provide guidance to staff on how to make information more accessible

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O3.1.1	Written information produced by Council is easier to read both in form and content			X		Guidelines/Checklist completed
O3.1.2	People with disabilities can request information in alternative formats and are presented with options to better meet their communication needs		X			Guidelines or procedure on providing alternative format materials or other communication options completed

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.1.01	Develop guidelines and/or checklists for staff to author web accessible documents			X		O3.1.1	Guidelines/ Checklist for producing web accessible documentation completed and reviewed annually	General Manager's Office
								Corporate Services
A3.1.02	Develop guidelines or procedure(s) to produce documentation in alternative formats including providing options that enable timely and cost effective communication to occur		X			O3.1.2	Guidelines or procedures on providing alternative format materials or other communication options completed and reviewed annually	Corporate Services

3.2 Progressively improve accessibility of Council websites

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O3.2.1	People with disability have greater access to information via Council websites	X	X	X	X	% of audit of Council websites against WCAG 2.0 completed
						Business case with estimate of costs for updating vs replacing Council website to WCAG 2.0 AA standard completed
						Council website has a page describing the website accessibility features (reviewed annually)
						Visitor Information and Council's websites have sections on accessibility features for getting around Broken Hill (reviewed annually)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.2.01	Undertake an audit of Council's websites and intranet against WCAG 2.0 standards	X				O3.2.1	100% audit of Council websites against WCAG 2.0 completed	General Manager's Office
								Information Services
A3.2.02	Ensure contact details for the National Relay Service and how to access or request alternative format documents is provided on the contact and accessibility pages on Council's website			X		O3.2.1	100% Contact and accessibility pages updated	General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.2.03	Develop a business case with estimates of costs for updating vs replacing the Council website to WCAG 2.0 AA standard	X				O3.2.1	Business case and estimate of costs for updating vs replacing the Council website to WCAG 2.0 AA standard presented to management for approval	General Manager's Office
A3.2.04	Create an Accessibility page on Council's website describing the accessibility features of the site		X			O3.2.1	Council website has a page describing the website accessibility features (reviewed annually)	General Manager's Office

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.2.05	Create an Accessibility page on the Tourism and Council's websites describing the accessibility features for getting around Broken Hill			X	X	O3.2.1	Tourism and Council's websites have sections on accessibility features for getting around Broken Hill (reviewed annually)	General Manager's Office
								Tourism and Events

S3.3 Progressively incorporate accessibility and inclusion considerations in procurement decisions and contracts

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O3.3.1	Council contracts increasingly specify delivery of accessible and inclusive goods, programs and services by third parties or contractors		X			List of Council contracts that have Inclusion requirements or clauses

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.3.01	Source or develop guidelines for incorporating accessibility and inclusion considerations in procurement contracts		X			O3.3.1	List of Council contracts that have inclusion requirements or clauses	Accounting

S3.4 Review the Community Engagement Strategy (Round Table or equivalent body) to improve representation of people with disability, their families and supporters

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O3.4.1	People with disabilities increasingly give feedback to Council and are able to give formal and informal input on the development and progress of Council plans			X	X	% Community Engagement Strategy (Round Table or equivalent body) processes reviewed to enable input by people with disability

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.4.01	Develop surveys (including easy read surveys) to distribute at the International Day of People with Disabilities events, and provided to all National Disability Insurance Agency (NDIA) registered service providers operating in Broken Hill, asking key questions about the satisfaction with Community Strategic Plan (CSP) progress			X		O3.4.1	Results of survey provided to the Round Table or equivalent body and incorporated into CSP progress reports	General Manager's Office Corporate Services (support)

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A3.4.02	Recruit and/or invite people with disabilities to the Round Table or equivalent body and enable their active participation by way of Accessible Meeting Guidelines			X	X	O3.4.1	25% Community Engagement processes reviewed to enable input by persons with a disability on the Round Table or equivalent body	General Manager's Office
							Representation of people with disability is achieved on the Round Table or equivalent body by 2020/21	Corporate Services (support)
								General Manager's Office

S3.5 Review reference groups, or advisory bodies relating to PAMP; Traffic Safety; Flood Evacuation Plans and Council Building refurbishment plans, to ensure adequate representation of the issues of people with disability

Outcome #	Outcome	Timeline				Outcome Measure
		17/18	18/19	19/20	20/21	
O3.5.1	People with disability are represented on reference groups and/or advisory bodies relating to the PAMP; Traffic Safety; Flood/Emergency Evacuation Plans and Council Building refurbishment plans	X	X			<p>Copy of minutes for the Local Emergency Management Committee (LEMC) documenting discussion for how the Local Emergency Management Plan (LEMP) includes considerations for accessibility</p> <p>One brief report each on consultation with people with disability on the refurbishment plans for the Council Administrative Centre and the Civic Centre</p>

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A3.5.01	Discuss with LEMC how the LEMP has accommodated for the needs of people with a disability for various emergency scenarios and advocate for consultation with people with disability around the LEMP		X			O3.5.1	<p>Copy of minutes for the LEMC documenting discussion for how the LEMP includes considerations for accessibility</p> <p>Copy of updated LEMP (where applicable) is provided on Council's website.</p>	Assets & Infrastructure

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.5.02	Ensure consultation with people with disability to provide input on the suggested access features for the Council Administrative Centre and the Civic Centre	X				O3.5.1	One brief report each on consultation with people with disability on the refurbishment plans for the Council Administrative Centre and the Civic Centre	Assets & Infrastructure

S3.6 Ensure Council's emergency evacuation procedures specifically consider the needs of people with disability

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O3.6.1	Council's emergency evacuation procedures address the specific needs of people with disability	X				% of evacuation procedures reviewed to address the evacuation needs of persons with disability

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A3.6.01	Review emergency evacuation procedures for all Council buildings to address the needs of people with disability	X				O3.6.1	100% evacuation procedures reviewed to address the evacuation needs of persons with disability	Human Resources

S3.7 Progressively review the procedures supporting access to all Council services and processes (such as making a complaint etc) to ensure improved access

Outcome #	Outcome	Timeline				Outcome Measure
		17/18	18/19	19/20	20/21	
O3.7.1	Council services can be accessed more independently by people with disability	X	X	X	X	Number of procedures relating to accessing Council services reviewed for the purpose of improving accessibility

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A3.7.01	Review the policy and procedures for handling complaints to ensure better access for people with disability	X				O3.7.1	Policy and procedure reviewed, approved and adopted	Corporate Services

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A3.7.02	Review the procedures for handling customer service requests to ensure better access for people with disability	X	X	X	X	O3.7.1	Number of procedures relating to accessing Council services reviewed for the purpose of improving accessibility	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

- People with disability would appreciate the opportunity to contribute to Council and Broken Hill by being employed with Council.
- People with disability are concerned about how information about their disability status is considered in the recruitment process.

The tables to follow provide strategies to help Council meet our goals along with measures to help ensure we are on the right path.

S4.1 Review Council's recruitment and employment processes to ensure they provide fair and barrier free opportunity to candidates who have a disability

Outcome #	Outcome	Timeline				Outcome Measure
		17/ 18	18/ 19	19/ 20	20/ 21	
O4.1.1	Council has access to resources supporting best practice with regards to recruiting people with disability	X	X	X	X	Membership of the Australian Network on Disability (renewed annually)
O4.1.2	Council has recruitment and employment policies that reflect best practice with regards to encouraging and supporting the employment of people with disability	X	X	X	X	Number and list of recruitment and employment related policies/procedures amended in line with Australian Network on Disability guidelines and samples

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A4.1.01	Join the Australian Network on Disability to access resources that will support Council to become a more inclusive employer	X	X	X	X	O4.1.1	Membership of the Australian Network on Disability (renewed annually)	Human Resources

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A4.1.02	<p>Access and implement the free resources from the Australian Network on Disability, specifically:</p> <ul style="list-style-type: none"> • Sharing and monitoring disability information in the workplace; and • Employers' Guide to Partnering with Disability Employment Services 	X	X	X	X	O4.1.2	25% of recruitment or employment related policies/ procedures reviewed, and/or amended if required in line with Australian Network on Disability guidelines and samples	Human Resources

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/ 18	18/ 19	19/ 20	20/ 21			
A4.1.03	Purchase the Australian Network on Disability resource "Manager's Guide: Disability in the Workplace" and update Council's policies in line with best practice examples provided	X			X	O4.1.2	Guide is purchased and distributed to managers	Human Resources
							100% employment related policies/ procedures reviewed, and/or amended if required	Human Resources
A4.1.04	Ensure employment processes and budget is developed to assess and/or implement appropriate and reasonable adjustment	X	X	X	X	O4.1.2	Number of employment processes approved	Human Resources
							Budget is approved each year	Information Services

Action #	Action	Timeline				Link to Outcome #	Action Measure	Lead Team(s)
		17/18	18/19	19/20	20/21			
A4.1.05	Review and update the Information Technology Strategy to ensure that Council's commitment to inclusion is considered including reasonable adjustment and use of assisted technology	X				O4.1.2	Consultation with internal reference groups is undertaken	Human Resources
							Request for Quotation includes consideration for inclusion	Information Services
							Information Technology Strategy adopted	

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