

DIAP Implementation Workshop

Including DIAP Annual Reporting Notes

September 2018

Requests and inquiries concerning this Workshop Report, or the reproduction or quotation of any part thereof, should be directed in the first instance to:

Chris Maclean
Senior Policy Officer, Ageing & Disability
Local Government NSW
T: 02 9242 4043
Chris.Maclean@lgnsw.org.au
www.lgnsw.org.au

Context

The following information provides an overview of comments, ideas and resources for sharing amongst councils that were raised at the recent LGNSW DIAP Implementation Workshop held in September 2018. Included for your information below are:

1. Systems and process ideas for ongoing DIAP implementation and reporting.
2. Actions identified by the participants for follow up by LGNSW.
3. Sample 'snapshots' of some council DIAP successes and initiatives.
4. One example of DIAP reporting process (Central Coast Council)

Information sharing amongst councils has continually been rated very highly by council staff as an important resource and professional development tool for their roles in council. The contribution of the information provided in this document by a broad cross section of council colleagues is very much appreciated and it is hoped the information provided adds to the suite of resources to help achieve the outcomes identified in council DIAPs.

Ideas and Recommendations from the DIAP Workshop

- Many supported the importance of liaison with the council Governance Team, including developing and maintaining working relationships and collaborations.
- DIAP Report should be visible within full Annual Report (for greater exposure & increasing awareness).
- Recommend Community Services staff drafts the DIAP Report then hands over to relevant council officer/division.
- Champions for inclusion are important. For example, when a person has no attitudinal barriers to inclusion or has a personal connection or lived experience of disability and to the importance of inclusion.
- Goal is to include, embrace and embed the process and information rather than being 'another thing to do'.
- Recommend FACS and/or Disability Council develop a more strategic pathway for report outcomes. Where does the information in the reports go?

Action: LGNSW to discuss/collaborate with FACS and/or Disability Council for a more strategic outcome of DIAP reporting to be achieved. For example, identify three core outcomes for reporting and provide a state-wide report for dissemination and promotion.

Background: What are we reporting for and to who? Should it include identification of gaps during and beyond the NDIS roll out (i.e. mix good news with identified issues).

- Importance of best practice – for sharing, learning and continuous improvement.
- But also, what have been the barriers and challenges?
- Include businesses and residents in attitudinal barriers information.
- Noted that all councils are working on some similar things (as well as distinct local actions).
- This brings in some consideration and aspects of economies of scale, collaboration etc.

Action: Develop and implement strategies for getting a stand-alone DIAP integrated into the IP&R Framework.

- Noted that one benefit of the trend towards staff generalist roles gives an opportunity to promote that DIAPs are 'everybody's business'.
- With limited resources, need to get people 'excited' to get involved - which requires an internal PR strategy.
- To help embed across council, recommend include in quarterly reporting process.
- Process is very much about change management across the organisation. Requires being driven from a 'top down' approach – this is not happening enough.
- Staff will tell you 'why it's difficult' ('another thing to do' etc.). To overcome this, need to translate or reframe the action to be more meaningful for the relevant staff work role.
NB: See a good article on these last two points from Disability Services Consulting: ['Lost in the NDIS'](#).
- Central Coast Council Model – see Attachment A (thanks to the staff at Central Coast).
- Identify what communication strategy works best – and implement the best strategy.
- All about raising awareness – how outcomes achieved, who has been involved, best practice, challenges & barriers etc.

Action: Investigate the potential of convening a Working Group for DIAP Review and Reporting.

- See DIAP Reporting Guidelines at [LGNSW website](#)
- Copy to be sent Minister for Disability Services - FACS to collate all reports from councils and forward to Minister on their behalf.
- Send report to FACS - Disability & Inclusion Planning at NSWDIP@facs.nsw.gov.au
- Forward up to council to appropriate Manager and/or Councillor.
- Use to communicate & raise awareness with community.
- Include in Annual Report ideally and/or a specific document out to the community.
- What do we want to tell our community? Same process and incorporate into IP&R?

Sample of Local Council DIAP Successes & Initiatives

Action/Outcome	Council
Access Committee appointed, and significant number of council planning documents have been referred to them for comment. Developed a community engagement framework for future consultations.	Eurobodalla
DIAP Working Group established - outcomes achieved tabled to Access Committee. Developed guidelines for accessible consultation.	Liverpool City
Achieved true integration across council for implementation. All Managers across council have signed off on the implementation. Very positive outcomes to date.	Randwick City
Bondi Access project underway. Includes beach wheelchair access, beach matting, accessible storage and shower facilities, accessible booking system	Waverley
DIAP embedded in Delivery Plan and rolling out items as identified. Slowly getting through actions listed. Reviewing accessible parking and working with Rangers. Public toilet strategy underway.	Wingecarribee
Implemented successful business awards including disability inclusion.	Sutherland
One of the first developed (in place for 18 months) so a lot achieved. Good example of what can be achieved given sufficient resources. Lift & change facility installed; award winning accessible new year's event; engaged auslan interpreters at library; installed communication boards at inclusive playgrounds; developed a beach access strategy; conducted an employment project resulting in two trainees with disability being put on.	Wollongong City
DIAP Working Group established - outcomes achieved are tabled to Access Committee. Developed guidelines for accessible consultation.	Liverpool City
Developed all-inclusive playspace at Mollymook and includes lift & change facility. Installed beach wheelchairs at all beaches with lifeguards. Engaged a media consultant to run workshops for council staff to develop inclusive media and website.	Shoalhaven City
Recently opened the lift and change facility.	Kiama Shire Council

Have just convened council's first Access Committee. First meeting held 23/3/2018	Queanbeyan-Palerang
Early days. Currently running training programs across council as part of the education and awareness raising process for all staff.	Mosman
Access Committee chipping away with small wins - has been in place for 24 years. They will be doing the LGNSW Inclusive Tourism online course.	Nambucca
Installed accessible fishing platform with accessible toilet facilities and carpark with a linking footpath. Next project is to upgrade all older public toilet facilities to accessible buildings.	Port Macquarie - Hastings
Employed a Diversity Employment Officer to increase employment opportunities within council. Consultation & audit of recruitment processes. Developing a Universal Design Planner position to work on urban design planning projects - educate, advocate, engage. Develop a cross council communications & engagement plan to involve & increase responsibility for inclusion for all council staff. Process will conclude with disability awareness and inclusion training. Missed opportunities campaign for local businesses. Meet with sport & rec team for disability awareness training and inclusive project development. Submitted a budget bid for an access audit to be completed on all council assets.	Parramatta City
Have commenced projects to encourage businesses to employ people with disability. Have successfully employed three people with disability so far. Have developed a diversity employment officer role to increase opportunities for inclusion into the workforce.	Penrith City
Have established a local Access Working Group who use the DIAP as their 'action plan'. Largely been working on raising community awareness on inclusion issues through 'media catching' events and activities. Have distributed the Missed Business Guide to all businesses and Chamber. Upgraded to accessible website and all marketing material. Have achieved good cross council engagement within 12 months.	Gunnedah
Have had an Inclusion Plan in place for several years and seen many benefits delivered to the community. Have won an award for a council program on auditing and upgrading accessibility of toilets and parklands. Have successfully embedded inclusion principles across council through training in relevant inclusive design practices. Hold annual access and inclusion awards for local businesses, tourism operators etc. Have partnered with local	Tweed

<p>museum for exhibition on achievements of local people with disability</p>	
<p>Recently advertised for membership of Access Committee</p>	<p>Upper Hunter</p>
<p>Have commenced recruitment process for Disability Inclusion Officer. DIAP has been incorporated into inclusive planning processes for council's capital works programs and council events</p>	<p>Liverpool Plains</p>
<p>Has good integration across council. Currently working with Ability Links to develop an inclusive, sensory play space. Sponsoring council engineering staff training to incorporate inclusive design standards into all infrastructure planning.</p>	<p>Muswellbrook</p>
<p>Very excited about the impact of their DIAP. Has seen a big cultural shift in council. DIAP is significantly embedded in council's community strategic plan. Have employed two people with disability in council. Spent hundreds of thousands of dollars on upgrades of council facilities for inclusion (including lift installed in theatre & auto doors in gallery and museum). Plans to install an adult lift and change facility. Developing inclusive play space (in partnership with Touched by Olivia Foundation). Have convened a new Wagga Access Reference Group. Many success stories in local community newspaper. Have received feedback from the community that this is the best plan ever produced by council.</p>	<p>Wagga Wagga City</p>
<p>DIAP is embedded in Community Strategic Plan and council is working their way through the delivery of the plans.</p>	<p>Lockhart Shire Council</p>
<p>Good integration across all council departments.</p>	<p>Snowy Valleys Council</p>
<p>Governance:</p> <ul style="list-style-type: none"> • Established a senior management team to oversee the implementation of the DIAP. • Established four reference groups across Council comprising people with disability, carers and service providers to assist with the implementation of the DIAP and act as a resource for Council activities. • Developed Terms of Reference to guide the role and functions of the reference groups. <p>Focus Area 1: Developing positive community attitudes and behaviours.</p> <p>All customer staff have participated in accredited training.</p> <p>Council events procedure has been updated to include access and inclusion.</p>	<p>Greater Hume Council</p>

<p>Annual Staff Training Day included a presentation from a person with vision impairment and an update on the implementation of the DIAP.</p> <p>People with disability and carers have been consulted and engaged in planning and implementing relevant Council projects. Council have engaged disability specialists to present at community forums.</p> <p>Council staff have made several referrals for residents requiring specialist services receiving positive feedback from family members.</p> <p>Focus Area 2: Liveable communities</p> <p>Engineering and Planning staff have access to Universal Design, Continuous Pathway Travel, Dementia Friendly Communities Toolkit resources.</p> <p>Staff have engaged with specialist services for community infrastructure projects e.g. Advocacy services, Occupational Therapists, Neuro Mobility Specialists.</p> <p>Community Reference Groups have provided council with a list of actions to improve access and inclusion across Council.</p> <p>Three new disability car parks have been installed (in consultation with people with disability and carers).</p> <p>Signage has been updated and tactile signage installed in new intersections.</p> <p>Council continues to advocate for improved and accessible Community Transport. As a result, the provider has updated the fleet and has agreed to participate in a local Community Transport Reference Group.</p> <p>Focus Area 3: Employment</p> <p>Council is reviewing recruitment processes and EEO policies to include inclusiveness and diversity.</p> <p>Focus Area 4: Systems and processes</p> <p>Council Website is currently being upgraded to meet accessibility guidelines.</p> <p>Council Newsletter has been reformatted to meet accessibility guidelines.</p> <p>Council information (digital) has been reviewed to ensure it is accessible for people using voice over devices.</p>	
<p>Collaborated with three local councils to develop regional initiatives. Development of Northern Districts Local Business Awards 2018 - Inclusion Award. Includes accompanying resources developed by the three councils - 'Creating Inclusive</p>	<p>City of Ryde</p>

<p>Communities: Business Toolkit' and 'Social Inclusion and Diversity Checklist'.</p>	
<p>Collaborated with three local councils to develop regional initiatives. Development of Northern Districts Local Business Awards 2018 - Inclusion Award. Includes accompanying resources developed by the three councils - 'Creating Inclusive Communities: Business Toolkit' and 'Social Inclusion and Diversity Checklist'.</p>	<p>Lane Cove</p>
<p>Collaborated with three local councils to develop regional initiatives. Development of Northern Districts Local Business Awards 2018 - Inclusion Award. Includes accompanying resources developed by the three councils - 'Creating Inclusive Communities: Business Toolkit' and 'Social Inclusion and Diversity Checklist'.</p>	<p>Hunters Hill</p>
<p>Installing new street signs for improved visibility, further assisting people living with vision impairment to go about their daily lives and improve the way residents and visitors navigated through the city. The council 'Universal Access Committee' approved the new design. Investigating the construction of a mobile lift and change facility.</p>	<p>Canterbury Bankstown</p>

Attachment A

Example of DIAP Reporting Process - Central Coast Council

- Established a project governance and lifecycle management approach.
- Utilise a software program called Smartsheet which is the project management tool used by the Project Management Office. Gained approval to purchase a license. See the format of our DIAP below. Through Smartsheet, send automated update requests through Outlook, track who has made an update against a particular action, run filters and customise traffic light reporting.
- *NB: See the format of the DIAP reporting Smartsheet below.*
- Each action, of which there are 58, has a Business Unit identified as responsible for "Project delivery/financial". Commitment was gained from the relevant business units during the consultation process and a couple of units allocated a specific budget.
- The Plan identifies Action Owners (people and roles) and time frames for completion for status reporting.
- The Disability Inclusion Officer (DIO) is responsible staff member and priorities are for the direct implementation of nine of the actions for the Community Partnerships Unit. The actions for other business units are only supported until they take up ownership.
- Actions that aren't progressing are escalated through the Community Partnerships Unit Manager to get traction.
- The Year 1 DIAP Report has been forwarded up to Council in an Excel format with commentary on progress against each Year 1 Action item.
- A 'Community Highlights DIAP Report' is going through the approval process now and will be attached to the Central Coast Council Annual Report.
- For 2018/2019, the DIAP actions are being included in relevant business unit Business Plans which are reported on a quarterly basis.

Strategy area	Action Item Number	Action	Key Performance Indicator(s)	Timing	Responsi... Project Delivery/Finar	Responsi... Supporting Partners	Resources	Person Responsible	Role	Last updated	Progress	Comments	Risk Rating (Refer to Matrix attached to sheet)
Increase positive perceptions of disability within Central Coast Council staff, management & Councillors.	AB.001	Develop and implement disability awareness training at new staff inductions.	Disability awareness training is included in induction for all staff	Year 1 Ongoing	People & Culture	Community Partnerships	Current operational resources	Colette Marsden	L&D Lead Specialist, People & Culture	14/03/18	Green - Completed: Action completed or target achieved	COMPLETED - Content approved and incorporated into Induction Training recurring agenda. DIO delivered Access & Inclusion Agenda Item at Induction training on 13/1. Book in for all subsequent months for 2018	2
	AB.002	Develop and implement disability awareness and education activities for all Central Coast Council staff that are relevant, current to local needs, include a level of practical interaction and utilise various external facilitators and resources. E.g. Disability Confidence Week aligned to International Day of People with a Disability or Mental Health Month.	Deliver 2 programs annually	Year 1, Annually	Community Partnerships	People & Culture Community Engagement	\$6,500.00	Colette Marsden	L&D Lead Specialist, People & Culture	28/05/18	Blue - On Target: Action on track as planned	<ul style="list-style-type: none"> • Access and Inclusion article in 5+things • Promotion of 25th Anniversary of Disability Discrimination Act throughout March with display in Erina Centre foyer • Coast Connect article promoting DIO role • Presentations on DIAP at People and Culture Strategic Planning meeting and CP Unit meeting • 2 x internal activities planned for June including 5+ things, screen saver • Agreement reached to engage the training provider for Mental training commencing before end of this June • Campaign Plan being finalized with online content for internal and external platforms 	3
	AB.003	Include regular contributions regarding disability inclusion/access to internal communication mediums.	6 items in various Council newsletters/staff communication annually, ensuring articles are broadly representative of all disabilities.	Year 1 Ongoing	Community Partnerships	Community Engagement	Current staff resources	Jodie Frost-Foster,	Disability Inclusion Officer, Community Partnerships & Planning	01/06/18	Blue - On Target: Action on track as planned	<ul style="list-style-type: none"> • Content forwarded to Internal Comms Team Leader • The following content scheduled in June: <ul style="list-style-type: none"> -13th: Screen Saver awareness campaign on DIAP- "Is Your Project Inclusive?" -20th- Article in "5+ Things" scheduled promoting DIO role and DIAP -Link to DIAP to be uploaded on Intranet -Planning for campaigns commenced for Social Inclusion Week. FIO in discussions with Ability Links to scope "At My Table" partnering with local businesses to host lunches 	3