

Our Disability Inclusion Action Plan

2022 - 2026



Welcome

Ngiyanhi Wiradjuri mayiny gawaymbanha nginyalgir Wiradjuri-gu Ngurambung-gu

We the Narrungdera Wiradjuri people welcome you all to Wiradjuri Country

Acknowledgement

Narrandera Shire acknowledges Aboriginal and Torres Strait Islanders as the first Australians and recognises that they have a unique relationship with the land and water. Council recognises that we are situated on the traditional lands of the Narrungdera Clan, of the Wiradjuri Nation who have lived here for thousands of years. We offer our respect to their elders past and present and through them, to all Aboriginal and Torres Strait Islander people.



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COVER PHOTO: The township of Narrandera (image courtesy of Central West Lifestyle Magazine).

INSIDE COVER IMAGE: Wiradjuri Elder Michael Lyons playing the didgeridoo, as part of the Sandhills Artefacts Tour.

ABOUT THIS DOCUMENT

Disability Inclusion Planning is one way Governments, public authorities and all organisations can reduce and remove barriers for people with a disability and foster a more accessible and inclusive community. Disability Inclusion Planning is about making a plan that outlines the intentions and actions to remove barriers to information services and employment as well as to foster the promotion of the rights of people with a disability.

Under the Disability Inclusion Act 2014, all NSW Government Departments and NSW Local Government were required to develop a Disability Inclusion Action Plan (DIAP).

Narrandera Shire Council developed and adopted the first Disability Inclusion Action Plan prior to 1 July 2017 and this document represents the second generation of the Councils commitment to identifying and removing barriers that exist in the delivery of services and facilities into our communities.

As with 'Our Narrandera Shire 2034' Community Strategic Plan, solutions to address some issues will not always be the responsibility of Council but will require the commitment of other Government departments of agencies, business owners, property owners and members of the community to effect a positive change for the better. Council has a multi-faceted role as the facilitator, an enabler, a supporter or an advocate or a combination of any of the roles.

Message from The Mayor

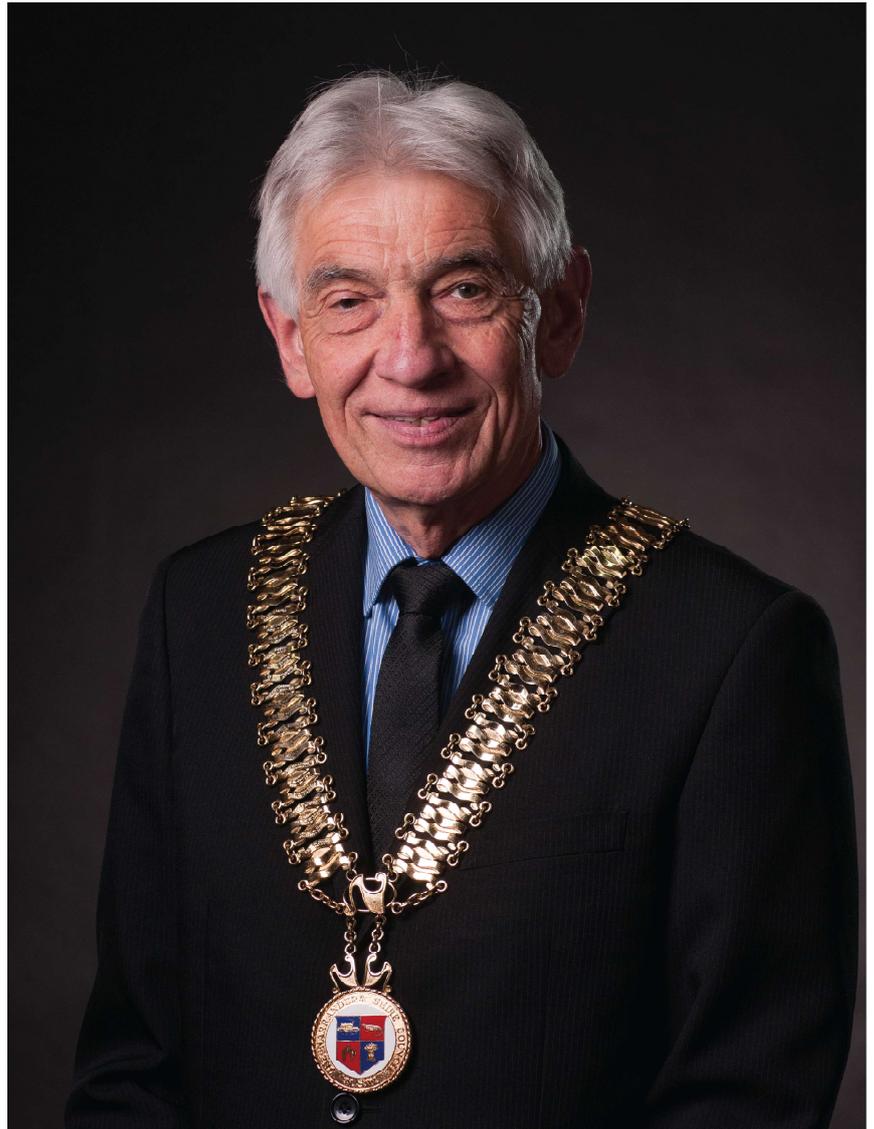
I am proud to present the Disability Inclusion Action Plan (2022-2026) for Narrandera Shire Council.

Since the first plan was adopted in 2016 it has been used by Council to inform decisions and to set the agenda for long-term planning of projects, infrastructure and services that can assist people within the community who live with a disability.

As I write this message, I immediately think of the improved access points both into the Lake Talbot Water Park and into the large pool itself with a dedicated ramp; I also think about the new ramp installed adjacent to the grandstand and the new changerooms at the Narrandera Sportsground which will make it much easier to access prime vantage points surrounding the oval.

From the community feedback received from the 2021 Community Survey and from the recent consultation process to develop the Community Strategic Plan named 'Our Narrandera Shire 2034' and this document, issues of concern to the community include access to retail premises and footpaths that provide connectivity.

With the support of my fellow Councillors and senior staff, I hope that we can make changes that our Shire more liveable and accessible.



Councillor Neville Kschenka, Mayor

Message from **George Cowan, General Manager**

As an organisation we have developed this document as a guide to assisting people living with a disability to hopefully become better integrated into the community; in doing so we look at ways we can assist people in areas such as:

- Attitudes and behaviours
- Liveable communities
- Meaningful employment
- Access to services

As you read this document, you will see that Council has developed a series of Actions, Performance Targets and Measures to report back to Council then the community on the progress of implementing this plan

I would like to thank community members for their valuable contribution in the development of this document.



George Cowan, General Manager

The *NSW Disability Inclusion Act 2014* requires all NSW Councils to develop a Disability Inclusion Action Plan for their local government area, the plan must be inclusive of 4 focus areas that people with a disability said were priority areas:

- Developing positive community attitudes toward disability
- Creating liveable communities
- Increasing access to meaningful employment
- Improving access to mainstream services through improved systems and processes.

The **NSW Disability Inclusion Act 2014** regards a person as having a disability if the person has 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.

Examples of a disability include:

- **Physical disability** – most often associated with an aspect of a person's physical functioning, usually either their mobility, dexterity, or stamina. The disability may be permanent or temporary and it may have been existed from birth or acquired later in life
- **Psychiatric disability** – is a general term for a group of illnesses that affect the mind or the brain and include bipolar disorder, depression, schizophrenia, anxiety, and personality disorders
- **Intellectual disability** – often includes difficulties with communication, self-care, social skills, safety, and self-direction
- **Sensory impairment** – includes visual impairment where people are blind or have partial vision, deafness or hard of hearing can range from mild to profound.

Disability Discrimination in Australia

The Commonwealth *Disability Discrimination Act 1992* aims to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:

- Work, accommodation, education, access to premises, clubs, and sport
- The provision of goods, facilities, services, and land
- Existing laws
- The administration of Commonwealth laws and programs.

The Act seeks to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community and to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

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

- total or partial loss of the person's bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- presently exists; or
- previously existed but no longer exists; or
- may exist in the future (including because of a genetic predisposition to that disability); or
- is imputed to a person.

What is Discrimination in Australia

The Australian Human Rights Commission describes discrimination as occurring when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. This is known as 'direct discrimination'.

Example: An employer refused to hire a suitably qualified person as a shop assistant because they were Aboriginal, and instead hired a less qualified person of a different racial background. This could be interpreted as racial discrimination.

It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share. This is known as 'indirect discrimination'.

Example: A policy that says only full-time workers will be promoted could discriminate against women who are more likely to work part-time to accommodate their family responsibilities.

Discrimination can be against the law if it is based on a person's:

- age
- disability, or
- race, including colour, national or ethnic origin or immigrant status
- sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding
- sexual orientation, gender identity or intersex status.

Discrimination on these grounds is against the law in a number of areas of public life, including employment, education, getting or using services or renting or buying a house or unit. Some limited exceptions and exemptions apply.

Employers have a legal responsibility to take all reasonable steps to prevent discrimination on these grounds. Employers can also be liable for the discriminatory acts of their employees. This is called 'vicarious liability'.

Under the Australian Human Rights Commission Act, individuals can also lodge complaints with the Commission concerning discrimination in employment because of their religion, political opinion, national extraction, nationality, social origin, medical record, criminal record or trade union activity. Complaints will be reported to Parliament where the Commission finds a breach of the Act.

According to the Australian Network on Disability (viewed 27 January 2022), the following is a statistical representation of people living with a disability:

Demographics

- Over 4.4 million people in Australia have some form of disability - that's 1 in 5 people
- 17.8% of females and 17.6% of males in Australia have disability
- The likelihood of living with disability increases with age. 2 in 5 people with disability are 65 years or older
- Of all people with disability, 1.9 million are aged 65 and over, representing almost half (44.5%) of all people with disability. This reflects both an ageing population and increasing life expectancy of Australians
- 2.1 million Australians of working age (15-64 years) have disability
- 35.9% of Australia's 8.9 million households include a person with a disability.

Types of disability

- Only 4.4% of people with a disability in Australia use a wheelchair
- 1 in 6 Australians are affected by hearing loss. There are approximately 30,000 Deaf Auslan users with total hearing loss
- Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision. They project that the number of Australians who are blind or have low vision will grow to 564,000 by 2030
- 45% of Australians aged 16–85 years, experience a mental health condition during their lifetime
- 3 million Australians live with depression or anxiety
- Research shows job or financial loss can increase a person's risk of health problems, such as depression and anxiety
- Over three-quarters (76.8%) of people with disability reported a physical disorder as their main condition. The most common physical disorder was musculoskeletal disorder (29.6%) including arthritis and related disorders (12.7%) and back problems (12.6%).

Employment of people with a disability

- People aged between 15 and 64 years with disability have both lower labour force participation (53.4%) and higher unemployment rates (10.3%) than people without disability (84.1% and 4.6% respectively)
- There are 2.1 million Australians of working age with disability. Of these, just under half were employed (47.8%), compared with 80.3% of people without disability
- Australia's employment rate for people with disability (46.6% in 2015) is on par with developed countries. In developing countries, 80% to 90% of people with disability of working age are unemployed, whereas in industrialised countries the figure is between 50% and 70%

- 34% of people with disability are managers & professionals
- Graduates with disability take 61.5% longer to gain fulltime employment than other graduates
- Almost one in five (18.9%) people with disability aged 15-24 years experienced discrimination. In almost half of those instances, the source of discrimination is an employer
- Global research has found that when employee health and wellness is managed well the percentage of engaged employees increases from 7% to 55%
- 73 percent of employees who say they work at a “purpose-driven” company are engaged, compared to just 23 percent of those who don’t
- A higher proportion of people with a profound or severe disability were working full time in 2018, 11.4% compared with 7.9% in 2015. This is driven by an increase in women with a profound or severe disability working full time (9.2% in 2018, up from 5.5% in 2015).

Customers with a disability

- People with disability are three times as likely to avoid an organisation and twice as likely to dissuade others because of an organisation’s negative diversity reputation
- 36% of people with disability are often treated less favourably than customers without disability
- 28% of people with disability have experienced discrimination by one or more of the organisations they’ve recently interacted with
- 1 in 3 people with disability report that their customer needs are often unmet
- Of the Australians with disability aged 15 and over, almost one-third (33.1%) avoided situations because of their disability. One of the most common situations avoided were going to shops, banks etc. (34.3%).

The Australian Human Rights Commission in 2017 published a document called – Missing out: The business case for customer diversity.



Source: Australian Human Rights Commission website – viewed 27 January 2022.

According to the Australian Bureau of Statistics 2016 census on Population and Housing (viewed 27 January 2022) there were:

- 407 persons stated that they needed assistance with core activities which represents 6.95% of the Shire population
- 591 persons stated that they provided unpaid assistance with core activities which represents 12.58% of the Shire population aged over 15

Additional information sourced from the Public Health Information Development Unit of Torrens University of Australia titled Social Health Atlas of Australia: New South Wales and Australian Capital Territory (viewed 27 January 2022) states that:

- 1,107 persons are estimated to be living with mental and behavioural issues
- 1,328 persons are estimated to be living with an arthritic condition
- 213 persons are estimated to be living with osteoporosis
- 777 persons are estimated to be living with asthma
- 357 persons are estimated to be living with heart, stroke and vascular disease
- 801 persons over the age of 15 have self-assessed their health as fair or poor
- 867 persons receive an aged pension representing 66.5% of the Shire population over 65 years of age
- 12 persons receive a Department of Veterans Affairs pension representing 0.7% of the Shire population over 60 years of age
- 299 persons receive a Disability support pension representing 9.1% of the population aged between 16 and 64 years of age
- 812 persons over the age of 18 felt that they had experienced discrimination or have been treated unfairly by others
- 591 persons provided unpaid assistance to people with a disability over the age of 15
- 318 persons have a profound or severe disability that live in the community (excluding aged care facilities)
- 158 persons who have a profound or severe disability and aged over 65 live in the community (excluding aged care facilities).

The 2021 Community Survey was a very broad community satisfaction survey, however during the latter part of 2021 Council engaged an external consultant to assist with the consultation process to prepare a new Community Strategic Plan also to assist in the development of this second generation Disability Inclusion Action Plan.

The principals of Sea and Star Advisory Pty Ltd, Brendan Leary and Alicia Leary, brought with them a wealth of experience and knowledge from working with the disability sector and enjoyed meeting the members of our community living with a disability.

Brendan and Alicia used traditional methods of engagement as well as some new methods such as QR coded surveys – remembering that the consultation process followed the NSW COVID-19 lockdown and many members of the community felt that they were still vulnerable. Community members had access to hardcopy survey documents and QR coded surveys ensuring that people were provided with the opportunity to participate.

Brendan and Alicia engaged with the community by:

- Facilitating in person sessions at Grong Grong and Barellan also 2 sessions at Narrandera – approximately 70 people attended these sessions
- Focus group sessions with organisations such as Kurrajong Waratah, employment agencies, Fusion, the Narrandera Business Group and the Narrandera Shire Youth Council – approximately 50 people attended these sessions
- Live streaming of the evening session at Narrandera with the community invited to ask questions
- QR coded surveys sent to 2,700 property owners with the November 2021 rate instalment notices
- QR coded surveys sent to 1,900 water consumption customers with their November 2021 water consumption account
- QR coded surveys sent to over 200 clients of community organisations such as Kurrajong Waratah, Meals on Wheels and Community Transport
- QR coded surveys sent to all schools across the Shire for inclusion withing their newsletters seeking responses from the youth of our Shire
 - o The QR coded surveys saw a total of about 150 responses
- Encouraging the community to participate in the survey using Council social media opportunities such as regular Facebook and Instagram posts
- Using traditional print media such as the Narrandera Argus also the Narrandera Shire Council Community Newsletter.

Some of the key issues identified during the community consultation relevant to this document:

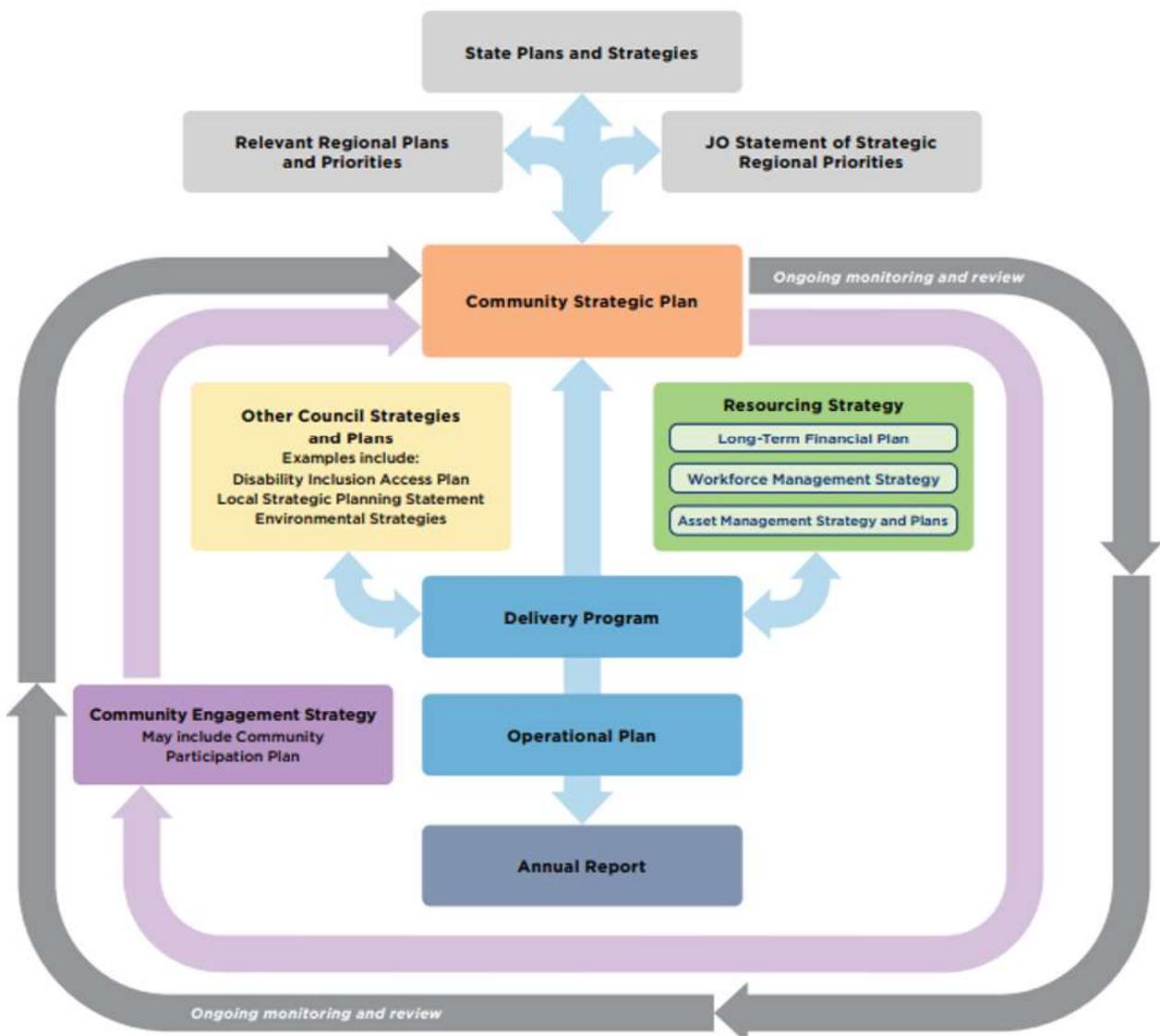
- Kurrajong Waratah has been a 'game changer' in fostering local understanding of disability inclusion

- Relative lack of community understanding for mental health, learning disabilities and intellectual disabilities
- Genuine inclusion means recognising what people are exceptional at, not what's exceptional among their challenges
- Although extensive works have made Narrandera Shire much more liveable, more remains to be achieved in improving quality of life for people living with disabilities
- Feedback has recognised that employment opportunities are not being realised
- Effective, available mental health services are not readily available in Narrandera Shire with these services to be face-to-face rather than online sessions
- Access to some retail and business premises is not possible and the business community and Council need to work together to address this issue
- People living with a disability need to be part of the consultation process when Council is proposing to undertake major work and projects

WHAT IS INTEGRATED PLANNING AND REPORTING?

When reading this document, you may be asking ‘why has Council developed this plan?’.

In 2009 an Integrated Planning and Reporting framework was introduced whereby all NSW Councils were required to develop, document and report on plans for the future of their communities. In 2016 the development of a Disability Inclusion Action became a requirement as you can see in the following diagram – the Disability Inclusion Action Plan or DIAP as it is often referred reports both to and from key corporate plans of Council such as the Delivery Program and ultimately to the Community Strategic Plan.



Source: NSW OLG IP&R Handbook – viewed 24 January 2022.

This document, the Disability Inclusion Action Plan, is placed in the middle of the framework along with other important documents development by Council such as the Local Strategic Planning Statement and Environmental Strategies.

Our Four Key Focus Areas

1

**POSITIVE COMMUNITY
ATTITUDES &
BEHAVIOURS**

2

**LIVEABLE
COMMUNITIES**

3

**SUPPORT ACCESS
TO MEANINGFUL
EMPLOYMENT**

4

**IMPROVING ACCESS
TO SERVICES**

What the community told us was important about this area of focus

What the community would like to see achieved

1 Positive Community Attitudes and Behaviours

Link to CSP - To live in an inclusive, healthy and tolerant community with a positive attitude toward others.

What some community members said about Positive Community Attitudes and Behaviours:

- Create community forums for people with affected by disabilities.
- Create a disability advisory group to assist Council in identifying issues.
- Have a dedicated award in the Australia Day ceremony for people living with a disability.
- "You would be amazed what recognition can do to a person's sense of value".
- More transparency and better communication from Council is needed.
- "Visible works being done will improve how passers-through view us".
- "I am here to remind you all that disabilities are not always physical or visible. Over stimulation and overwhelm are also big issues for those of us with invisible disabilities".

Aspirations for this focus area

- 1.1 Elevate the profile and importance of people with a disability in our Community.
- 1.2 Promote disability awareness within Council and extend awareness across the community.

Actions to get us there

- 1.1.1 Identify opportunities for an inclusive event recognising people with a disability and promoting inclusion.
- 1.1.2 Through the Australia Day Committee consider an award recognising a significant contribution to the disability sector or the promotion of inclusivity and/or accessibility.
- 1.2.1 Education delivered to the organisation on disability awareness also that disability awareness to be included within the new employee induction program.
- 1.2.2 Include disability awareness within Committee and Advisory Terms of Reference.
- 1.2.3 Use media resources to promote disability awareness within the community.

Actions are the way that as a community we can work together to achieve the aspirations

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2 Liveable Communities

Link to CSP – Have a Council that provides leadership through actions and effective communication.

What some community members said about 'Liveable Communities':

- 'Get some more paths around town, it's ridiculous'.
- 'Places like Lake Talbot do not make me feel welcome'.
- 'Most of Councils facilities have good disabled access, other businesses should learn from Council'.
- The entry point to shops, footpaths and access to the Murrumbidgee River were frequent comments.

Aspirations for this focus area

- 2.1 Ensure the needs of people with a disability are properly considered when upgrading or developing Council infrastructure, recreational and cultural areas.
- 2.2 Advocate to the Shire business community the importance of disability access to premises.

Actions to get us there

- 2.1.1 Commitment to disability awareness when considering, designing and executing projects.
- 2.2.1 When the opportunity arises, promote disability access to commercial property owners and retailers.

3 Support Access to Meaningful Employment

Link to CSP – Have a Council that provides leadership through actions and effective communication.

What some community members said about 'Support Access to Meaningful Employment':

- 'I have recently had to have my hours halved because I am simply not able to manage full time work. My partner has many of the same conditions and struggles to maintain work'.
- 'I ran out of sick leave 6 months ago and the only thing making us able to earn is Workcover protecting me'.
- 'Most workplaces need to be modified and if [my family member] worked in retail in East Street, Narrandera most likely they could not gain access from the footpath into the shop'.
- 'Studies worldwide show people are more likely to work and work hard if all their base needs are recognised and taken care of'.

Aspirations for this focus area

- 3.1 Consider opportunities for people living with a disability to work with Council.
- 3.2 Recognise workers with a disability and those performing a carer role for people with a disability.
- 3.3 Work proactively with employment service providers to match capabilities with workforce needs at Council and other workplaces.

Actions to get us there

- 3.1.1 Council's Workforce Management Strategy to include meaningful guidelines for inclusion and Equal Employment Opportunities.
- 3.2.1 Promote Council as an 'employer of choice' by considering flexible working arrangements for staff to facilitate a better work/life balance.
- 3.3.1 Identify and work with disability employment organisations to assist with opportunities for employment at both Council and advocate to other workplaces where possible.

4 Improving Access to Services

Link to CSP – Work together to advocate for quality health, education, youth and social services.

What some community members said about 'Improving Access to Services':

- “Mostly Kurrajong Waratah and Council do a fantastic job’.
- “The system needs to be overhauled and made to recognise that people don’t tend to ask for help they don’t need – the vast majority do the right thing”.
- “The system should be able to be navigated by the individual, rather than by professionals, but it is simply not”.
- “NDIS is a discriminatory system. If I am disabled for purposes of discrimination , then the same government should recognise that NDIS services would be beneficial for me and others like me”.
- “All local services are excellent by the My Aged Care portal is a nightmare”.
- “Mental health services are a joke out here. Youth services are even worse”.

Aspirations for this focus area

- 4.1 Identify gaps and limitations in Commonwealth and State services and provide a voice for advocacy.
- 4.2 Recognise the essential services that provide connectivity and support to members of our community, where necessary provide support and advocacy for improved services.

Actions to get us there

- 4.1.1 Where gaps are identified and are impacting members of the community, advocate for appropriate levels of support services.
- 4.2.1 Strong voice of advocacy where reductions in community connectivity and services occur.

Who can assist us to get there?

There is a range of people and organisations that can assist us to realise our strategies and actions through stronger advocacy, physical or intellectual support also financial support; some of these are listed below and more will be identified during our journey.

Partner	Our 4 Themes			
	Positive Community Attitudes and Behaviours	Liveable Communities	Support Access to Meaningful Employment	Improving Access to Services
Aboriginal Affairs NSW	✓	✓	✓	✓
Aboriginal Elders	✓	✓	✓	✓
Aboriginal Liaison Committee	✓	✓	✓	✓
Allied Health Professionals	✓	✓	✓	✓
Community	✓	✓	✓	✓
Council support	✓	✓	✓	✓
Department of Health	✓	✓	✓	✓
Department of Prime Minister and Cabinet	✓	✓	✓	✓
Local business group	✓	✓	✓	✓
Local and regional media	✓	✓	✓	
Local Federal and State Members of Parliament	✓	✓	✓	✓
Murrumbidgee Local Health District	✓	✓	✓	✓
Murrumbidgee Primary Health Network	✓	✓	✓	✓

National Disability Inclusion Scheme	✓	✓	✓	✓
NSW Education	✓	✓	✓	✓
NSW Health	✓	✓	✓	✓
Office of Local Government	✓	✓	✓	✓
Property owners	✓	✓	✓	✓
Identified service providers	✓	✓	✓	✓
TAFE NSW	✓	✓	✓	
Transport for NSW	✓	✓	✓	✓
Transport providers	✓	✓	✓	✓
Others who we identify along our journey	✓	✓	✓	✓

Your opportunity to Become Involved

Once endorsed by Council this document and others will be placed on public exhibition purposes for community comment.

Beyond these plans, you can contribute in other ways, such as:

Become a Councillor

Elections are held every four years; the next scheduled ordinary election is expected to be held in September 2024.

Become a member of a Committee

At the commencement of each Council term, the Committee structure is reviewed and applications from the community are welcome. Narrandera Shire has a mixture of Committees where Council delegates some of its function to members to manage but there are also Advisory Committees where recommendations from members are made to Council.

Attend Council Meetings

Council meetings are generally held on the 3rd Tuesday of each month commencing at 2pm in the Narrandera Shire Council Chambers, however, when necessary, the community forum commences at 1.30pm.

Provide Feedback

Take part in any of our community engagement programs, workshops and information sessions where possible. Present your opinions and ideas using mail, email, phone, in person or make an appointment to see an appropriate staff member.

You are also able to contact your local Councillors direct by using the contact details listed on the website of Council www.narrandera.nsw.gov.au .

Volunteer

Becoming a volunteer provides the opportunity to use your valuable skills for a community purpose such as assisting to provide a Council service or program or assist at community events. The Narrandera-Leeton Community Transport service operates with a small group of dedicated volunteers as does the Narrandera Shire Library – without these volunteers these invaluable services may not be readily available or of the same quality that they are at the present time.

According to the Australian Bureau of Statistics 2016 census 1,236 persons within the Shire over the age of 15 stated that they undertake voluntary work for an organisation or a group with represents 26.31% of the population. This is an amazing statistic and Council certainly values the work of those who participate directly with Council and those who volunteer outside of Council.

2017-2021 DISABILITY INCLUSION ACTION PLAN

- Where possible, Council raised awareness of disability within our community such as promoting mobility scooter safety during events such as 'Seniors Week' and 'Road Safety Week'.
- The Liberty Swing was installed at Marie Bashir Park with Cooper Perram being the first person to ride the swing.
- The entrance to the Council Administration Centre was enhanced by removing the single pivot glass door and installing an automated double leaf sliding door.
- Where possible staff participate in appropriate forums such as the Local Health Advisory Committee, also Interagency Groups, Murrumbidgee Local Health District and Murrumbidgee Primary Health Network.
- The Pedestrian Access and Mobility Plan projects have included new footpaths and walkways which benefit the community as a whole.
- As part of the Development Application process, all applications are assessed for compliance with the Building Code of Australia and respective Australian/New Zealand Standards. Council's Development Control Plan (DCP) incorporates recommendations from the Universal Housing Design Guidelines based on the Australian Standards for Adaptive Housing and for Access and Mobility.
- Special needs students are welcomed and have undertaken work placements at the Narrandera Shire Library, these placements are normally organised through Narrandera High School with Council being very supportive to retaining this ongoing partnership. Council currently provides volunteer work opportunities for disabled persons through the Community Support team and the Narrandera Shire Library. A section of Council's Administration Centre has been remodelled to provide disabled access for a current and potentially future members of staff with a disability to access an office space and amenities.
- The Human Resources team provide commentary at the start of every recruitment interview that Council is an Equal Employment Opportunity workplace and does not tolerate discrimination within the workplace; similarly, upon appointment the successful applicant undertakes a workplace induction where the principles of Equal Employment Opportunity and the Code of Conduct are enforced.
- Narrandera Shire Council continues to use video for the communication of information as a method of alternative to text. This media has shown high levels of engagement on social media.
- Council's website was revamped 2 years to become compliant with the Web Content Accessibility Guidelines.
- The Community Transport and Home Support Programs provide NDIS services to those who require them to allow greater community access. Council also provides venues for social outings and support staff to ensure that community access can be achieved.

MEASURING PROGRESS

Progress on this plan is reported in Council's Annual Report published to both Council and the community by the 30 November each year.



Narrandera Shire Council
141 East Street
Narrandera NSW 2700
T. (02) 6959 5510
E. council@narrandera.nsw.gov.au

www.narrandera.nsw.gov.au