

# HOW TO GUIDE – INTEGRATED DISABILITY INCLUSION ACTION PLANNING

September 2016

## Overview

Local government is required by the *Disability Inclusion Act 2014 (DIA 2014)* to undertake disability inclusion action planning (DIAP) by 1 July 2017. Councils have a number of options. They can prepare a standalone DIAP, integrate their DIAP directly into their integrated planning and reporting (IP&R) framework or, if they have an existing Disability Action Plan (DAP), adapt it to meet the regulatory requirements.

This document (and the associated Integrated DIAP Template) provides a guide for councils in preparing a DIAP that seamlessly integrates with their IP&R documentation and meets legislative requirements. In the context of this document DIAP refers to the process of disability inclusion action planning not just a disability inclusion action plan.

LGNSW have prepared [NSW Disability Inclusion Action Planning Guidelines for Local Government](#) ('the Guidelines') which provide a comprehensive support to councils in preparing their DIAPs. Section 3.1 of the Guidelines provides a table that clearly links DIAP elements to IP&R plans. Section 3.2 sets out a sample layout and strategies for each of the four key focus areas.

## Legislative requirements

The minimum legislative requirements for local government in relation to preparing a DIAP are set out in *DIA 2014*. These are:

- NSW councils to prepare a DIAP by 1 July 2017
- Consulting people with disability must be undertaken and documented as part of the planning process
- Council must give a copy of the DIAP actions to the Disability Council NSW
- Councils must report on implementation of their DIAP in their Annual Report, and forward a copy to the Minister
- Council must review their DIAP every four years.

Council's DIAP strategies and actions must address the four key focus areas of:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to services through better systems and processes.

## 10 steps to integrating a DIAP

The NSW Guidelines identify ten steps that local government should consider in the preparation and implementation of their DIAP. These steps can be adapted to suit the particular circumstances and organisational needs of the council. In summary they are:

**1. Allocate ownership and responsibility:** who at council is responsible for undertaking and participating in the DIAP process.

*For an integrated DIAP process it will be essential that the team responsible for reviewing the Community Strategic Plan (CSP) is informed and kept up to date with the progress of the DIAP. Ideally they should be part of a project control group or steering committee for the DIAP.*

**2. List your council's functions, facilities, services and information sources:** that can influence inclusion of people with disability in the community.

*This process should be incorporated into the review of council's CSP and use data already collected for the CSP. This step should clarify the gaps and opportunities to support greater inclusion by council of people with disability.*

**3. Establish governance and accountability:** to ensure legislated DIAP requirements will be met through the IP&R framework.

**4. Undertake inclusive consultation:** involve people with disability, carers and families, disability organisations and peak bodies in developing strategies and actions for inclusion.

*Consultation can be integrated into the engagement activities delivered for the review of the CSP, however council must be able to separately document how people with disability were consulted and informed the development of DIAP strategies and actions.*

**5. Develop strategies and actions for inclusion:** identify priority cross-council actions and incorporate into delivery and work programs.

*Council must be able to identify and extract those strategies and actions from its CSP and associated documentation that support the principles of disability inclusion and address the four key focus areas.*

*Develop a DIAP summary document made up of the actions extracted from the CSP.*

**6. Undertake a risk assessment:** identify issues that could affect the development and implementation of the DIAP. Use your council's existing risk assessment process.

**7. Align** key performance indicators with the IP&R framework.

*Council is required to specifically identify its progress in implementing its DIAP within its Annual Report and prepare an evaluation framework that will support a review every four years.*

**8. Publish** in accessible formats.

- **OPTIONAL** – In order to provide an inclusive process, it is strongly recommended that council publicly exhibits its Draft DIAP summary document (incorporating disability inclusion strategies and actions) in accessible formats.

*To ensure adequate time for incorporating changes, the draft CSP (and accompanying documentation) incorporating DIAP elements should be exhibited by **April 2017**.*

- **REQUIRED** - Submit final DIAP summary document to the Disability Council NSW by **1 July 2017**.

**9. Promote to staff and the community:** raise awareness of the DIAP process and implementation with councillors, council staff and the community.

**10. Implementation of actions:** facilitate cross-departmental accountability and community oversight during implementation. Plan for a four year review.

## Process guidelines

These guidelines identify key steps to disability inclusion action planning. Project officers should identify which tasks are most applicable and the sequence in which they should be delivered to align with their organisation's needs and resources.

### 1. Allocate ownership and responsibility

#### Key tasks

- Identify who will act as lead officer or project manager to coordinate development and integration of the DIAP
- Develop a preliminary project plan and identify when DIAP elements need to be completed to align with council's IP&R process  
*For example, how the inclusive consultation strategy can integrate with the CSP consultation and what other additional engagement is required.*
- Establish a framework for cross-organisation cooperation. For example, a working group that meets regularly or regular consultations with cross-council teams at different project milestones  
*It is essential that there is a clear strategy for informing and working with team responsible for reviewing the CSP.*
- Determine if council will require a consultant to deliver all or any aspects of the DIAP development process
- Prepare and present a briefing paper for council's executive including why and how the DIAP will be undertaken, including how it will integrate with the IP&R process
  - Briefing paper could also be reported to councillors
- Get sign off on DIAP process from executive or executive level sponsor (i.e. Director/Manager)

### 2. Map functions, facilities, services and information sources

#### Key tasks

- Undertake a review of council's policies, programs and plans relating to disability inclusion – existing services, facilities and programs, including:
  - Policies and plans
  - Building assets – access and facilities
  - Public facilities (toilets, parks, playgrounds, leisure centres, disability parking)
  - Public infrastructure (roads, footpaths etc.)
  - Communication tools (WCAG 2.0, braille, hearing loops etc.)
  - Community outreach (events, awards etc.) and customer service*It is essential that council's existing CSP, Delivery Program, Operational Plan and other associated documentation are reviewed.*
- Identify existing barriers and opportunities for improved inclusion in each service area – user groups, user pathways, major gaps and resource needs  
*Link to CSP directions, existing strategies and service areas. Also relate to DIA key focus areas.*

### 3. Establish governance and accountability

#### Key tasks

- Review proposed project plan or draft schedule with the service area or team responsible for reviewing the CSP to ensure alignment with IP&R process – specifically key dates for engagement and identification of strategies and actions
- Present project plan and review of council policies and plans to cross-organisation forums/ working parties OR incorporate the DIAP process into council's IP&R internal governance and accountability processes for dissemination
- Present project plan and council review to Disability Inclusion/ Access Community Committee
- Identify approach to reporting to council on progress of DIAP  
*This can either be done separately or as an element of the IP&R review process.*

Resource: See Section 3 of the DIAP Guidelines

### 4. Undertake inclusive consultation

#### Key tasks

- Prepare a stakeholder analysis. This will identify key stakeholders in the community including people with disability, their carers and families, service providers, peak organisations and local community groups
- Prepare a DIAP community consultation plan identifying:
  - Objectives
  - Audience
  - Key stakeholders (schools, community groups, peak organisations, etc.)
  - Tools and techniques of engagement (e.g. briefings, interviews, survey, focus groups, social media)

*Identify opportunities to incorporate DIAP consultation activities within the IP&R process. It will probably still be necessary to conduct engagement activities that are specifically directed at people with disability to ensure that they can directly inform the development of strategies and actions.*
- Prepare a consultation outcomes summary as required under the legislative requirements and make it available to participants and the general community.

#### Resources:

- Sections 5.1.3, 5.1.4 and 5.1.5 (p.37-8) of the Guidelines
- LGNSW information sheet on [engagement tools and techniques](#)
- IAP2 [Practitioner Tools](#)
- Department of Environment and Primary Industries Victoria [engagement toolkit](#)

## 5. Develop strategies and actions for inclusion

### Key tasks

- In collaboration with relevant service areas prepare draft list of DIAP strategies and actions for inclusion into IP&R documentation. Consider:
  - Staff and community consultation and engagement feedback
  - Budget implications
  - Potential peak and local organisations partners, grants or funding opportunities including FACS

*It is important to determine the best fit for each strategy. Do not place the one strategy in several IP&R themes, strategies or outcome areas.*

- Present to councillors, executive and/or executive level sponsor for review and endorsement

## 6. Undertake a risk assessment and develop a mitigation strategy

### Key tasks

- Consult council's risk management officer or team to conduct a DIAP risk assessment
- Review council's policies and procedures to identify if there are any major risks to council in relation to inclusion of people with disability  
*This may relate to risks of not adequately meeting legislative obligations or reputational/hazard risks*
- Review engagement plan (Step 4) to identify key risks and issues to be addressed in engaging with people with disability
- Review DIAP strategies and actions (Step 6) to identify key risks and issues

### Resources:

- Pages 30-32 of the Guidelines
- [Australian Government Risk Management Fact Sheet](#) (based on AS/NZS ISO 31000: 2009 risk management standards)

## 7. Prepare an evaluation framework

### Key tasks

- Identify key performance indicators (measures or service standard) for priority actions listed in the CSP and Delivery Program  
*Requires consultation and alignment with IP&R framework monitoring and reporting methodology.  
Identify all data sources including responsibility for KPI reporting and arrangements for collating data.*
- Review and revise KPIs with the management team or executive
- Present to councillors, executive and/or executive level sponsor for review and endorsement

## 8. Publish the Draft DIAP Summary document

### Key tasks

- Ensure all relevant information is available in accessible formats including discussions with the council service area and staff responsible for publicly exhibiting IP&R documentation  
*When the exhibition period is over, make amendments based on feedback (if necessary)*
- Extract DIAP elements from IP&R documentation, including inclusive consultation delivery and outcomes. Prepare DIAP Summary document to the Disability Council NSW for council endorsement
- Send a copy of DIAP summary document to the Disability Council NSW, to community contacts list and all who participated in consultation program **by 1 July 2017**  
***Optional:*** Lodge the DIAP with the Australian Human Rights Commission

### Resources:

- Section 5.1.4 (p. 38) of the Guidelines
- [W3C Guidelines](#)
- [The Disability Council NSW DIAP checklist](#)

## 9. Promote to staff and the community

### Key tasks

- Provide a regular updates on progress with the DIAP through council's internal communications channels (e.g. newsletter, intranet).  
*This can either be aligned with council's IP&R internal reporting process or in addition to it*
- Prepare a draft communications strategy to support on-going internal and external communication regarding the implementation of the DIAP process
- Present to executive team or executive level sponsor for review and endorsement

## 10. Implementation of actions

### Key tasks

- Prepare internal evaluation process to assess staff ownership and buy-in of the DIAP process
- Report on DIAP preparation and implementation in the Annual Report
- Extract relevant section of Annual Report and forward a copy to the Minister
- Set up procedures to ensure a four year review of the DIAP

## DIAP summary document to the Disability Council NSW

Councils must provide a summary of their DIAP actions and development process to the Disability Council NSW. In order to meet this requirement, councils must extract all relevant sections of the IP&R framework that address disability inclusion into one document.

Key elements of the DIAP process to be included in the report are:

- Mayoral message (from the CSP)
- Vision for inclusion
- Consultation activities and outcomes
- Strategies and actions for inclusion for each of four focus areas
- Resourcing for actions
- Evaluation framework.

Councils must provide the report in a range of accessible formats.

**For further assistance with your DIAP:**

Contact **Anita Ceravolo**, Senior Policy Officer Disability Inclusion

**E:** [anita.ceravolo@lgnsw.org.au](mailto:anita.ceravolo@lgnsw.org.au)

**T:** 9242 4127

**W:** [www.lgnsw.org.au/policy/disability](http://www.lgnsw.org.au/policy/disability).