

# HOW TO GUIDE – STANDALONE DISABILITY INCLUSION ACTION PLAN

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 Standalone DIAP template), provides a step-by-step guide to getting started and preparing a standalone DIAP by July 2017. The steps and actions in this guide should be adapted in line with each council's specific needs, staff and structure.

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.

## Legislative requirements

The minimum legislative requirements for local government in relation to preparing a DIAP are set out in the *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
- Councils 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 developing a standalone 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 preparing the DIAP and participating in the development process.
- 2. List your council's functions, facilities, services and information sources:** identify barriers and opportunities for inclusion.
- 3. Establish governance and accountability:** ensure actions in the standalone DIAP can be implemented through IP&R.
- 4. Undertake inclusive consultation:** involve people with disability, carers and families, disability organisations and peak bodies in developing strategies and actions for inclusion.
- 5. Develop strategies and actions for inclusion:** identify priority cross-council actions and incorporate into delivery and work programs.
- 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 to ensure actions in the standalone DIAP can be evaluated through IP&R.
- 8. Publish** in accessible formats
  - OPTIONAL** - Councils may elect to put their draft DIAP on public exhibition for 28 days prior to finalisation and publishing. *To ensure adequate time for incorporating changes, draft DIAPs should be exhibited by April 2017.*
  - REQUIRED** - Submit final DIAP 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 for preparing a standalone DIAP. 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 of the DIAP  
Develop a preliminary project plan including a consultation outline and framework for cross-organisation cooperation. For example, a working group that meets regularly or regular consultations with cross-council teams at different project milestones
- Determine if council will require a consultant to deliver all or aspects of the DIAP process
- Prepare and present a briefing paper for council's executive including a business case (legislation/ demographics) for preparing a DIAP and indicative budget:
  - Briefing paper could also be presented to councillors
- Get sign off on project plan 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 – existing services, facilities and programs, including:
  - Policies and plans
  - Building assets – access and facilities
  - Public facilities (toilets, parks, playgrounds, leisure and aquatic centres, accessible parking)
  - Public infrastructure (roads, footpaths etc.)
  - Communication tools (WCAG 2.0, braille, hearing loops etc.)
  - Community outreach (events, awards etc.)
  - Customer service
- Identify existing barriers and opportunities for improved inclusion in each service area – user groups, user pathways, major gaps and resource needs  
*Link to Community Strategic Plan directions and DIA key focus areas.*

## 3. Establish governance and accountability

### Key tasks

- Review proposed project plan or draft schedule with the 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's policies and plans to cross-organisation forums/ working parties
- Present project plan and council review to Disability Inclusion/ Access Community Advisory Committee
- Identify approach to reporting to council on progress of DIAP

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. interviews, survey, community meetings, social media)
- Prepare a consultation outcomes summary, publish it in accessible formats and make it available to participants and the 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

- Review feedback from staff and community consultation outcomes and the review of council's functions to prepare draft strategies and actions
- Undertake a review of budget implications
- Consider consulting with potential peak and local partner organisations, grants or funding bodies including FACS
- 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 5) to identify key risks and issues

## Key tasks

### 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
- Get formal approval by council

## 8. Publish the Draft DIAP

### 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
- *Optional: Put draft DIAP on public exhibition for 28 days before finalising. **Must be exhibited by April 2017***
  - *When the exhibition period is over, make amendments based on feedback (if necessary)*
- Prepare report to council to endorse DIAP
- Send a copy of endorsed actions to the Disability Council NSW, 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 regular updates on progress of the DIAP through council's internal communications channels (e.g. newsletter, intranet)
- Prepare a draft communications strategy to support on-going internal and external communication regarding the implementation of the DIAP
- 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 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.

### For further assistance with your DIAP:

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