

# TEMPLATE - INTEGRATED DISABILITY INCLUSION ACTION PLANNING

September 2016

## Overview

This document follows a Community Strategic Plan (CSP) structure and identifies where to insert key information required as part of a disability inclusion action planning (DIAP) process. Guidelines for integrating a DIAP into the integrated planning and reporting (IP&R) framework have also been prepared by LGNSW to assist councils.

Councils who do not need to deliver their IP&R process until September 2017 can integrate DIAP elements retrospectively into their CSP and review it in line with their subsequent Annual Reporting structure.

Actions in the integrated DIAP will also need to be summarised in council's Annual Report and a copy of the implementation given to the Minister for Disability Services.

This template shows how councils can address the requirements of the *Disability Inclusion Act 2014 (DIA 2014)* during each stage of the development and implementation of their CSP.

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.

# 1. MAYORAL STATEMENT/ INTRODUCTION/ ACCESS AND EQUITY STATEMENT

Include a **Public Statement of Commitment** to accessibility and inclusion promoting equal rights for all, including specific reference to people with disability.

This can be addressed within the Mayoral or General Manager statement or as a standalone statement to address social equity and inclusion.

## VISION, MISSION AND VALUES

Include **vision for inclusion** to be communicated across council, for councillors, staff, stakeholders and the broader community

*This can be addressed in the community values or principles that underpin the Community Strategic Plan.*

### EXAMPLE: Growing Liverpool 2023 Value

#### **Equity**

We will be fair and just. We will recognise, respect and promote the rights of all citizens and support all groups to have equal access to services, information and opportunities, particularly groups who require additional support.

## 2. POLICY AND LEGISLATIVE CONTEXT

This section illustrates how local government disability inclusion action planning relates to international, national and state legislation. Include reference to the *Disability Inclusion Act 2014 (NSW)*.

The *Disability Inclusion Act 2014 (NSW)* provides the legislative framework to guide state and local government disability inclusion and access planning. The Act supports people with disabilities to access:

- The same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights;
- Independence and social and economic inclusion within the community; and
- Choice and control in the pursuit of their goals and the planning and delivery of their supports and services.

In meeting the requirements under the Act for disability inclusion and access planning, council must:

- (a) Specify how it will incorporate the UN human rights disability principles into its dealings with matters relating to people with disabilities.
- (b) Include strategies to support people with disabilities, for example, strategies to:
  - i. Provide access to buildings, events and facilities
  - ii. Provide access to information
  - iii. Accommodate the specific needs of people with disabilities
  - iv. Support employment of people with disabilities
  - v. Encourage and create opportunities for people with disabilities to access services and activities.
- (c) Include details of its consultation about the plan with people with disabilities and
- (d) Explain how the plan supports the goals of the State Disability Inclusion Plan, (i.e. strategies that support the four key DIAP areas).

- Section 1.1 of the NSW Disability Inclusion Action Planning Guidelines provides an overview of the international, national and state policy and legislative framework relating to disability inclusion.
- Include legislation and standards for disability inclusion pertaining more directly to local government such as the NSW Local Government Act 1993 and Access to Premises Standards.
- Show the relationship to other key council plans and policies, in particular council's CSP but may also include Pedestrian Access Mobility Plans (PAMPs), specific Development Control Plans and Housing Strategies.

### Other IP&R documentation

The legal framework for DIAPs should also be referenced in council's **Delivery Program**. This is explained in Section 2 of the Guidelines.

### 3. COMMUNITY PROFILE

Include a **snapshot of people with disability** within the community to demonstrate inclusion as well as identify priority areas and population groups.

If available provide data on:

- The number of people in the LGA living with some kind of disability
- Number of people needing care and assistance with core activities
- Income and other socioeconomic characteristics of people with disability
- Public buildings in the LGA which are accessible.

[ABS 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2012](http://www.abs.gov.au)  
([www.abs.gov.au](http://www.abs.gov.au))

#### Other IP&R documentation

A community and staff profile of people with disability should also be included in council's **Annual Report / Workforce Strategy (Resourcing Strategy)**. This should include information on the number of people with disability employed by council, flexible working measures in place to support people with disability, training opportunities for staff and other relevant information.

# 4. COMMUNITY CONSULTATION OUTCOMES

Include reference to how consultation activities ensured that there was participation by people with disability.

It is important that consultation with people with disability is documented and clearly contributes to the formulation of strategies and actions.

It should include a summary of:

- Areas where the community feels council is performing well
- Priority areas for improvement/areas of low community satisfaction with council’s performance
- Key findings for each of the four disability inclusion focus areas (discussed in Section 2 of the Guidelines).

## Other IP&R documentation

The approach to engaging people with disability should also be included in the **Community Engagement Strategy (CES)** as part of preparing the CSP. The CES must be an inclusive consultation strategy that directly engages with the disability community of all ages to identify real life solutions for inclusion.

## EXAMPLE: Imagine Canterbury 2010-2020

Canterbury City Council’s **Community Strategic Plan** summarises engagement techniques before providing an in-depth summary of consultation findings:

### Engagement to Renew Our Community Strategic Plan

As part of our Community Engagement activities, we embarked on a comprehensive community consultation program, asking people what they think of the City of Canterbury - what they want it to be and how we can make it better.

As part of this process we conducted a telephone survey, which was accompanied by a hardcopy and online survey encouraging residents, businesses and community groups to complete. Public forums were conducted in each ward – at Riverwood Community Centre (West Ward), the Orion Centre Campsie (Central Ward) and Earlwood Caring Community Centre (East Ward), and information stalls were set up at community events and town centres asking people for their opinions and feedback.

### Community Workshops

- The community workshops in each ward focused on:
- Council services
  - Trends and issues
  - Long term goals, outcomes and indicators
  - How participants Imagine Canterbury in 2020
  - Top 10 Long Term Priorities

We also involved children in the engagement, inviting schools and childrens centres to participate in a range of activities including writing and drawing what they liked about the City of Canterbury and what they wanted for the future.

The Community Engagement activities occurred over the course of eight weeks in October and November 2010. Overall the forums were very positive and enjoyed by staff and the many participants who attended each night. Participants came from different backgrounds – ethnic, religious, age, work and economic; and had a genuine willingness and preparedness to work with council to address issues of concern to them now, and offer ideas and suggestions to help develop council and community plans to shape the future of their City of Canterbury.

The information captured from the forums, telephone surveys and hardcopy surveys have also provided us with valuable feedback and ideas to deliver relevant and effective services and programs for the City of Canterbury community.

### Survey

A survey of 600 residents within the City of Canterbury was conducted – 200 residents from each ward – as a representative sample for analysis purposes. Online & hardcopy Survey over 400 surveys completed.

The objectives of the survey were to:

- Measure the importance of and satisfaction with services and facilities provided by Council;
- Measure overall satisfaction with the performance of Council;
- Identify perceptions about Canterbury local government area;
- Identify the community’s vision for the future of Canterbury local government area;
- Determine the preferred method of communicating with residents.

### What People Told Us...

The overall data from our 2010 telephone survey was consistent with the data collected from the telephone survey in 2007, and the overall satisfaction with Council has improved. The total number of respondents who are satisfied or very satisfied overall with Council has increased from 50.1% in 2007 to 54.7% in 2010, whilst those dissatisfied with Council’s overall performance has decreased from 10.8% in 2007, to 5.5% in 2010.

Reasons for satisfaction:

- Council do a good job, the best they can do
- Good customer service (e.g. approachable, responsive)
- Good delivery of services and facilities
- No problems/complaints
- General improvements in Canterbury
- Canterbury is clean and attractive

Reasons for dissatisfaction:

- Issues with planning and building applications
- There is room for improvement
- Council does not do enough
- Canterbury needs cleaning, issues with waste management
- Rates are too expensive

## 5. STRATEGIC OBJECTIVES AND PRIORITIES

Include reference to **principles of inclusion** that outline council's specific approach given its operating environment, local community and staff profile.

Principles should clearly outline the intent of the organisation in regards to disability inclusion as well as the responsibility to support an inclusive community.

### EXAMPLE: 2030 Community Strategic Plan Newcastle

#### **Theme 4 – Caring and Inclusive Community**

In 2030 we will be a thriving community where diversity is embraced, everyone is valued and has the opportunity to contribute and belong.

#### **Other IP&R documentation**

Strategic goals related to inclusion for people with disability should be filtered through the **Delivery Program and Operational Plan**.

## 6. ACTIONS FOR ACHIEVING OBJECTIVES

Include strategies and actions for **inclusion of people with disability** that address each of the four focus areas of the NSW Disability Inclusion Plan.

### Other IP&R documentation

- Strategies and actions for disability inclusion must filter down from the CSP to the **Delivery Program** and **Annual Operational Plan**
- Resourcing for actions, including responsibility and budget allocation, must be included in **Resourcing Strategy**, including **Long-Term Financial Plan**, **Workforce Strategy** and **Asset Management Strategy** and Plans
- **All IP&R documents** must include an evaluation framework for monitoring, reviewing and reporting on progress towards the DIAP. The framework must address key performance indicators to assess actions for disability inclusion within each plan
- Actions, targets and key performance indicators for each of the four focus areas should be included in **each IP&R document**
- All strategies and actions must be reported in council's **Annual Report** and an extract detailing implementation of actions and strategies specifically addressing disability inclusion to be sent to the Minister.

## 7. SUMMARY OF DIAP ACTIONS

Councils must provide a **summary DIAP document** for easy access by the community.

This summary document should include:

### **Mayoral Message (CSP)**

A statement of commitment to developing an inclusive community and to the requirements of the DIA.

### **Vision for inclusion (CSP)**

A vision for an inclusive community and meeting requirements under the DIAP.

### **Strategies and actions for inclusion in the four DIAP focus areas**

Include goals, strategies and actions (CSP, delivery program, operational plan).

A summary of actions which demonstrate how the UN principles and rights of people with disability underpin the DIAP goals, strategies, actions and outcomes contained within the IP&R plans.

Actions should be identifiable against the four focus areas of:

- **Attitudes and behaviours**
- **Liveable communities**
- **Employment**
- **Systems and processes**

This will enable council to align with the NSW Disability Inclusion Plan and facilitate reporting.



## 8. MONITORING AND EVALUATION

Like the CSP, DIAPs must be reviewed every four years.

Councils must summarise how the DIAP component of the IP&R will be monitored and evaluated. This may be done separately or through the usual process of monitoring and reporting on IP&R documents.

Page 10 of the Office of Local Government's [Integrated Planning and Reporting Guidelines](#) explains the monitoring and reporting requirements for IP&R documents.

## 9. PUBLICATION OF DIAP SUMMARY DOCUMENT

Council must, as soon as practicable after 1 July 2017 give a copy of its DIAP to:

- (a) The Disability Council NSW, and
- (b) Make the plan publicly available.

**The Disability Council NSW** provides the following instructions for submission of a DIAP:

1. Check your DIAP against the *Disability Council Checklist for DIAPs*
2. Submit a weblink to your DIAP by email to: [DisabilityCouncil@facs.nsw.gov.au](mailto:DisabilityCouncil@facs.nsw.gov.au) on or before **1 July 2017**.

### **For further assistance with your DIAP:**

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

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**T:** 9242 4127

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