



**FEDERATION  
COUNCIL**

# **DISABILITY ACCESS AND INCLUSION ACTION PLAN 2022-2026**



**CREATING OPPORTUNITY CELEBRATING COMMUNITY**





Objective 3: Exercise leadership in their community in promoting the importance of inclusion for all, addressing discriminatory attitudes, promoting good models of inclusive practices and approaching and influencing others through information provision and education.

Action		Timing	Responsibility Council Area	Measurement
1.	Build a culture that recognises that everyone within the organisation (Councillors, senior managers and staff) has a responsibility and an important role to play in addressing the discrimination and the barriers created by attitudes, practices and structures that limit people with disability to fully participate in community life.	Ongoing	Executive Staff & Whole-of Council Approach	Access and inclusion become a core part of what we do at council.
2.	Provide opportunity for representation on Council committees and project working groups to people with disability.	Year 1, Year 2, Year 2, Year 4	Whole-of Council Approach	People with disability are represented on advisory committees and project working groups where appropriate.
3.	Review Council's Equal Employment Policy that ensures Council provides a workplace which is free from discrimination where all people are treated with courtesy and respect.	Year 1	Risk & Human Resources	Council's Equal Employment Policy is reviewed and available on the Council website.
4.	Organise Access and Inclusion Awareness Training	Year 1 to Year 4	Human Resources	Staff have completed Access and Inclusion Awareness Training
5.	Update Council's induction programs to include information to create awareness about the rights and needs of people with a disability.	Year 1	Human Resources	Information on the rights and needs of people with disability included in Council Induction Program.
6.	Register for Scope Australia's 10 Steps to Communication Access to become a Communication Accessible Place.	Year 4	Communication, Customer Service, & Library	Council registered and working towards been a Communication Accessible Place.

Objective 4: Provide information to local business to help them attract and cater for the needs of people with disability.

Action		Timing	Responsibility Council Area	Measurement
1.	Assist businesses to understand and identify practical, cost effective ways in which to make their business more accessible and inclusive.	Year 2	Eco Dev & Tourism	Information Provided.
2.	Continue to deliver with Intereach the Access at a Glance Program across the council area to engage and educate communities and businesses on the value of inclusion for both societal and commercial reasons.	Year 1, Year 2	Community Development	Access at a Glance Program delivered. Number of businesses that engaged.
3.	Provide information on disability awareness training available to local business and community groups	Year 4	Eco Dev & Community Development	Information Provided.

Objective 5: Support organisations to build their skills in delivering activities for people with disability.

Action		Timing	Responsibility Council Area	Measurement
1.	Amend the Council's "Application To Use Council Sporting Fields, Parks and Associated Facilities" form to include information on how the sporting group is inclusive.	Year 1	Customer Service	Form updated and on website.
2.	Partner with community organisations and sporting groups to deliver events or activities that support inclusion such as Active Inclusion Sports Days or Come and Try days.	Year 1, Year 2, Year 3, Year 4	Community Development & Events	Number of active inclusion days have been delivered across the council area over the four years. Community feedback.
3.	Provide information relevant to inclusive program to ensure that community recreation, sports, cultural and social programs are inclusive.	Year 3	Recreation & Community Development	Information on inclusive sports and community programs provided to sporting clubs.
4.	Support initiatives or programs that provide opportunities for people of all abilities to participate in and enjoy community activities through the Council's Community Grants Program.	Year 1, Year 2, Year 3, Year 4	Community Development	Number of initiatives that are supported under the Community Grants Program. Community feedback.

Objective 6: Recognise businesses and services where people with disability are catered for and understood.

Action		Timing	Responsibility Council Area	Measurement
1.	Continue to include businesses that participate in the Access at a Glance Program on websites and apps that advertise accessible and inclusive venues and businesses across Australia.	Year 1, Year 2	Community Development	Number of businesses listed. Websites listed on.
2.	Investigate offering a Disability Access Grant Funding Program to support local business and organisations to specifically improve their access and inclusion for members of the local community who have a disability.	Year 4	Community & Eco Dev Grants	Report completed on the feasibility of a Disability Access Grant Funding Program.
3.	Advocate and provide letters of support to local businesses and community groups who apply for external funding to improve access and inclusion for people with disability.	Year 1, Year 2, Year 3, Year 4	Manager Community & Eco Dev	Number of letters of support provided.











6.	Investigate opportunities for funding partnerships to either upgrade or retrofit of priority buildings from the Progressive Disability Access Improvement Program (Public Toilets) including but not limited to Boree Creek Tim Fischer Park, Corowa RSL Park, Memorial Plaza, Morundah Recreation Reserve, and Urana Court-house.	Year 4	Infrastructure Grants	Council is working towards the improvement of accessibility of existing council owned or managed public toilets.
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Objective 6: Endeavour for services, programs and events to be accessible to people with disability, promote their participation, and provide people with disability opportunities to participate equally alongside other members of the community.

Action		Timing	Responsibility Council Area	Measurement
1.	Ensure that accessibility and inclusiveness for people with disability is considered in the planning of Council programs, planning and activities.	Year 1, Year 2, Year 3, Year 4	Tourism, Library, Events & Community Development	Evidence of inclusive practices.
2.	Review community event and venue hire application forms and templates to ensure access requirements are met and to encourage applicants to consider incorporating other accessibility measures into the planning and delivery of all non-council events and activities.	Year 1	Events & Facilities	Application forms reviewed and amended to include access and inclusion as a requirement.
3.	Incorporate accessibility measures into the Community Grant Funding Program eligibility criteria.	Year 2	Community Development & Grants	Grant application reviewed and amended to include access and inclusion as a requirement.
4.	Support mobility scooter usage by working with the business community to establish and promote the "Recharge Scheme" (power point access to recharge scooter / electric wheelchair batteries).	Year 3	Eco Dev & Road Safety	Evidence of consultation with local businesses on Recharge Systems.
5.	Ensure that accessibility and inclusiveness for people with disability is considered in the planning of Council programs, planning and activities.	Year 1, Year 2, Year 3, Year 4	Tourism, Library & Community Development	Evidence of inclusive practices.
6.	Continue where applicable to provide free or subsidised transport to major community events run by Council.	Year 1, Year 2, Year 3, Year 4	Community Development	Number of events with free or subsidised transport offered.
7.	Implement road safety initiatives throughout the council area including mobility workshops and pedestrian safety.	Year 2, Year 3, Year 4	Road Safety	Type and number of road safety initiatives delivered.

Objective 7: Ensure our civic spaces and libraries, are inclusive hubs and welcoming with easy access for all.

Action		Timing	Responsibility Council Area	Measurement
1.	Continue to offer and provide home library, mobile and online services where possible.	Ongoing	Library	Home library, mobile and online services are offered.
2.	Continue to host a number of regular and special events and workshops that provide opportunities for people of all abilities to participate and connect with others such as author talks, educational workshops and story-times.	Year 1, Year 2, Year 3, Year 4	Library	Two events or workshops hosted per year. Community feedback.
3.	Investigate partnering opportunities with local service providers to expand our services to people with disability and offer programs such as art therapy at our libraries.	Year 2	Library & Community Development	Partnerships established.
4.	Develop alternative communication tools for customer service and library staff to use such as a communication board displaying services or activities and talking maps to assist interactions between staff and customers.	Year 3	Customer Service, Library & Community Development	Communication board and Talking Map created for customer facing outlets.
5.	Conduct an audit of Corowa, Mulwala and Howlong Library buildings to assess compliance with Australian Standards for access and mobility (As1428 Parts 1-5).	Year 3	Planning & Environment, Facilities & Regulations	Audited conducted and information
6.	Based on the results of the audit of library buildings by the council and in line with the broader review of library services investigate funding opportunities to support the upgrade or retrofit of library buildings.	Year 4	Community & Eco Develop Manager, Grants	Grant funding opportunities identified and applications submitted.



Objective 8: Promote the availability of accessible venues and facilities across the Federation Council area.				
Action		Timing	Responsibility Council Area	Measurement
1.	Continue to update the Council's website with information on accessibility of council facilities, playgrounds, parks and offices.	Year 1	Communications, with support from Facilities & Recreation	Website updated.
2.	Maintain information about accessible toilets and change facilities on the National Public Toilet Map.	Year 1, Year 3	GIS Officer	National Public Toilet Map updated bi-annually.
3.	Include information about access in any new promotional material and signage of council facilities (where applicable).	Year 1, Year 2, Year 3, Year 4	Infrastructure, Tourism, & Communications	Signage and promotional includes accessibility information on major and minor projects.
4.	Continue to list council buildings and infrastructure alongside local businesses on online directories that are focused on disability.	Year 1, Year 2	Community Development	Council buildings and infrastructure included in same websites as participating businesses of Access with a Glance Program.
5.	Run promotional stories showing people with disability using council venues and facilities.	Year 1, Year 2, Year 3, Year 4	Communications	Where applicable media releases and other material includes accessibility and inclusion information.
6.	Educate Communications, Facilities, Events and Library staff and promote the use of companion cards at Council facilities and events.	Year 1, Year 2, Year 3, Year 4	Community Development Education. Communications, Facilities, Pools, Events and Library -Promotion.	Staff aware of and information on websites on companion cards. Staff accepting Companion Cards.

Objective 9: Advocates for accessible and adequate transport in our community.				
Action		Timing	Responsibility Council Area	Measurement
1.	Advocate for improved transport networks and services.	Year 1, Year 2, Year 3, Year 4	Infrastructure Community & Eco Dev Manager	Examples of advocacy.
2.	Work with service providers to coordinate the efficient use of current community transport, by increasing their service availability, to recruit suitable volunteer drivers and reduce client costs.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager & Community Development	Examples of partnerships or initiatives that support improvements in community transport.
3.	Investigate and support innovative ways the community can better support each other's transport needs with such things "Share your ride."	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager & Community Development	Examples of initiatives. Community feedback.
4.	Provide support and input to relevant and appropriate regional, state and national campaigns and consultations on improved accessible public transport in rural and regional areas.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Examples of support or input.



**Objective 10: Advocate from access to medical, allied health and disability services for people across the Federation Council area.**

Action		Timing	Responsibility Council Area	Measurement
1.	Advocate to State/ Federal government to raise the profile of the need for more allied health sector and improved consumer access to allied health services.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Examples of advocacy.
2.	Assist the advocacy for more fly-in-fly-out (FIFO) medical and allied health services to for people with disability to outreach to the council area.	As requested.	Community & Eco Dev Manager	Examples of advocacy.
3.	Advocate and encourage solutions to providing accessible services for people with disability in the council area.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Examples of advocacy.
4.	Strengthen relationships with health, community and disability service providers to ensure services available in our local community meet our needs.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager supported by Community Development	Examples of support or input.
5.	Ensure regular contact with disability organisations to ensure understanding and awareness of current trends and gaps for people with a disability.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager supported by Community Development	Evidence of trends and gaps for people with disability.
6.	Encourage service providers to list on Council's Community Directory so people are aware of local or outreaching services in the Federation Council area.	Year 1, Year 2, Year 3, Year 4	Community Development	Number of service providers listed. Community feedback.
7.	Host quarterly Federation and surrounds Interagency Meetings.	Year 1, Year 2, Year 3, Year 4	Community Development	Minutes from Interagency meetings.

Objective 11: Advocate and support the development of inclusive affordable housing where there is access to services.

Action		Timing	Responsibility Council Area	Measurement
1.	Continue to manage and promote council owned social housing as suitable to people with disability.	Year 1, Year 2, Year 3, Year 4	Property	Housing maintained. Number of people with disability who occupy. Community feedback.
2.	Encourage home builders to consider the Liveable Housing Design Guidelines (LHD) and a universal design approach that takes into account people at all life stages, to achieve accessible design solutions based on principles of usability, adaptability, accessibility, safety and lifetime value.	Year 3	Planning	Guidelines included on website. Homes built that are of universal design.
3.	Encourage external organisation who propose the development of a group or community home in the council area.	As requested.	Community & Eco Dev Manager	Examples of input. Community feedback.
4.	Provide support and input to relevant and appropriate regional, state and national campaigns and consultations affecting local people with disability	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Examples of support or input.



# Access to meaningful employment

People with disability have the opportunity to gain, retain, contribute effectively and experience the positive self and social benefits of employment.

Objective 1: Increase the opportunity for employment of people with a disability within Council.				
Action		Timing	Responsibility Council Area	Measurement
1.	Ensure the annual employee survey which incorporates people with disability, their needs, and how the Council can support people will disability in the workplace.	Year 1	Human Resources supported by Risk	Survey conducted.
2.	Review and make improvements to our employment policies, procedures, practices and systems.	Year 1, Year 2	Human Resources	Policies reflect the employment of a diverse workforce
3.	Continue to provide, and investigate future opportunities, to employ people with disability including work experience, traineeships, supported employment, flexible work hours, and reasonable adjustments to the workplace environment.	Year 1, Year 2, Year 3, Year 4	Human Resources	Number of people with disability employed and maintained employment.
4.	Liaise with disability employment agencies to improve Council's strategies for employment of people with a disability and how to support workers when appointed.	Year 1, Year 2, Year 3, Year 4	Human Resources	Evidence of engagement. Staff feedback.
5.	Review and update Council's volunteering policies, and Volunteer Management Procedure to ensure inclusive.	Year 4	Community Development and Risk	Policy adopted and Volunteer Management Procedure in place.

Objective 2: Exercise Council's responsibilities as equal opportunity employers and community leaders to work with others to enhance local employment opportunities for people with a disability.

Action		Timing	Responsibility Council Area	Measurement
1.	Provide support and input to relevant and appropriate regional, state and national campaigns and consultations in regards to employment for people with disability.	Year 1, Year 2, Year 3, Year 4	Eco Dev and Human Resources	Examples of support or input. Business feedback.
2.	Continue to build relationships with local employment agencies.	Year 1, Year 2, Year 3, Year 4	Eco Dev and Human Resources	Evidence of relationship. Feedback from employment agencies.
3.	Develop partnerships and networks to educate local businesses on the benefits of employing people with disability.	Year 3	Eco Dev	Evidence of partnerships or networks. Feedback from business.
4.	Promote and include information on the council website on the benefits of employing a person with disability.	Year 3	Eco Dev	Campaign run. Feedback from business.
5.	Advocate and encourage social enterprises that provide employment or training opportunities for people with disability.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Examples of advocacy. Community feedback.
6.	Promote education, employment and volunteering opportunities to community networks.	Year 1, Year 2, Year 3, Year 4	Communication & Human Resources	Examples of advocacy. Community feedback.
7.	Raise awareness of disability service providers that provide day programs for people within the council area.	Year 4	Community Development	Examples of advocacy. Community feedback.
8.	Advocate for community transport and / or on demand transport in the Federation Council area.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager, & Community Development	Evidence of advocacy.
9.	Advocate to State/ Federal government to raise the profile of the challenges of rural schools to cater for children with disability.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev Manager	Evidence of advocacy.
10.	Ensure regular contact with schools, training providers and early education providers to ensure understanding and awareness of current trends and gaps for people with a disability.	Year 1, Year 2, Year 3, Year 4	Community & Eco Dev, & Community Development	Evidence of trends and gaps for people with disability.



# Improve access to mainstream services through better systems and processes

People with disability are able to access information, systems, processes and services, and supporting their right to exercise choice and control.

Objective 1: Continue to improve Council's communication and information approaches and systems and ensure they address the needs of staff, volunteers and community members with disability.				
Action		Timing	Responsibility Council Area	Measurement
1.	Update knowledge base for customer service and library staff to include advice on how to respond to requests for information that is more accessible and inclusive.	Year 1	Customer Service & Library	Staff updated and confident on providing information.
2.	Use the council's Age-Friendly Communication Guide as a reference for engaging and communicating with the community including best practice use of colour and font.	Year 1, Year 2, Year 3, Year 4	Communication	Feedback from the community.
3.	Offer alternative methods for being involved in council consultation and engagement processes such as focus groups, face to face meetings, phone calls, written or emails, along with online and hardcopy surveys.	Year 1, Year 2, Year 3, Year 4	Communication & Whole-of-Council Approach	Level of engagement. Alternative methods become the norm.
4.	Ensure that at least one representative from communication, customer service and community development team completes online accessible document training.	Year 3	Communication, Customer Service & Community Development	Staff completed training.
5.	Identify and work through updating key forms, and data/ fact sheets in word accessible format.	Year 4	Customer Service & Communication	Primary forms available in word accessible format on the website.
6.	Continue to use and offer non-technology reliant communication methods such as local papers, newsletters, community and library event flyers, letterbox drops and tourism collateral.	Year 1, Year 2, Year 3, Year 4	Communication, Library, & Tourism	Communication methods used. Feedback from the community
7.	Continue to provide an online community directory and youth hub and promote its use within the community and to service providers.	Year 1, Year 2, Year 3, Year 4	Community Development	Level of engagement. Feedback from community.

Objective 2: Continually improve our request, complaints and response processes.

Action		Timing	Responsibility Council Area	Measurement
1.	Add 'speech to text' technology to allow frontline staff to communicate with people who are deaf. Promote that it's available.	Year 1	Customer Service & IT, & Library	"Speech to Text" added. Availability promoted on council websites and signage.
2.	Review Council's Complaint Handling Policy to identify opportunities to improve access and inclusion and update where applicable.	Year 1	Customer Service & IT	Complaint Handling Policy reviewed and update if applicable.
3.	Collect data on disability access issues raised and resolved through Council's Customer Request Management (CRM) system and review annually.	Year 1, Year 2, Year 3, Year 4	Records & Customer Service	Data collected and report prepared and distributed to relevant staff.

Objective 3: Ensure that Council's digital communication systems are accessible and inclusive.

Action		Timing	Responsibility Council Area	Measurement
1.	Review Council's websites to ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard.	Year 3	Communications	Web compliance audited biennially and compliance actions addressed.
2.	Explore innovative ways to provide and gather information using modern technology, methods, and trends.	Year 1, Year 2, Year 3, Year 4	Communications & IT	Evidence of innovative ways.
3.	Trail providing one strategic document in Easy English or plain language to meet your readers' needs.	Year 4	Leadership Group supported by Communications	Document created. Statistics of use by community.
4.	Include a statement on Council's website that provides information about the accessibility of content and a contact option for requesting alternate formats.	Year 3	Communications supported by Community Development	Statement developed and on website alongside Communication Access form. Link to statement referred to when council documents are available in alternate formats.

Objective 4: Ensure that people with disability can participate in civic and council engagement such as council elections, council meetings, council consultation processes, and membership of council's committees.

Action		Timing	Responsibility Council Area	Measurement
1.	Frontline staff have an understanding of the use of the National Relay Service.	Year 4	Customer Service & IT	Staff have been given information and understand.
2.	Develop and implement a Communication Access Form that can be used when promoting engagement activities to encourage people to advise of any accessibility requirements.	Year 3	Communication	Access form created to reference for community engagement activities and with statement on website. Number of requests received.

Objective 5: Emergency Management is inclusive of people with disability.

Action		Timing	Responsibility Council Area	Measurement
1.	Consult with Council's <b>Federation All Abilities Committee</b> to improve awareness amongst people with disability about local emergency information resources, and advocate to primary agencies about any issues raised about access to emergency information.	Year 1	Emergency Management	Committee consulted and feedback recorded.
2.	Review and ensure the Federation Council's Emergency Management Plan addresses the needs of people with disability.	Year 2	Emergency Management	Emergency Management Plan is reviewed and any issues addressed.
3.	Provide the Federation Council Emergency Management Plan in accessible formats and Easy English.	Year 4	Emergency Management & Communication	Emergency Management Plan is available on the website in accessible word and Easy Read format.
4.	Review and ensure emergency evacuation procedures for all Council administration buildings and depots that address the needs of people with disability.	Year 1, Year 2, Year 3, Year 4	Emergency Management & Facilities	Two Emergency Evacuation Procedures are reviewed and updated if necessary each year.

Objective 6: Council will review its progress on improving access and inclusion, and work to evaluate impacts and outcomes to inform further actions.

Action		Timing	Responsibility Council Area	Measurement
1.	Staff to report progress every 12 months.	Year 1, Year 2, Year 3, Year 4	Whole-of Council, & Community Development	Pulse reporting completed by responsible staff and results shared with community development team.
2.	Report annually on progress of the plan as part of the Council's annual reporting process.	Year 1, Year 2, Year 3, Year 4	Governance & Community Development	Report included in annual report.
3.	Review and develop a new plan every four years.	Year 4	Whole-of Council Approach & Community Development.	Review conducted and process for drafting a new plan underway.



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