

# DISABILITY INCLUSION

## ACTION PLAN



2022-2025



**KEMPSEY**  
Shire Council

## Acknowledgement of Country

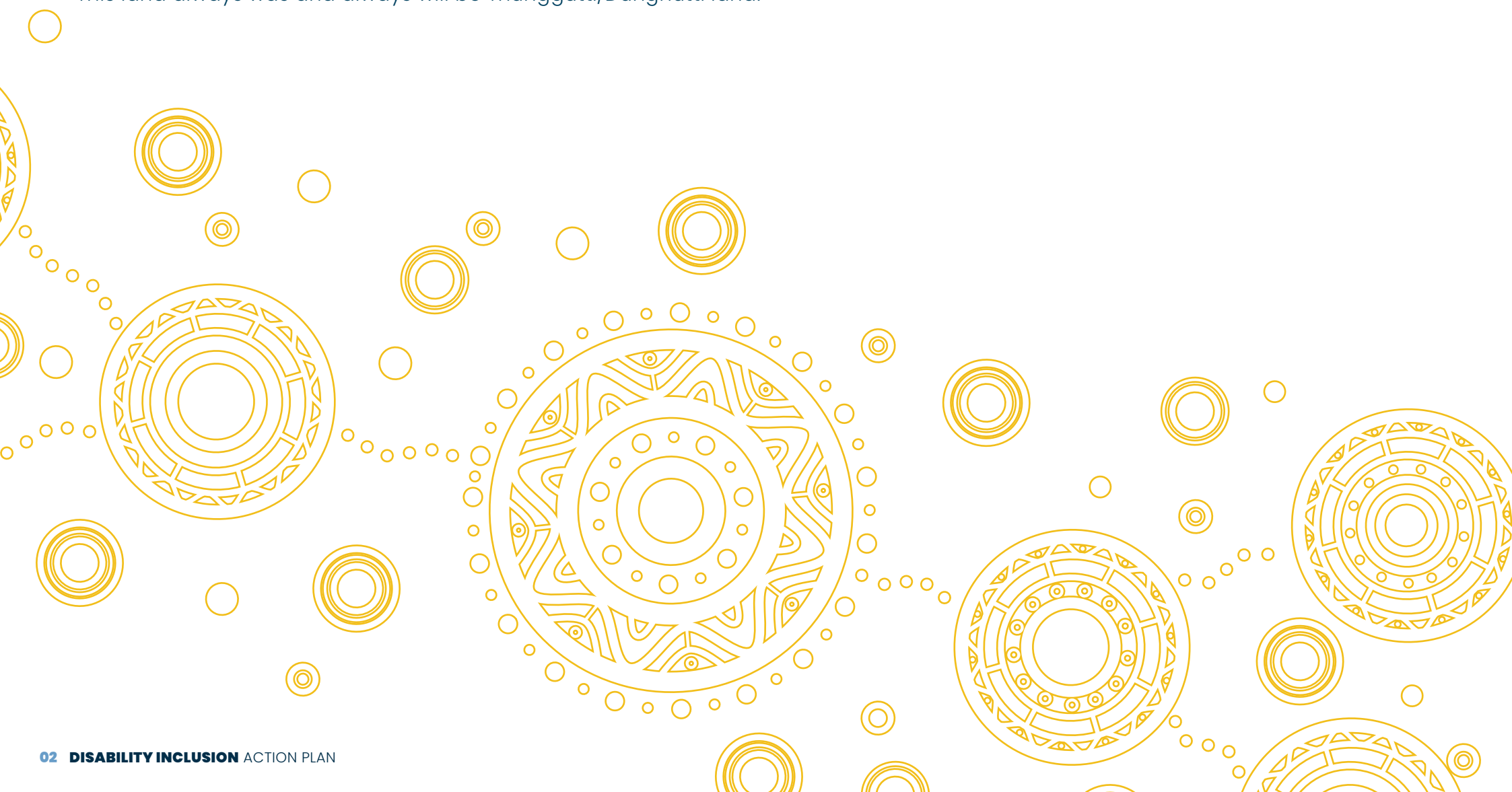
Kempsey Shire Council acknowledges the land of the Thunggutti/Dunghutti Nation.

We pay respect to Elders past and present.

We acknowledge the role of emerging leaders to continue to guide us in the future.

We acknowledge the Stolen Generations and the need to change practices to be inclusive.

This land always was and always will be Thunggutti/Dunghutti land.



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## MESSAGE FROM THE MAYOR

I am proud to present the Disability Inclusion Action Plan to the community.

As an organisation, Council is dedicated to fostering a more inclusive and accessible community. We want to create infrastructure, services and events such that all people with disability can live a meaningful life and participate in activities. As one of the shire's largest employers we also endeavour to lead by example in creating a workplace that is inclusive and accessible.

A vast portion of our community are directly impacted by the actions in this document. In 2016 the



Australian Bureau of Statistics reported that almost 10 percent of our community identified as having a disability. Many more people in our community care for someone with a disability.

This plan was developed with the community and particularly those living with disability to ensure Kempsey Shire continues to grow as an inclusive and accessible place to live and visit.



On behalf of Council I would like to thank the community for their input

and especially the Macleay Disability Inclusion Group, for their ongoing support and advocacy. Their knowledge and experience working in the disability sector has guided the development of this plan.

I look forward to working together with you all to build a brighter, more inclusive community.

Leo Hauville  
Mayor









# MESSAGE FROM THE GENERAL MANAGER

It is with great pleasure that I present Kempsey Shire Council's Disability Inclusion Action Plan 2022–2025.

This plan replaces the 2017–2021 Disability Inclusion Action Plan and builds on the actions and ambitions of Council. It was created in collaboration with the community, community groups and service providers in accordance with the *NSW Disability Inclusion Act 2014*.

Council is committed to improving inclusivity and accessibility by increasing positive attitudes and behaviours, making the shire more liveable, increasing meaningful education and

employment opportunities, and improving access to Council's services.

Almost ten percent of our community identifies as having a disability so this plan has never been more important.

The aim of the plan is to make Council itself more accessible and inclusive, to improve the lives of people with disability and to ensure we develop liveable communities.

The ambitions and commitments in this document will be embedded in all aspects of Council business, including how our built environment is developed, how we

remove barriers to people accessing Council services and how we can educate the community through community events.

People with disability play a great role in our community and we hope we can work together in the future to improve Kempsey Shire for all.



Craig Milburn  
General Manager





# DISABILITY INCLUSION ACTION PLAN VISION STATEMENT

Kempsey Shire is an accessible and inclusive place to live, visit, work and play.

**Accessible:** means easy access for everyone: easy to get to or get around, easy to use and understand.

**Inclusive:** means everyone can be involved and included.



## CORPORATE VISION

Lead and work with our community to build an inspired, connected Macleay Valley.











# CORPORATE VALUES

## PASSION

- We approach our work with enthusiasm and drive
- We inspire others with our thirst for excellence
- We take pride in the work and service we deliver

## INNOVATION

- We challenge the status quo and have the courage to take risks, to achieve creative and efficient solutions
- We encourage and embrace positive change in the way we work

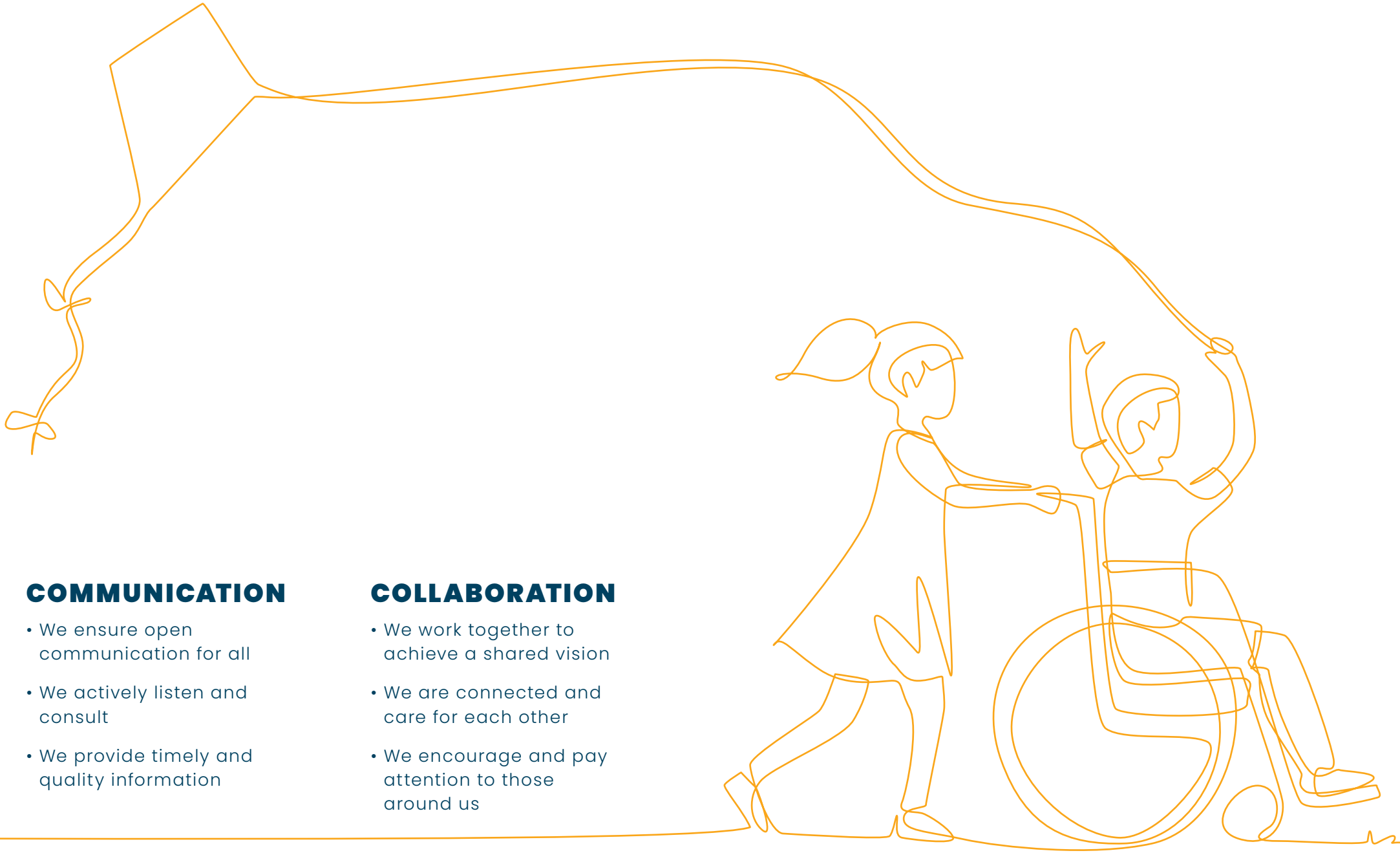
## RESPECT

- We consider our workmates, community, the workplace and environment
- We treat people as we would like to be treated

## INTEGRITY

- We will do what we say
- We will act ethically and honestly
- We build the trust and confidence of the community and staff
- We are reliable, accountable and fair





## **COMMUNICATION**

- We ensure open communication for all
- We actively listen and consult
- We provide timely and quality information

## **COLLABORATION**

- We work together to achieve a shared vision
- We are connected and care for each other
- We encourage and pay attention to those around us



# ABOUT THIS PLAN

At Council we are all about fostering a more inclusive and accessible community. Our focus is on working for and with our entire community and removing or reducing barriers for people with disability so they can easily access services and facilities.

Everyone has a right to feel included in our community and access information. This plan explains the actions we will take to improve the lives of people with disability in our community along with their carers and their families.

This plan replaces the previous Disability Inclusion Action Plan and is a generational progression of actions and ambition.

## **KEMPSEY SHIRE COUNCIL'S COMMITMENT TO IMPROVING INCLUSIVITY AND ACCESSIBILITY**

Kempsey Shire Council is committed to making our community more inclusive and accessible for people with disability. Our guiding principles in this action plan are:

- 1.** increasing positive attitudes and behaviours towards people with disability
- 2.** making Kempsey Shire more accessible, inclusive and liveable
- 3.** increasing meaningful education and employment for those with disability
- 4.** improving access to Council's services through better systems and processes.







## HOW WE DEVELOPED THIS PLAN

In 2021-22 we sought feedback from people with disability, their friends and family, and service providers. We made sure we heard from people from Aboriginal and culturally and linguistically diverse communities, as well as people of different ages, experiences and types of disability. The Macleay Disability Inclusion Group and Council's Internal Working Group provided guidance and strategic advice when we developed the action plan.

We heard from over 400 community members at community events and local markets, on the Your Say Macleay website and across social media. Community members told us what was working well and what needed improvement.

The major event we received community feedback at was the Big Day Out in December 2021. The Big Day Out was a fun-filled day at Riverside Park, Kempsey, with more than 700 community members participating in challenging activities and dancing to live music.





## CLAYTON'S STORY

Clayton is a wonderful young man who has resided in the beautiful Macleay Valley his entire life. Clayton enjoys going to the movies in Kempsey, visiting the gym and going on outings with his friends and support workers through the week. Clayton has been working towards his NDIS goals of accessing the community more independently and engaging in activities that he enjoys, through his support services.

### **WHAT DO YOU WISH PEOPLE BETTER UNDERSTOOD ABOUT YOUR DISABILITY?**

I get frustrated when people don't understand me, or when they just say 'yes' and agree because they didn't understand what I said.

### **WHAT DO YOU LIKE TO DO AND WHERE DO YOU LIKE TO GO IN THE MACLEAY VALLEY?**

I like to go to Hat Head to get a burger and chips for lunch, go for a walk and go fishing.

### **CAN YOU TELL ME ABOUT A TIME WHEN SOMEONE MADE THE TIME TO TALK OR LEARN ABOUT YOUR DISABILITY? WHAT MADE IT POSSIBLE?**

Kate, one of my support workers, listens and makes me feel happy to talk about my disability and how it makes me feel.



## **WHERE WOULD YOU LIKE TO GO THAT YOU CAN'T GO CURRENTLY?**

I would like to go to more clothes shops close by. I can't always travel to go to the shops because I can't catch a bus on my own.

## **WHAT IS SOMETHING YOU LIKE TO DO THAT IS ACCESSIBLE?**

I love to play ten pin bowling with my friends and get something to eat.

## **WHAT ARE THE SMALL THINGS THAT BRING YOU JOY EACH DAY?**

My pet dogs, Ellie the Pug and Mini the Maltese.





# WHY DO WE NEED A **DISABILITY INCLUSION** ACTION PLAN?

In 2014 the NSW Government passed the *Disability Inclusion Act 2014*. This legislation requires that all local councils have a Disability Inclusion Action Plan and review their plan every four years.

The Act defines disability as:

“The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others”.

This Disability Inclusion Action Plan formalises Council’s commitment to providing inclusive and accessible information and services for the community and sets out the actions Council will take in the next three years to achieve this.

An objective of the *Disability Inclusion Act 2014* is to acknowledge that people with disability have the same human rights as other members of the community, and to promote the social and economic inclusion of people with disability.

Other important legislation to be aware of is included in the table:

UN Convention on the Rights of Persons with Disabilities				
Recognises the rights of people with disability, including the right to respect for their inherent dignity and autonomy and to non-discrimination.				
<b>Disability Discrimination Act 1992</b>	<b>Disability Services Act 1986</b>	<b>National Arts and Disability Strategy (2009)</b>	<b>Disability (Access to Premises Standards – Buildings) Standards 2010</b>	<b>National Disability Insurance Scheme Act 2013</b>
National Disability Strategy				
This document states how Australia will meet its obligations under the UN convention and sets out actions to improve inclusion and accessibility of buildings, homes, schools, employment, businesses, sports and community groups.				
NSW Anti-Discrimination Act 1977		NSW Government Sector Employment Act 2013		
NSW Disability Inclusion Act 2014				
Makes it clear people with disability have the same rights as other people.				
Promote inclusion of people with disability by requiring NSW and state government agencies and local councils to undertake disability inclusion action planning in consultation with people with disability.				
Supports people with disability to exercise choice and control through individualised funding.				
Provides safeguards for people accessing NSW funded disability supports and services.				
NSW Disability Inclusion Action Plan				
<b>Kempsey Shire Council Disability Inclusion Action Plan</b>		<b>Community Strategic plan, 2042: Your Future Aging and Disability Policy (2017)</b>		
Kempsey Shire Council’s plan to improve access and inclusion		<b>Pedestrian Access and Mobility Plan (2016)</b>		



## **KEMPSEY SHIRE COUNCIL STRATEGIES AND ACTION PLAN**

This Disability Inclusion Action Plan relates to other Council strategic documents, as inclusion is embedded into the principles and actions of the following plans:

- Pedestrian Access and Mobility Plan
- Equal Employment Opportunity Policy
- Aging and Disability Policy
- Aging 2022: Action on Aging Policy
- Universal Access Inclusions
- Public Reserve and Recreation Management Policy.



# GAVIN'S STORY

Gavin has lived in the Macleay Valley all his life. While he has always had an intellectual disability, as he ages he's also beginning to experience mobility challenges. Gavin has worked with Macleay Options for 39 years, and 20 years of those included doing the lawn maintenance contract for Nestle.

## **HOW CAN WE CREATE A COMMUNITY WHERE WE CAN BETTER UNDERSTAND EACH OTHER?**

I feel that disability people should be given equal opportunity in the community – it should not be 'us and them'. It would be nice if people were less judgmental.

## **WHAT DO YOU WISH PEOPLE BETTER UNDERSTOOD ABOUT YOUR DISABILITY?**

That we have feelings, and that we have just as much right as everyone else in the community. I wish they could spend a day in my life. It would be great if they could come to us and see what we actually do, then they might have a better understanding. Come up and talk to us – don't just judge us. Don't be shy to ask questions if you don't understand.

## **CAN YOU TELL ME ABOUT A TIME WHEN SOMEONE TOOK THE TIME TO TALK AND LEARN ABOUT YOUR DISABILITY AND WHAT MADE THAT POSSIBLE?**

Personally, I'm not someone who tells everyone that I have a disability. I have had friends ask me, and they have been very understanding about the challenges and what life is like for me. An intellectual disability is invisible to a lot of people, and I am often mistaken for someone who doesn't have a disability.

## **WHAT DO YOU LIKE ABOUT THE MACLEAY VALLEY?**

I enjoy going to South West Rocks and having a look around. It's a nice place.

## **WHAT ARE SOME OF THE SMALL THINGS THAT BRING YOU JOY EACH DAY?**

I have animals and birds, and being part of the community means a lot to me. I used to be part of the local bird club. I enjoyed my time with the local volunteer fire brigade. While it was challenging, in the end I had to give it up because there wasn't a role that could be adapted to cater to my disability. I have just begun working in Macleay Options' Elbow Street store and am enjoying learning about retail and customer service.



## WHAT WOULD HELP YOU LIVE YOUR BEST LIFE?

People being more understanding and more accepting.

## WHAT DO YOU WISH PEOPLE KNEW ABOUT YOUR DISABILITY?

Before making an assumption about me, I wish they would just really try to get to know me. I wish they understood that we have a right to power and control of our own life and environment.

As I get older walking is becoming more challenging, and I'm noticing the lack of wheelchair and mobility impaired access in the community. Even getting into shops can now be a challenge if there is no ramped or level access.



# SALLY'S STORY

Sally lives in Macleay Options' Supported Disability Accommodation property in East Kempsey. Her passion is country music, and attending the Tamworth Country Music Festival is high on her priority list.

Sally often needs to rely on her walker or a wheelchair to assist her with mobility. She has friends or support workers help with transport, as she is not comfortable with taking taxis or public transport. Disability parking spots close to venues' front doors ensure she is able to safely navigate between her transport and her seat at the entertainment.

Being able to get out and about in the community ensures Sally has a healthy social life, making her happy and allowing her to feel included.

## **WHAT DO YOU LOVE ABOUT KEMPSEY? WHERE IS YOUR FAVOURITE PLACE TO VISIT?**

My friends! I like to go to Smithtown Bowling Club for country music.

## **WHEN GOING TO LISTEN TO COUNTRY MUSIC AT CLUBS AND OTHER VENUES IN THE MACLEAY, WHAT'S IMPORTANT TO YOU?**

I need whoever is taking me to be able to park close to the venue as I can't walk very far and need to be pushed in my wheelchair. Smooth surfaces at the showground or in car parks make life easier for us all.

## **WHAT WOULD IMPROVE YOUR TRANSPORT EXPERIENCES?**

Covered walkways would be great, because in the rain it's a bit awkward to have an umbrella up while someone is pushing my chair. We usually just have to wait for the rain to stop.

## **WHAT ARE THE SMALL THINGS THAT BRING YOU JOY EACH DAY?**

Coffee with my friends and housemates.

## **WHAT WOULD HELP YOU LIVE YOUR BEST LIFE?**

If people took the time to listen to me and try to understand me and my disability.













# KEMPSEY SHIRE COMMUNITY PROFILE

Location  
**430km**  
North of Sydney  
**488km**  
South of Brisbane



Population  
**30,041**  
(2020)



**8.7%**  
of our population reported  
needing assistance in  
undertaking core  
activities  
(ABS, 2016 Census).

- Kempsey Shire is a thriving regional local government area located halfway between Sydney and Brisbane.
- 8.7% of our population reported needing assistance in undertaking core activities (Australian Bureau of Statistics, 2016 Census)  
This number does not include the residents who have a disability for which they do not need day-to-day support.



In Australia approximately  
**1 in 5**  
people have some  
form of disability.

An analysis of people's need for assistance in Kempsey Macleay local government area compared to New South Wales shows that there was a higher proportion of people who reported needing assistance with core activities.

In addition to those who live here, people with disability may visit or work in the Kempsey Shire local government area.

Our growing population of older residents may also have difficulties navigating their local environment and accessing information and services.

As our population ages and people live longer, the number of people who have profound or severe disability and require assistance will increase.

Disability inclusion action planning will help ensure our community is accessible and inclusive.





## JACOBA'S STORY

Jacoba is a vibrant young lady who grew up in the Kempsey Shire region. She enjoys spending time with her friends, riding her horse and visiting the local beaches. Jacoba is working towards her NDIS goals this year of building her social connections in a group with activities she enjoys, with the assistance of her support services.

### **WHAT DO YOU LIKE TO DO AND WHERE DO YOU LIKE TO GO IN THE MACLEAY VALLEY? WHAT IS YOUR FAVOURITE PLACE TO VISIT?**

I like to visit South West Rocks, where I go for a walk on the beach. I like to get sushi and watch the waves, birds and any other animals.

I like the park and to ride on the swings. My favourite place to visit is the saleyards.

### **WHERE WOULD YOU LIKE TO GO THAT YOU CAN'T GO CURRENTLY?**

I would like to go and see more live music, especially country music, but there's not too many shows in this area.

### **WHAT DO YOU WISH PEOPLE KNEW ABOUT YOUR DISABILITY?**

People sometimes think I talk too much and I'm being rude but I don't mean to come across that way. I wish people understood my disability more.



## **WHAT IS SOMETHING YOU LIKE TO DO THAT'S ACCESSIBLE?**

I like to go to the local pub and the cattle sales that are on each month.

## **HOW CAN WE CREATE A COMMUNITY WHERE WE CAN BETTER UNDERSTAND EACH OTHER?**

Make more signs, bring more awareness of disabilities and inclusion in the community.





## JAKE'S STORY

Jake is a young man who brings a sense of positivity and joy to everyone he meets. Jake enjoys hobbies such as ten pin bowling, playing basketball and spending time with his friends. Jake has been working towards his NDIS goals of gaining work through Key Employment and now works two days a week at a local supermarket, which he describes as being 'awesome'.

### **WHAT DO YOU LOVE ABOUT KEMPSEY?**

I love that I work at my local IGA in my community and I am an active bowler at Galactic Tenpin.

### **WHAT ARE THE SMALL THINGS THAT BRING YOU JOY EVERY DAY?**

I enjoy coming to Key Employment every day, where they make me feel happy and treat me with respect.

### **WHAT DO YOU WISH PEOPLE KNEW ABOUT YOUR DISABILITY?**

I wish people knew my disability doesn't stop me from working towards and accomplishing my goals and dreams. I wish people would understand that I have a big heart and lots of friends that I care for and not judge me by my appearance.



## **WHAT DO YOU LIKE TO DO AND WHERE DO YOU LIKE TO GO IN THE MACLEAY?**

I like to go out and do fun activities and muck around with my friends and support workers and get Chinese for lunch. It's always a fun day when we go out and do things.

## **WHERE WOULD YOU LIKE TO GO THAT YOU CAN'T GO CURRENTLY?**

I would like to see more sports groups, especially footy teams playing through the week so I can use public transport or support workers to get there.

## **WHAT IS SOMETHING YOU LIKE TO DO THAT'S ACCESSIBLE?**

I like to go to ten pin bowling in Kempsey. I enjoy playing against my friends and winning. I like going to work where my work colleagues at IGA are very helpful and understanding of me and my needs.

## **HOW CAN WE CREATE A COMMUNITY WHERE WE CAN BETTER UNDERSTAND EACH OTHER?**

We should listen to each other more.



# FOCUS AREAS

The Kempsey Shire Disability Inclusion Action Plan has been developed around four focus areas. They reflect what is important to the Kempsey Shire community and follow the structure of the NSW Disability Inclusion Plan.

## 1. Increasing positive attitudes & behaviours towards people with disability

- We will promote positive attitudes in the community towards people with disability, while attempting to challenge assumptions
- We will increase community understanding about invisible disabilities and remind people of the importance of leaving accessible facilities for people with disability
- We will educate Council staff and local businesses about people with disability and the importance of access and inclusion

## 2. Making Kempsey Shire more accessible, inclusive & liveable

- We will work towards applying 'universal design' principles to ensure places and activities are inclusive and accessible
- We will continue to improve our built environment
- We will make our events, programs and activities more accessible and inclusive

## 3. Increasing meaningful education & employment for those with disability

- We will support people with disability to undertake employment opportunities
- We will ensure that Council staff with disability are included, get the adjustments they need and have career development opportunities
- We will provide training to leadership and staff to increase awareness and understanding

## 4. Improving access to Council's services through better systems & processes

- We will make sure that Council information is accessible in various formats
- We will make sure customer services are more accessible
- We will ensure participation in community engagement is inclusive and accessible







# ATTITUDES AND BEHAVIOURS

Action description	Responsible department	Measures	Timeframe
<b>1. Raise awareness and understanding of people with disability among the community</b>			
1.1. Deliver one or more campaigns to educate the community about: <ul style="list-style-type: none"> <li>-the lived experience of local people with disability</li> <li>-inclusive behaviours and respectful actions</li> <li>-invisible disabilities</li> <li>-importance of accessible facilities, and leaving accessible toilets and parking for people with disability</li> </ul>	Community Partnerships	Number of educational campaigns organised and delivered	Annually
<b>2. Increased inclusion and positive representation of people with disability in our community</b>			
2.1. Ensure International Day of People with Disability is an annual event that is celebrated within the community	Community Partnerships	Number of events promoted and delivered  Number of participants with a disability participating in events	Annually
2.2. Promote inclusion and diversity in Council publications and communications, including increased use of imagery of people with disability	Communications and Commercial Business	Library of suitable images created and prioritised for use  Number of publications images are used in	Ongoing



### 3. Staff are skilled and able to recognise and improve the experience of people with disability

<p>3.1. Identify and deliver relevant training including:</p> <ul style="list-style-type: none"> <li>- universal design and access standards (to staff responsible for designing and delivering facilities and infrastructure projects)</li> <li>- providing service to people with disability (frontline staff)</li> <li>- disability awareness training (all staff)</li> </ul>	<p>Organisation Development and Senior Leadership Team</p>	<p>Number and percentage of staff trained</p> <p>Percentage staff reporting increased confidence following training</p>	<p>Ongoing</p>
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### 4. Elected Council has awareness and understanding of people with disability in our community

<p>4.1. Councillors undertake disability awareness training as part of their leadership training induction</p>	<p>Governance and Organisation Development</p>	<p>Number of Councillors trained</p>	<p>1 year</p>
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### 5. Local businesses are educated to take positive steps towards inclusion

<p>5.1. Provide tools and education to support local businesses to be more inclusive and accessible such as:</p> <ul style="list-style-type: none"> <li>- case studies highlighting programs such as 'quiet hour' at retail outlets</li> <li>- marketing for and communicating with people with disability</li> </ul>	<p>Commercial Business</p>	<p>Digital and hard copy resources are available</p> <p>Number of business and tourism workshops covering topic of inclusive operations delivered</p>	<p>1-2 years</p>
<p>5.2. Showcase businesses that have made a difference to people with disability through an ongoing campaign</p>	<p>Commercial Business, Communications and Community Development</p>	<p>At least one success story published each year</p>	<p>1-2 years</p>



# LIVEABLE COMMUNITIES

Action Description	Responsible Department	Measures	Timeframe
<b>6. Provide inclusive and accessible public spaces and infrastructure</b>			
<p>6.1. Universal design and accessibility principles are considered and applied from design stage for renewal and upgrade programs, new capital works and place planning, where practical</p> <p>6.2. Continue to apply requirements of the Disability Discrimination Act, relevant Australian Standards, and National Construction Code</p>	Operations and Planning & Commercial Business	Number of new projects and upgrades with accessibility principles included	1-3 years
6.3. Use accessible park and street furniture when upgrading open space and streetscapes, where practical	Operations	Number of spaces where accessible furniture installed	1-3 years
<p>6.4. Work with the Macleay Disability Inclusion Group to explore which recreation areas and waterways are the highest priority for accessible access and equipment</p> <p>6.5. Continue to work with the MDIG and other local groups, clubs and agencies to explore funding and maintenance options to support accessibility works and equipment</p>	Community Partnerships, Operations and Planning	<p>Priority list developed</p> <p>Funding opportunities applied for</p>	1-3 years

<b>7. Pedestrian and transport infrastructure is progressively improved to make it easier for people with disability</b>			
7.1. Review items in the Pedestrian Access Mobility Plan and Bike Plan to develop a project prioritisation list of works required  (Includes footpaths, road crossings, bus stops, disabled carparks)	Operations and Planning	Priority actions identified and program of works developed	1 years
7.2. Continue to undertake repairs and upgrades, as funding allows, to address items from the priority list	Operations and Planning	Number of items actioned annually	1-3 years
<b>8. Accessibility of public amenities and other Council owned public buildings is improved</b>			
8.1. Continue to ensure new and upgraded amenities have accessible facilities in accordance with standards and requirements, and universal design principles where practical	Commercial Business	Number of new or upgraded disabled amenities	Ongoing
8.2. Investigate feasibility of providing 'Changing Places' facility in the Horseshoe Bay recreational area	Commercial Business and Strategic Planning	Feasibility assessment done and facility included in Horseshoe Bay recreation area design plan	1 years
8.3. Develop a priority list of Council owned public buildings for access improvements, and complete accessibility audits as funding allows  8.4. Develop work priority list from results of audits.	Commercial Business & Community Partnerships	Building priority list developed  Number of audits undertaken  Work priorities list developed	1-2 years
8.5. Undertake repairs and upgrades to buildings, as funding allows, to address items from the priority list	Commercial Business	Number of items actioned	2-3 years



<b>9. Inclusion and liveable communities are a focus for grant funding</b>			
9.1. Council community grants program promotes inclusion and liveable communities - grant funding application includes questions on accessibility and inclusion aspects of the project or event applied for	Community Partnerships	Grant guidelines and application forms updated	1 year
9.2. Actively seek and apply for grant opportunities and explore partnerships to support service organisations, disability and community groups to apply for external grants that aim to improve access and inclusion for those with disability	Operations and Planning, Commercial Business, Community Partnerships	Number of grant applications supported	1-3 years
<b>10. Make it easier for people with disability to participate in the community and find accessible areas</b>			
10.1. Advocate to event owners and delivery organisations to plan for and scope considerations for a disability-friendly event experience	Community Partnerships	Event application process updated	1-2 years
10.2. Revise Council's event application process to encourage applicants to consider disability access or inclusion (for example, suitable access, viewing areas and amenities)			
10.3. Improve searchability of accessible public facilities (for example amenities, parks and play equipment) through Council's websites	Community Partnerships and Commercial Business	Council websites updated for improved searchability	3 years



# MEANINGFUL EDUCATION AND EMPLOYMENT

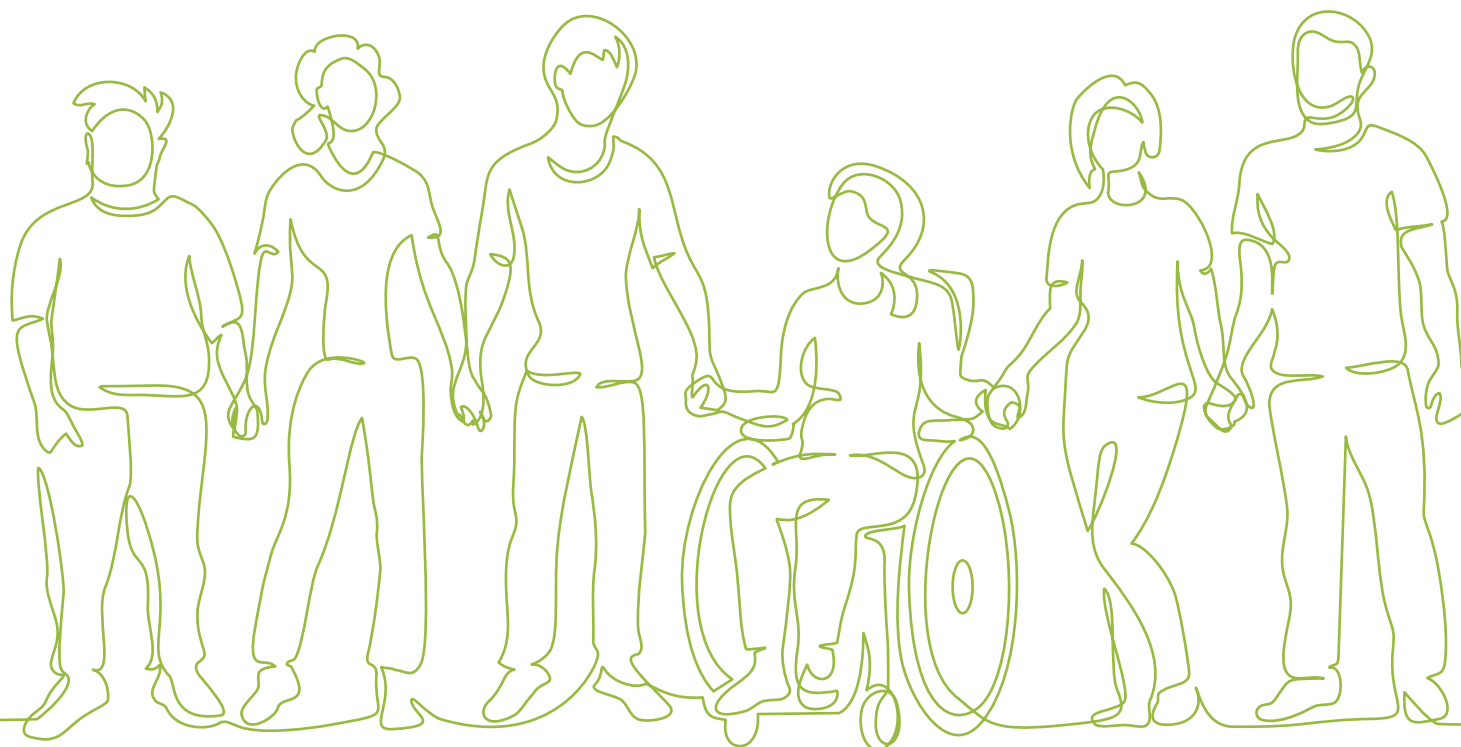
Action Description	Responsible Department	Measures	Timeframe
<b>11. Council's recruitment process is accessible</b>			
11.1. Review the recruitment process in consultation with Macleay Disability Inclusion Group or disability employment agencies to explore reasonable adjustments and flexibility in Council's application, interview and on-boarding process to improve accessibility and suitability for people with disability	Organisation Development	Review conducted  Number of amendments made	1 year
11.2. Explore options for job advertisements to be provided in formats that are compatible with assistive technology	Organisation Development and Communications	Job advertisements available in compatible formats	1-2 years
11.3. Review job descriptions to remove non-essential criteria that may be a barrier for people with disability (such as a requirement for licences if not required in the role)	Responsible managers and Organisation Development	Number of reasonable adjustments applied	1 year



<b>12. Increase opportunities for employment for people with disability</b>			
12.1. Finalise the Equal Employment Opportunity Strategy and align with Council's Workforce Management Strategy review process to embed commitments to removing barriers to employment	Organisation Development	Strategy adopted	3 years
12.2. Work with disability employment services to explore employment opportunities for people with disability, including consideration of permanent, temporary and casual positions and traineeships	Organisation Development	Number of opportunities created	1-3 years
<b>13. Support employees with disabilities to perform their job</b>			
13.1. Make reasonable adjustments with change of work process, practice, procedure or environment	Responsible managers, Organisation Development	Number and percentage of staff for whom adjustments are made  Number and types of adjustments made	Ongoing
13.2. Ensure career and professional development opportunities are inclusive of, and accessible to, people with disability and adjustments are made to the facilitation of the program as needed	Organisation Development and responsible managers	Training courses provided internally to be available in accessible formats and facilitated in differing environments as required	2-3 years
13.3. Invite staff with a lived experience of disability to be part of the Consultative Committee	Organisation Development/ Consultative Committee	At least one person on the Consultative Committee that identifies as having a disability	1-3 years

**14. Leadership and staff have training to build awareness and build support capabilities**

14.1. Staff in a leadership role are aware of the options to support staff with disability to complete their tasks by providing specialist tools or equipment	Senior Leadership Team	Tools and equipment available for those with certain disabilities	Ongoing
14.2. Senior staff review case studies at Leadership Forums to increase their awareness of the differing types of disability	Senior Leadership Team & Community Partnerships	Number of case studies presented at forums	1-3 years
14.3. Provide general disability awareness and inclusion training to all staff	Organisation Development and Senior Leadership Team	Number of staff who receive training	1-3 years





# SYSTEMS AND PROCESSES

Action Description	Responsible Department	Measure	Timeframe
<b>15. Build accessible communications skills within the whole organisation</b>			
15.1. Ensure communications staff undertake accessible documentation training such as Easy Read	Communications	Accessible documentation training provided to Communications staff with refresher provided once every two years	1-2 years
15.2. Ensure one staff member from each department undertakes accessible documentation training	Organisation Development	Accessible documentation training provided to a nominated staff member from each department with refresher provided once every two years	2-3 years
15.3. Provide training and resources for Customer Service staff on how to respond to requests so the information is accessible	Organisation Development and Community Partnerships	Number of frontline staff trained and provided with resources	2-3 years
15.4. Use techniques such as captions and alt text to improve accessibility for images and video	Communications	A style guide and toolkit created and published	1-2 years

<b>16. Increase accessibility for key communication pieces</b>			
16.1. Identify key documents that need to have highly accessible alternative formats, including the Community Strategic Plan and Operational Plan and produce as needed	Communications	Highly accessible formats of key community documents produced and published annually	1-2 years
16.2. Maintain accessibility standards on Council's web platforms to comply with the most current Web Content Accessibility Guideline (WCAG) or provide alternatives for users with disability	Communications	Conduct an annual accessibility audit of all Council websites	1-2 years
16.3. Provide accessible versions of documents at events, activities and community venues including: <ul style="list-style-type: none"> <li>information about the location of accessible facilities at venues</li> <li>information about accessible services available within the community for example Key Employment and Macleay Options</li> </ul>	Communications and Community Engagement	Produce a suite of accessible content about key venues and services and establish a checklist to create correct accessible versions of key documents	1-2 years
16.4. Ensure disability networks and agencies in the disability sector are identified as target stakeholders, particularly for communication on relevant projects and opportunities	Community Development and Communications	Information updates shared in accessible formats at Macleay Disability Inclusion Group meetings.  Accessible information provided to stakeholders	1-2 years
16.5. Improve accessibility of technology, equipment and documentation located at customer facing services and facilities such as Libraries and Customer Service Centre	IT, Customer Service, Library Communications	Produce a suite of accessible content about key venues and services and establish a checklist to create correct accessible versions of key documents. Install necessary technology at customer service points	1-2 years

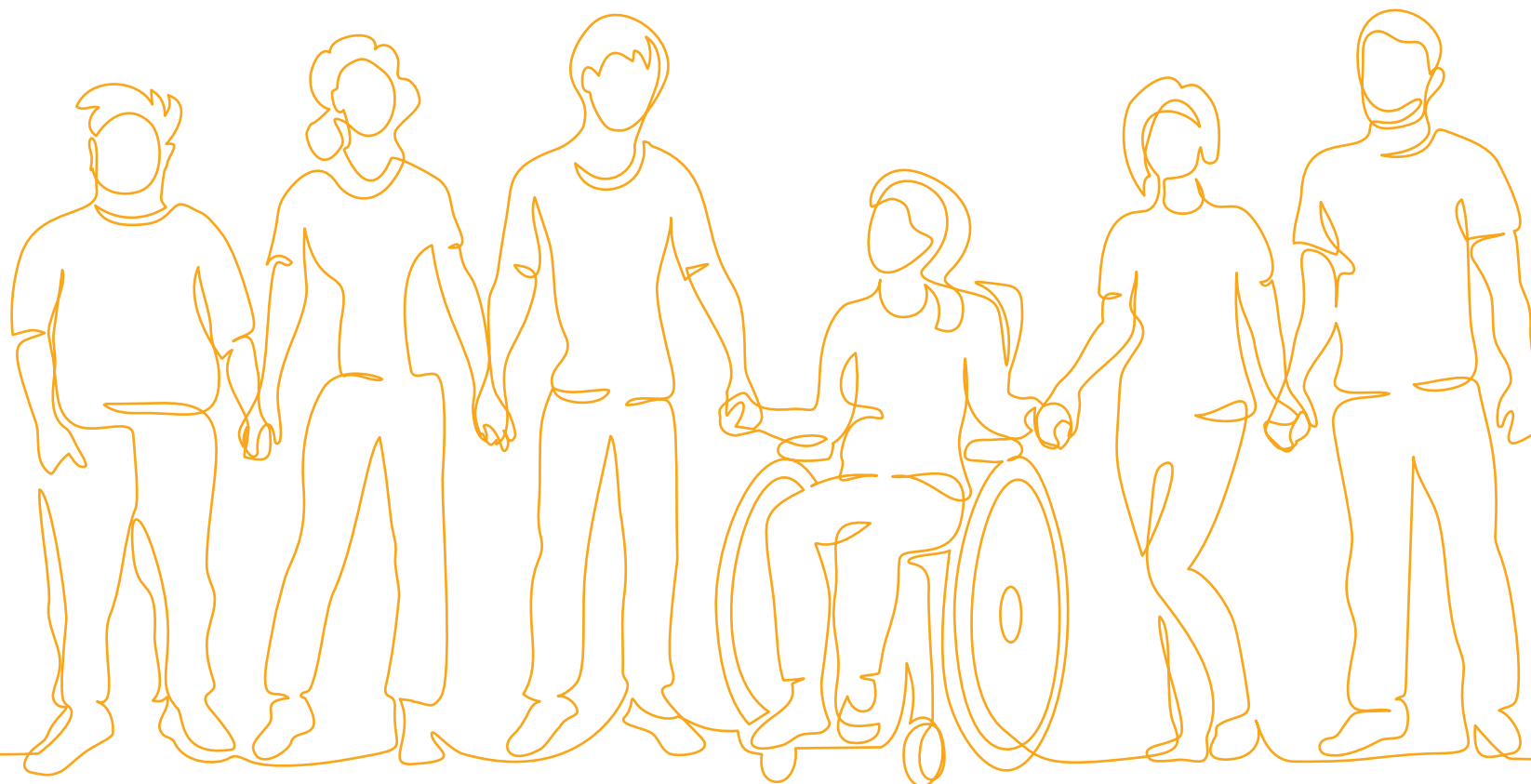


**17. Make it easy for people with disability to have their say on Council projects and plans**

<p>17.1. Ensure all information provided for community engagement, including project descriptions and explanations of how to be involved, is in accessible language</p>	<p>Communications</p>	<p>Language resource toolkit developed</p>	<p>1-2 years</p>
<p>17.2. Ensure Your Say Macleay, Council’s engagement platform, either complies with the most current Web Content Accessibility Guideline (WCAG) or provides alternatives for users with disability</p>	<p>Communications and Community Engagement</p>	<p>Website(s) updated to WCAG compliance</p>	<p>1-2 years</p>
<p>17.3. Provide alternative options to face to face engagement and workshops for those that experience barriers to participation due to disability</p>	<p>Community Engagement</p>	<p>All engagement projects have a minimum of online content, and a key staff contact for one-on-one engagement provided</p> <p>Projects of major community impact investigate small focus groups as face-to-face methodology</p>	<p>1-2 years</p>

## 18. Emergency management is more inclusive

18.1. Ensure targeted distribution of resources and support information to the disability sector and agencies, in times of natural disaster and emergency	Community Partnerships	Resources and support information provided	Ongoing
18.2. Work to support local agencies (endorsed to conduct case management) with targeted emergency response for people with disability	Community Partnerships	Support provided	As needed









# GOVERNANCE AND REPORTING

The Disability Inclusion Action Plan is aligned with Council's Integrated Planning and Reporting framework, including the Community Strategic Plan, the Delivery Program and annual Operational Plans.

Council will regularly monitor and report progress on the actions listed in the Disability Inclusion Action Plan and publish this information in our Annual Report. A copy will be provided to the Minister for Families, Communities and Disability Services.

We will continue to collaborate with the Macleay Disability Inclusion Group when discussing how to implement the actions listed in the plan, provide progress updates and modify the actions where required to meet changing community

needs and priorities.

The Internal Working Group, made up of representatives from across all Council departments, will continually monitor progress on the plan and provide quarterly updates.

The plan's implementation will be evaluated at the end of the reporting period, and the plan will be reviewed and updated every four years following community engagement and feedback.

Council welcomes community feedback on this plan and any suggestions about access and inclusion across the shire. Please send enquiries to [yoursay@kempsey.nsw.gov.au](mailto:yoursay@kempsey.nsw.gov.au)







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