

UPPER LACHLAN SHIRE DISABILITY INCLUSION ACTION PLAN

2024-2027



ACKNOWLEDGEMENT OF COUNTRY

We would like to acknowledge and pay our respects to the Aboriginal Elders both past and present, as well as emerging leaders, and acknowledge the vital contribution the indigenous people and cultures have made and still make to the nation that we share.

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INTRODUCTION

LEGISLATIVE CONTEXT

GUIDING PRINCIPLES

WHAT IS A DISABILITY?

WHAT IS A DISABILITY INCLUSION ACTION PLAN?

WHAT MUST A DISABILITY INCLUSION ACTION PLAN INCLUDE?

INTEGRATED PLANNING AND REPORTING



LEGISLATIVE CONTEXT

The recent amendments to legislation reflect a shift towards the view that while a disability may affect the way that a person interacts with others and their environment, it should not define a person and it should not limit their capacity to become an integral part of the community. Although the rights of a person with a disability have been defined as the same as those of all people since the early 1900s, it is understood that upholding these rights must include promotion of individual choice about what is important to them, universal access to services and facilities and inclusive communities where individuals can fully participate in social, business and community life.

The UN Convention, the *Commonwealth Disability Discrimination Act 1992* and the *NSW Disability Inclusion Act 2014* state that people with disability are entitled to enjoy all human rights, and have these rights protected by law. The Federal, State and Local Disability Inclusion Plans all recognise that people with disability should be treated equally to any other member of the community.

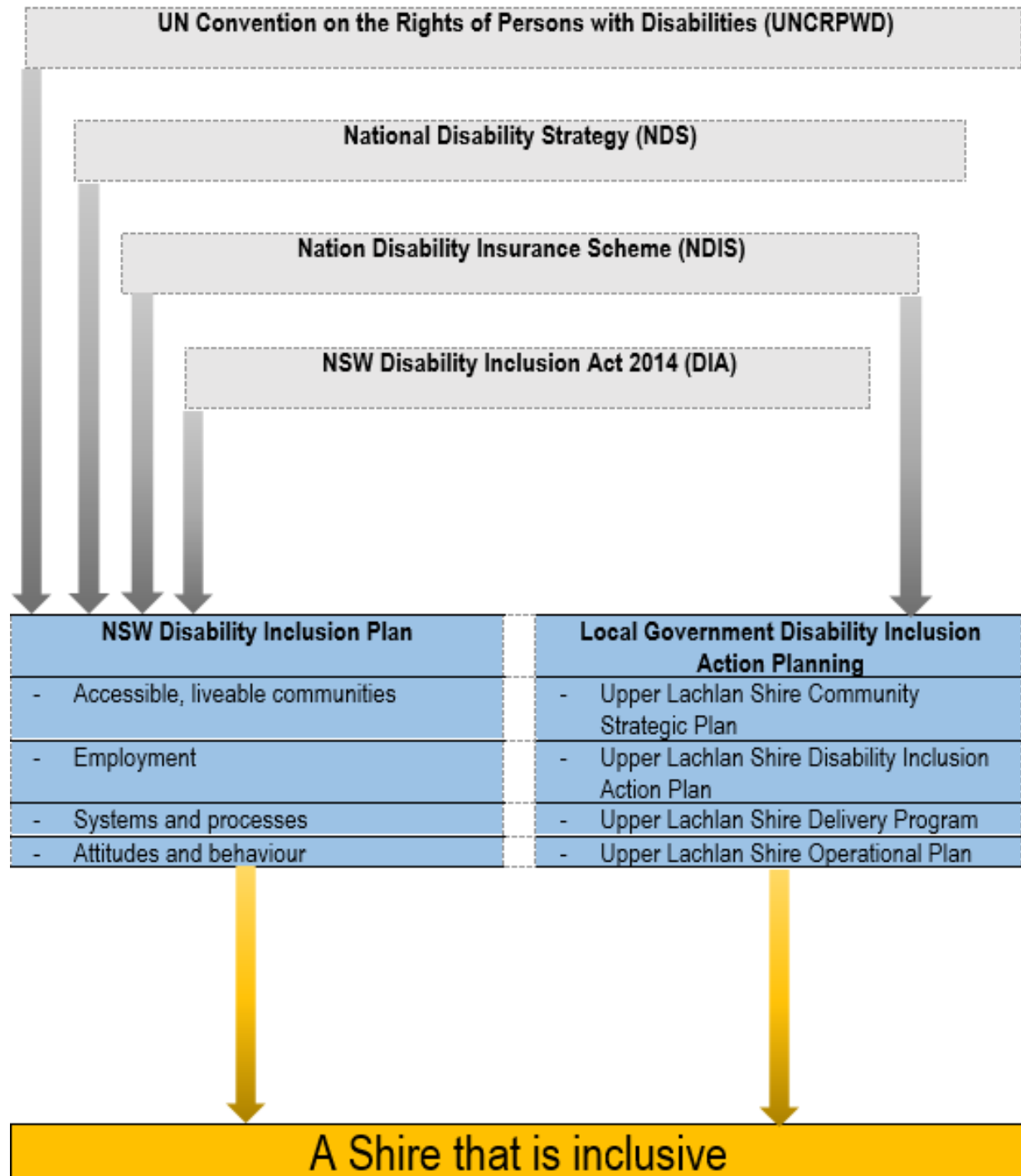
Council's Disability Inclusion Action Plan is Upper Lachlan's commitment that people with disability are welcomed, accepted and respected in our community. The Plan aligns with the United Nations Convention on the *Rights of the Person with Disabilities (2006)*, *Australia Disability Strategy 2021-2031* and the *NSW Disability Inclusion Plan 2022-2026*.

Section 4 of the *NSW Disability Inclusion Act 2014* sets out legal protection for people with disability to have the right to:

- Respect for their worth and dignity as individuals;
- Participate in, and contribute to, social and economic life and be supported to develop and enhance their skills and experience;
- Realise their physical, social, sexual, reproductive, emotional and intellectual capacities;
- Make decisions, as other members of the community do, that affect their lives (including decisions involving risk) to the full extent of their capacity to do so, and to be supported in making those decisions if they want or require support;
- Respect for their cultural and linguistic diversity, age, gender, sexual orientation and religious beliefs;
- Have their privacy and confidentiality respected;
- Live free from neglect, abuse and exploitation;
- Access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices;
- Pursue complaints, as other members of the community do;
- Have acknowledgement of, and respect for, the crucial role of families, carers and other significant persons in the lives of people with disabilities, and the importance of preserving relationships with families and carers and other significant persons;
- Respect for the needs of children with disability as they mature, and for their rights as equal members of the community; and

- Respect for the changing abilities, strengths, goals and needs of people with disabilities as they age.

The below diagram illustrates how international, Federal and State policy interact to inform the development of Disability Inclusion Action Plan.



GUIDING PRINCIPLES

Upper Lachlan Shire is committed to continue to work towards building an inclusive, respectful and vibrant community life that meets the needs of its residents. The NSW State Government requires Councils to develop their own Community Strategic Plan (CSP), and this sits above all other Council plans and policies in the organisational and governance planning hierarchy.

The CSP identifies the community's priorities, concerns and needs in terms of key services, facilities and programs.

The Plan outlines the Council's role in the delivery of each priority, described using the following terms:

Provide – Collaborate – Advocate.

The CSP framework requires Council to develop a series of plans that must be based on the social justice principles as determined by the NSW Government:

- **Equity:** There is a fairness in decision making and prioritising and allocation of resources.
- **Access:** All people have fair access to services, resources and opportunities to meet their basic needs and improve their quality of life.
- **Participation:** Everyone has the maximum opportunity to genuinely participate in decisions which affect their lives.
- **Rights:** Equal rights and opportunities for everyone to participate in community life.

Council's DIAP will guide the actions that Council and others will need to take to improve access and inclusion in our community through these social justice principles.

WHAT IS A DISABILITY?

‘The old way of thinking about disability focused on an individual’s impairment as a medical condition to be treated, fixed or cured.

Fortunately, in recent times there has been a shift in the way disability is viewed and understood. The focus is now on the interaction with their environment.’

(Australian Network on Disability)

Most of us will experience a disability at some stage in our lives – whether it be personally, or in caring for a loved one.

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

Council is working to improve access and inclusion which is underpinned by the social model of disability. This model sees disability is the result of interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers.

Barriers can include:

- **Attitudinal** Results from others’ opinions that limit people with disabilities;
- **Physical** These limit the movement of individuals who use wheelchairs or other mobility supports;
- **Social** Stem from limits within people’s environment that hinder their ability to live, learn, work and age; and
- **Communication** This exists when people are unable to hear, speak, read, write or understand information as it is available to them.

WHAT IS A DISABILITY INCLUSION ACTION PLAN?

A Disability Inclusion Action Plan is a Plan by which governments devise and implement actions to ensure that their communities, facilities, services and programs do not exclude people with disability or treat them less favourably than other people.

The *NSW Disability Inclusion Act 2014* requires all public authorities, including Upper Lachlan Shire Council, as a Local Government Organisation, to develop and adopt a DIAP spanning a four year period setting out the measures that Council will put in place to support people with disability to better access support and services available in the community and participate fully in community life.

WHAT MUST A DISABILITY INCLUSION ACTION PLAN INCLUDE?

Under Section 12(3) of the *NSW Disability Inclusion Act 2014*, this DIAP must:

- Specify how Council regards disability principles;
- Include strategies to support people with disability, including strategies about the following:
 - Providing access to buildings, events and facilities;
 - Providing access to information;
 - Accommodating the specific needs of people with disability;
 - Supporting employment of people with disability; and
 - Encouraging and creating opportunities for people with disability to access the full range of services and activities available in the community;
- Include details of Council's consultation about the DIAP with people with disability; and
- Explain how the DIAP supports the goals of the NSW Disability Inclusion Plan.

INTEGRATED PLANNING AND REPORTING

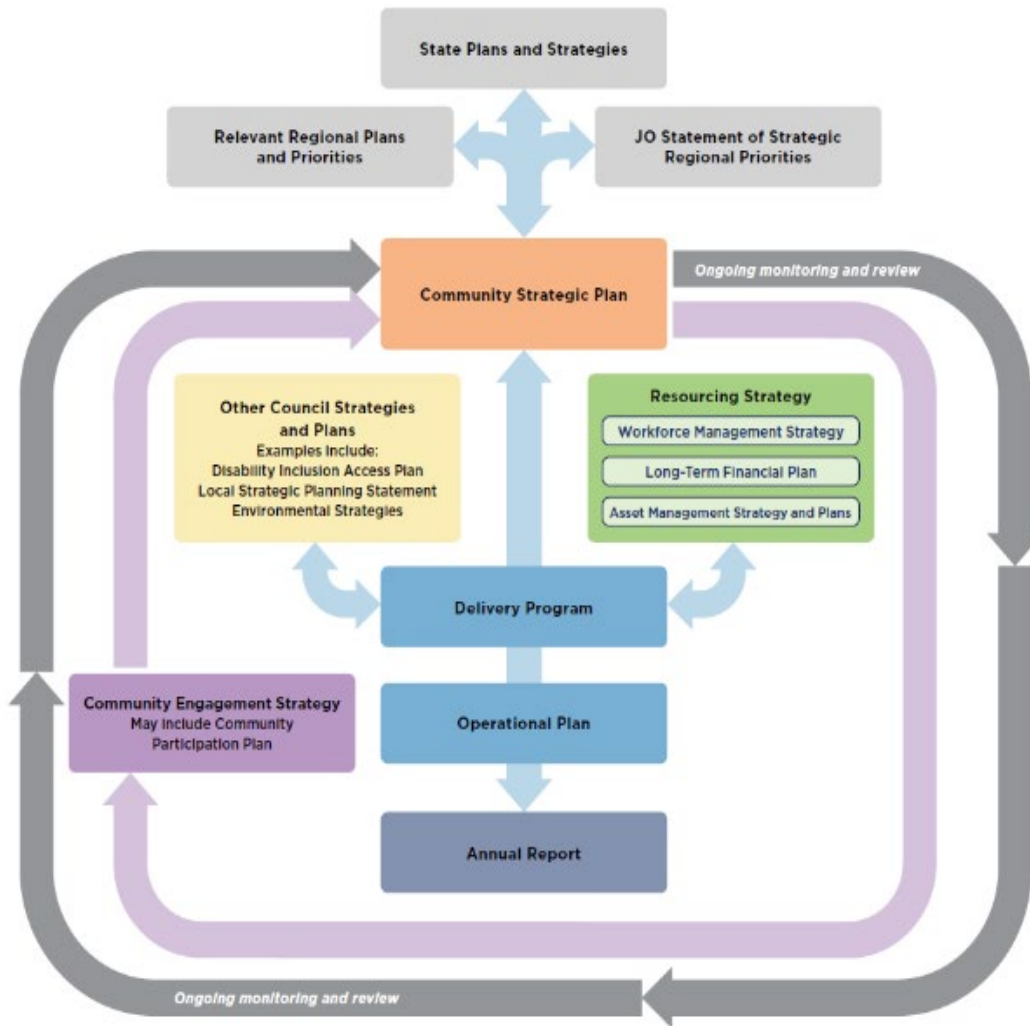
The Disability Inclusion Action Plan will form part of Council's Integrated Planning and Reporting (IP&R) framework which brings together a suite of integrated strategic plans that set our vision.

This DIAP seeks to integrate with other strategies, including our Community Strategic Plan, to ensure the principles of inclusion and access are embedded in our all planning frameworks.

Individual actions contained in this DIAP will be resourced for delivery in our annual Operational Plans over the coming four year period. Reporting is a key element of the IP&R framework and we report on our progress in implementing our Operational Plans via Annual Reports at the end of each financial year.

Council will also submit our DIAP to the NSW Disability Council and, as required under section 13 of the *NSW Disability Inclusion Act 2014*, report to the Minister for Disability Services on our progress in achieving our DIAP on an annual basis. The Minister for Disability Services then tables a report in Parliament about the implementation of all DIAPs by public authorities including local councils.

The below diagram illustrates how the DIAP fits into the integrated planning and reporting framework of Council.



DISABILITY IN OUR COMMUNITY

OUR COMMUNITY

WE CONSULTED







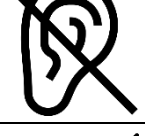
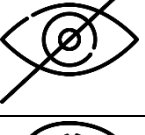

COMMUNITY SURVEY METHODOLOGY




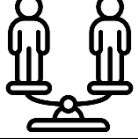



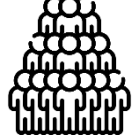


OUR SURVEY RESULTS TOLD US

UPPER LACHLAN SHIRE ACTION PLAN

OUR COMMUNITY

Upper Lachlan Shire is located in the Southern Tablelands of New South Wales, west of the Blue Mountains and about 140 kilometres from Canberra. The Shire is characterised by rich soils and a temperate climate providing an ideal village setting. The Shire's population is estimated to be approximately 8,200 and residents primarily live in the townships of Crookwell, Gunning and Taralga. Other shire villages include Collector, Dalton, Big Hill, Binda, Tuena, Grabben Gullen, Laggan, Breadalbane, Jerrawa and Bigga.

	1 in 5 people in Australia have a disability (4.4 million people)
	17.8% of females and 17.6% of males have a disability
	65+ 2 in 5 people have a disability, which represent 45% of the population
	35.9% of households include a person with a disability (8.9 million households)
	44.5% of all Australians with a disability (1.9 million) are over age 65+
	4.4% of people use a wheelchair
	1 in 6 are affected by hearing loss
	357,000 people are blind or have low vision
	45% of people between 16 – 85 years' experience mental health conditions during their lifetime

	<p>1 in 65 people suffer from dementia</p> <p>84+ years age dementia rate increases to 1 in 11</p>
<p>Employment and customer experience of people with a disability</p>	
	<p>53.4% labour force participation (15 – 64 years) compared with 84.1% of people without a disability</p>
	<p>10.3% unemployment rate (15 – 64 years) compared with 4.6% of people without a disability</p>
	<p>1 in 5 people with disability aged 15 – 24 years have experienced discrimination</p>
	<p>36% of people with a disability are treated less favourably than customers without a disability</p>
	<p>1 in 3 people with disability report that their customer needs are often unmet</p>
<p>Upper Lachlan Shire Statistics</p>	
	<p>8,516 Upper Lachlan Shire population</p>
	<p>6.0% of the Upper Lachlan population need daily support due to disability</p>
	<p>48% over 85 years require daily support due to a disability</p>
	<p>11.3% of employment within the Health Care and Social Assistance sector</p>

WE CONSULTED

The community engagement period ran throughout September-October 2023 in line with the outcomes of Council's Disability Inclusion Advisory Committee meeting.

During the engagement period, 41 people completed a community survey. The context for community engagement and the format of the action plan is framed around four key outcome areas listed below that are determined by the NSW Government's Disability Inclusion Action Plan Guidelines. These are:

- Attitudes and behaviours;
- Liveable communities;
- Employment; and
- Systems and processes.



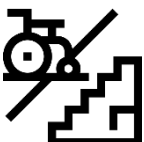


COMMUNITY SURVEY METHODOLOGY

The content of a draft community survey was workshopped and refined with the help of the Disability Inclusion Advisory Committee and Council. The survey was open to the public online via Council's website and Survey Monkey from 11 September 2023 and 41 surveys were completed. In publicising the survey, social media posts accompanied a Your Say article on the Council's website, which included an embedded link to the online survey. Direct mail/email distribution of the survey link included relevant groups listed in Council's Community Directory.

These groups included:

- Disability support organisations such as NDIS Providers;
- Arts, sports, recreation and community groups; and
- Additional groups and individuals who accessed the survey via Council's website.

OUR SURVEY RESULTS TOLD US

	<p>The need to make travelling around Upper Lachlan Shire more accessible through changing and improving our roads, footpaths and public carparks.</p>
	<p>That access to Council buildings, public amenities, events and sporting fields needs to be improved and considered at the planning/design stage.</p>
	<p>25% of the respondents indicated that the biggest barrier faced when accessing Council public facilities were physically related. Whereas, 29% of respondents indicated that they had not experienced any barriers when accessing Council facilities, event or services.</p>
	<p>Feedback indicated a desire for improved education material, communication and consultation with and for people with disabilities. Suggestions also incorporated the development of an Advisory Committee and engaging with existing committees such as the Goulburn Disability Forum.</p>
	<p>Where possible Council consider and liaise with relevant partners/organisations to seek suitable opportunities that may assist with paid employment or volunteer work for people with a disability. Flexible working hours and changing people's attitudes towards employing people with disability was considered high on improving employment opportunities for people with disability.</p>

UPPER LACHLAN SHIRE ACTION PLAN

Our action plan identifies the required four focus area, including:

1. ATTITUDES AND BEHAVIOUR
2. LIVEABLE COMMUNITIES
3. SYSTEMS AND PROCESS
4. MEANINGFUL EMPLOYMENT

Council's action plan is structured to identify the following:

Classification	Identification
Action	
Priority	Timing of implementation
Responsibility	Council service area primarily responsible for strategy and action delivery
Measure	Measurement of implementation or improvement

FOCUS AREA 1:

ATTITUDES AND BEHAVIOUR

1. ATTITUDES AND BEHAVIOURS

Upper Lachlan Shire will promote positive attitudes and behaviours towards people with disability across all aspects of our organisation through increasing awareness of ability and changing language to reflect the capabilities of individuals

Outcome 1.1: Value people with disability in our community

Action No	Action	Priority	Responsibility	Measure
1.1.1	Explore opportunities to represent people with disability in Council imagery, marketing and communication materials.	Short	Council – Communications	Council publications feature photos of people with disability.
1.1.2	Provide disability awareness and inclusion training to all Council staff and Councillors including human rights and anti-discrimination.	Short	Council – Governance	Completion of training to staff and councillors.
1.1.3	Review Council Induction materials to incorporate the topic of disability inclusion to ensure our staff have the knowledge to communicate with people respectfully, confidently, and effectively with a disability.	Short	Council – Human Resources	Council Induction materials reviewed and updated.

Outcome 1.2: Improve the understanding and connections within our community				
Action No	Action	Priority	Responsibility	Measure
1.2.1	Deliver programs that promote and enhance access and inclusion in community.	Medium-Long	Council	Implementation of programs.
1.2.2	Build disability awareness and confidence among local businesses to support employment participation of people with disability.	Long	Council	Council engagement with local businesses.
1.2.3	Council work with small business to activity seek funding opportunities for accessible events.	Long	Council	Funding opportunities explored.

FOCUS AREA 2:

LIVEABLE COMMUNITIES

2. LIVEABLE COMMUNITIES

Upper Lachlan Shire will improve access to buildings, spaces, places and activities for people with disability through applying universal design principles, improving connectivity, and engaging with people with disability, their families, carers and service providers, to co-design on key projects

Outcome 2.1: Make it safe and easy to get around

Action No	Action	Priority	Responsibility	Measure
2.1.1	Continue to invest in footpath upgrades and ensure any remedial work is DDA compliant.	Ongoing	Infrastructure Department	Number of footpaths constructed and/or rectified.
2.1.2	Review existing accessible parking for compliance and provide recommendation for improvement where required.	Short	Environment & Planning	Audit accessible car parking completed.
2.1.3	Review our Engineering Guidelines to ensure that new roads and reconstructions include consideration to the provision of accessible pedestrian facilities.	Medium	Infrastructure Department	Engineering guidelines reviewed and updated, where required.

Outcome 2.2: Ensure Council's events, open spaces and sporting recreation facilities are accessible and inclusive

Action No	Action	Priority	Responsibility	Measure
2.2.1	Develop a set of guidelines that set standards for access and inclusion at Upper Lachlan events.	Long	Environment & Planning	Internal procedure developed.
2.2.2	Event applications on Council land to require event organisers to outline how inclusion has been considered in the event.	Medium	Environment & Planning	Review and implementation of the event approval process.
2.2.3	Investigate the opportunity to develop a Council procedure for ensuring DDA compliance of all new public projects.	Medium	Infrastructure Department	Procedure developed.

Outcome 2.3: Improve accessibility of Council's buildings and infrastructure assets				
Action No	Action	Priority	Responsibility	Measure
2.3.1	Review access to public accessible toilets in key areas.	Short	Environment & Planning	Complete audit of Council public amenity facilities.
2.3.2	Improve access to Council public buildings with a focus on administration buildings, libraries or similar.	Long	Environment & Planning	Complete audit of Council public amenity facilities.
2.3.3	Establish a framework for the prioritisation of actions as part of the DDA Compliance Program.	Long	Environment & Planning	Access improvements are considered as part of Council short, medium and long term budget development.
2.3.4	Investigate the feasibility of having an Upper Lachlan Shire employee trained as an accredited accessibility consultant.	Short	Environment & Planning	Staff member provided training opportunity.

FOCUS AREA 3:

SYSTEMS AND PROCESS

3. SYSTEMS AND PROCESS

Upper Lachlan Shire Council will continuously improve access to services, systems, and processes for people with disability through enhanced usability and availability of information, enabling and empowering people with disability to participate fully in all aspects of citizenship

Outcome 3.1: Improve the access and delivery of information service

Action No	Action	Priority	Responsibility	Measure
3.1.1	Ensure all Council websites comply with the most current web content accessibility guideline (WCAG) where accessibility issues are identified.	Medium	Council – Information Technology	Council websites are compliant.
3.1.2	Provide Council information in accessible formats.	Medium	Council	Council information process amended.

Outcome 3.2: Council being a leader in delivery complaint projects

Action No	Action	Priority	Responsibility	Measure
3.2.1	In consultation with the Access Committee, review the committee's Terms of Reference and processes.	Medium	Council	Terms of Reference reviewed and updated where required.
3.2.2	Consult with the Access Committee in the development of Council projects that will involve public infrastructure.	Medium	Council	Number of consultation activities that occur with the Access Committee.

FOCUS AREA 4:

MEANINGFUL EMPLOYMENT

4. MEANINGFUL EMPLOYMENT
Upper Lachlan Shire Council aims to assist in increasing meaningful work opportunities for people with disabilities

Outcome 4.1: Ensure Council promotes equal employment opportunities

Action No	Action	Priority	Responsibility	Measure
4.1.1	Disability awareness training to be made available to all community facing staff.	Medium	Council – Human Resources	Training is delivered.
4.1.2	Promote flexible working arrangements and in-house support to recruit and retain people with disability in the workforce and include inclusive recruiter messaging in all job advertisements.	Medium	Council – Human Resources	Recruitment advertisements are updated.
4.1.3	Investigate opportunities to proactively work with disability employment service providers to seek suitable candidates for new jobs and work placements within Council.	Long	Council – Human Resources	Discussions held with service providers to investigate opportunities.
4.1.4	Ensure information about disability inclusion is delivered to all new starters as part of the induction program.	Medium	Council – Human Resources	Updates made to the induction program to include disability awareness.

Outcome 4.2: Support people with disability in finding local employment				
Action No	Action	Priority	Responsibility	Measure
4.2.1	Promote information for people with disability on how to volunteer and access work experience.	Long	Council – IT	Council website updated to include information for people with disability on how to volunteer and access work experience.
4.2.2	Encourage local business to increase employment opportunities for people with disability.	Long	Council – Environment & Planning	Discussions held with service providers to investigate opportunities.

DELIVERING AND MONITORING OUTCOMES

IMPLEMENTATION
MEASURING SUCCESS

IMPLEMENTATION

The actions identified in this Plan have been developed and prioritised according to the feedback from our consultations with people with disability, Council's Disability Inclusion and Access Advisory Committee and the alignment with Council's strategic plans and the services we deliver.

The timeframe for starting these actions has been identified as part of our planning. Resources, responsibility and budgets to deliver these actions are reviewed annually. Many of the identified actions will not require additional funds. Where further funding is necessary for projects such as a facility upgrade, Council will seek where possible to allocate these funds in the annual budget process or through external grants.

All program areas of Council have responsibility for improving access and inclusion in delivering services and programs. Council's Senior Leadership Team will manage and monitor the implementing the DIAP across Council. Relevant sections are required to report on progress as part of their regular business reporting.

MEASURING SUCCESS

All program areas of Council have responsibility for improving access and inclusion in delivering services and programs. Council's Senior Leadership Team will manage and monitor the implementing the DIAP across Council. Relevant sections are required to report on progress as part of their regular business reporting.

The actions in this DIAP will be integrated into Council's four year Delivery Program and yearly Operation Plan and will be aligned with the Community Strategic Plan.

Council also understands the importance of measuring the impact of our actions and reporting on this progress to our community.

Council is required under the *NSW Disability Inclusion Act 2014* to report annually on the DIAP's progress. An annual report is prepared for the Minister for Families, Communities and Disability Services and the NSW Disability Council.

The report on our DIAP is published annually as part of Council's Annual Report. This Report is also published on our website and progress is reported bi-annually to Council's Disability Inclusion and Access Advisory Committee.

ATTACHMENT 1: SURVEY RESPONSE

A summary of the community survey results is provided below, including the key take outs related to the four NSW outcome areas.

Table 1: Survey Question 1 – Which of the following best describes you?

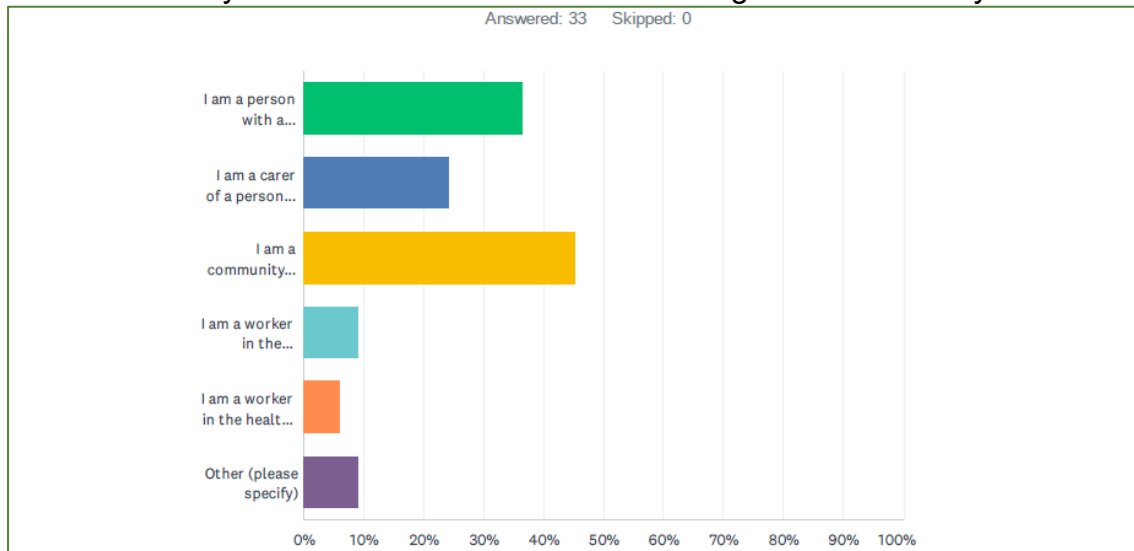


Table 2: Survey Question 2 – What type(s) of disability do you or someone you care for have?

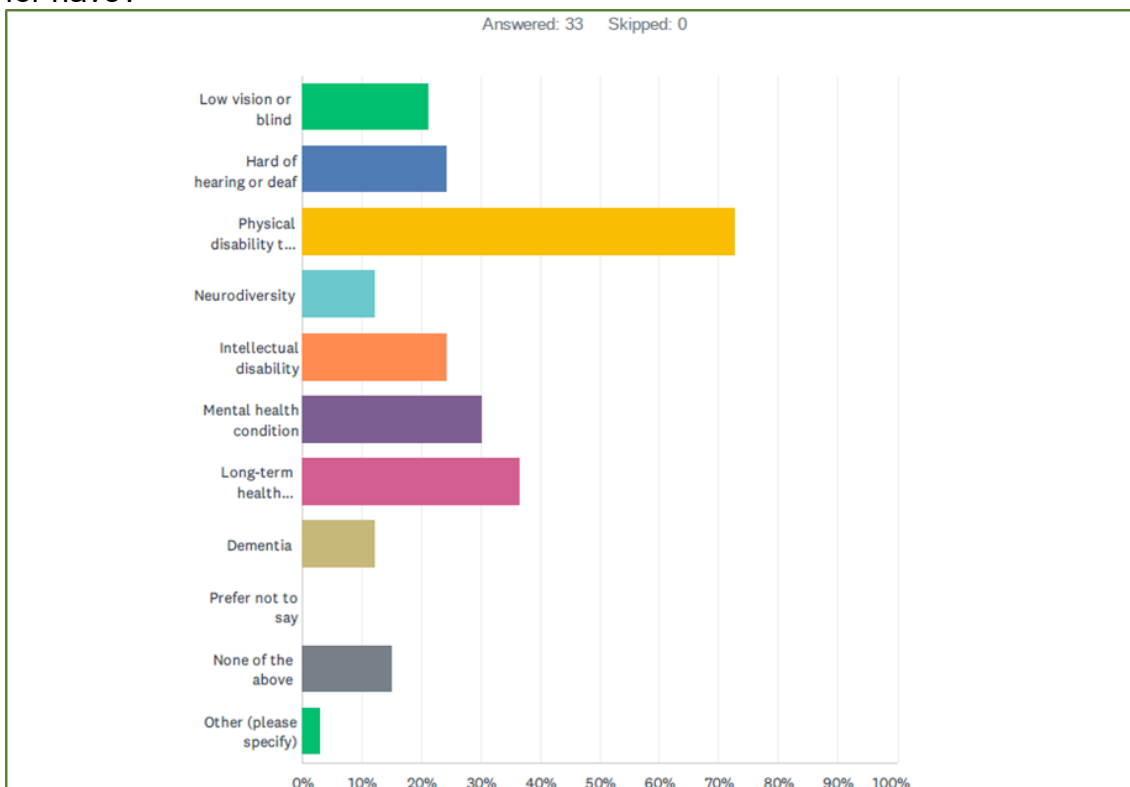


Table 3: Survey Question 3 – How would you rate the accessibility of the following Council facilities and services for people with disability?

	VERY ACCESSIBLE	SOMEWHAT ACCESSIBLE	NOT VERY ACCESSIBLE	NOT AT ALL ACCESSIBLE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Information about Council events, facilities and services (including Council website)	12.12% 4	45.45% 15	27.27% 9	6.06% 2	9.09% 3	33	2.55
Council Customer Service	12.50% 4	46.88% 15	18.75% 6	3.13% 1	18.75% 6	32	2.69
Libraries	24.24% 8	60.61% 20	9.09% 3	0.00% 0	6.06% 2	33	2.03
Sporting Facilities	15.15% 5	45.45% 15	18.18% 6	3.03% 1	18.18% 6	33	2.64
Civic and Community Events	12.90% 4	45.16% 14	25.81% 8	0.00% 0	16.13% 5	31	2.61
Parks and Playgrounds	21.21% 7	42.42% 14	18.18% 6	12.12% 4	6.06% 2	33	2.39
Public Restrooms	21.21% 7	45.45% 15	30.30% 10	3.03% 1	0.00% 0	33	2.15
Footpaths	3.03% 1	33.33% 11	45.45% 15	15.15% 5	3.03% 1	33	2.82
Road crossings	3.03% 1	42.42% 14	39.39% 13	12.12% 4	3.03% 1	33	2.70
Council car parks	9.09% 3	36.36% 12	21.21% 7	18.18% 6	15.15% 5	33	2.94
Council-run events	6.06% 2	39.39% 13	21.21% 7	3.03% 1	30.30% 10	33	3.12

Table 4: Survey Question 6 – What barriers have you experienced when you are accessing Council facilities, events and services?

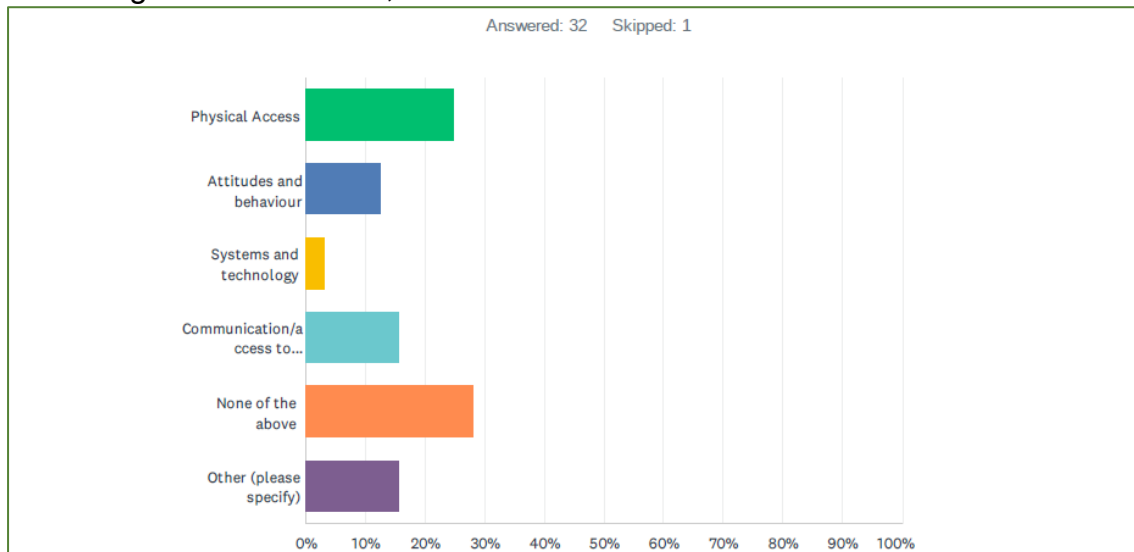


Table 5: Survey Question 10 – My age range?

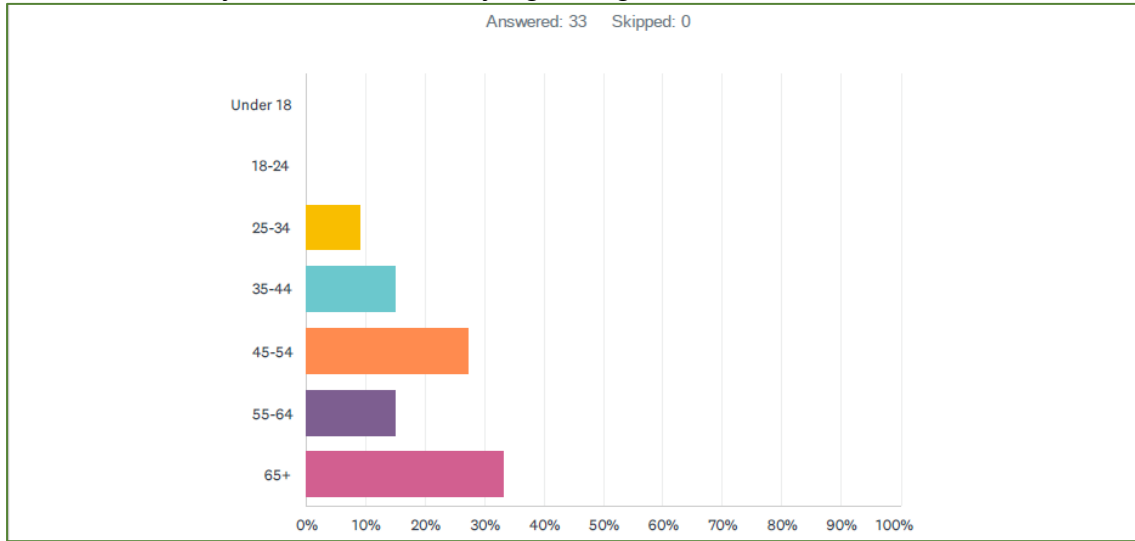


Table 6: Survey Question 11 – My gender is?

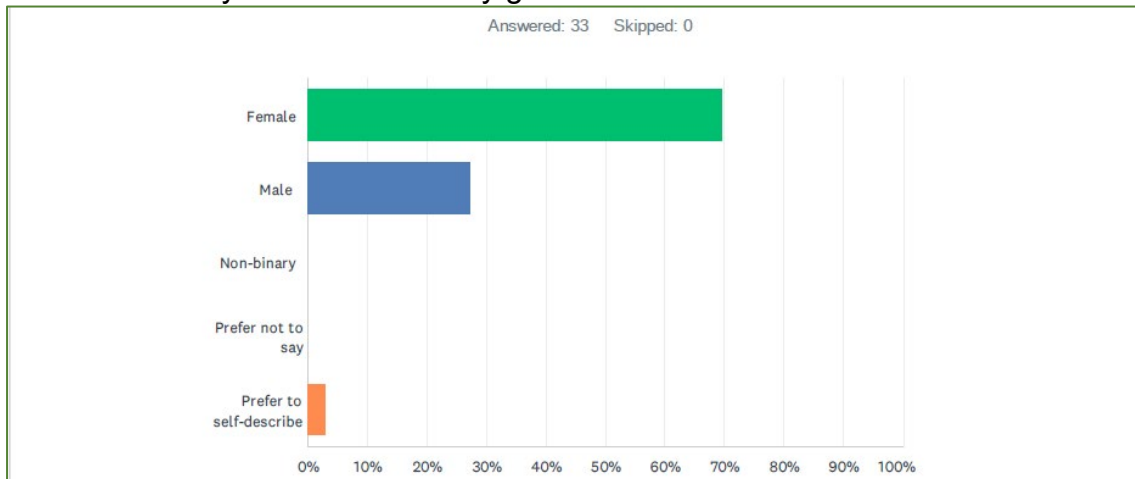


Table 7: Survey Question 12 – Are you Aboriginal or Torres Strait Islander origin?

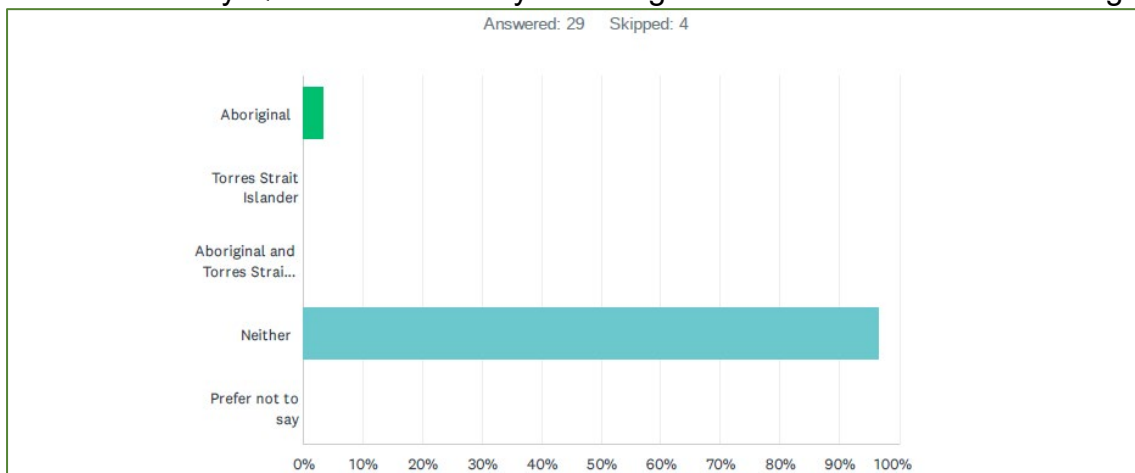
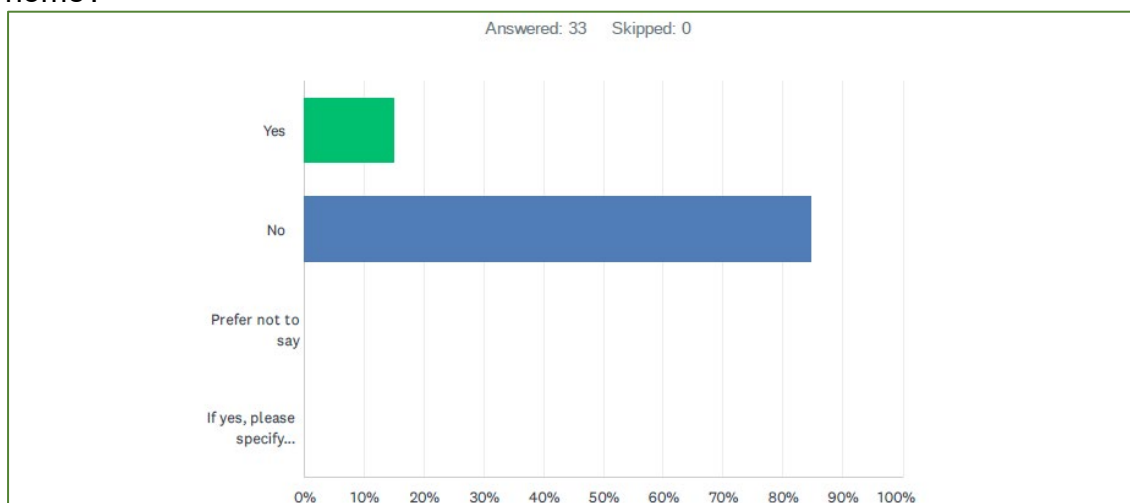


Table 8: Survey Question 13 – Do you speak a language other than English at home?



The feedback from the survey results told us:

Question 4 – Which Council facilities, events or services that are not accessible should be prioritised by Council?

- Gunning library, Public Toilets, Events, Footpaths, Gunning Swimming Pool.
- Council meetings, parks, sporting fields, off lead dog park, caravan parks.
- Pavements.
- Showgrounds Public toilets Information Centre.
- The customer service front counter, the old double wooden doors are very difficult for customers to get through. Customers with walking frames, wheel chairs or even just elderly residents struggle to open the heavy doors.
- The show and parking for disabled to safely be able to get in.
- Old buildings have limited spaces for mobility scooters.
- Village footpaths, building accesses (eg. ramps and doors), outdoor venue access (eg. Council events at the showground with more considered disabled access if possible - closer parking).
- I have put in a complaint earlier this year that when the box hedges overgrow in from of the library, no one in a wheelchair or with a walker can get past because of placement of bin on concreted in stand.
- The events and services that I have frequented have quite good access.
- Parking in the main street is difficult. There are 3 spots that are often taken. Sometimes I have to do a few laps and sometimes I just go home again.
- Parks and Playgrounds.
- Library, parks, toilets, arts and culture events.
- Parks.
- Crookwell Council office Crookwell Library Disabled car parking spaces.
- Wider doors and ramp into council chambers, automatic door onto Memorial Hall.
- Car parks? uneven or no footpaths, disabled restroom not unlocked.

Question 5 – Do you have any suggestions on how Council services, facilities and events could be made more accessible?

- Accessibility toilets at all facilities, accessible curbs to footpaths, Council staff that interact with the public trained in basic Auslan; ramps to access buildings, buildings with doors to accommodate walking frames, wheelchairs and the like, library events for people with disabilities – story time, computer tutor, reading help, longer opening hours, library programs inclusive of people with disabilities. Access to swimming pool facilities.
- Having more ways to access the facilities like better footpaths, entrance larger, transport to the facility.
- Must be mobility scooter friendly.
- Consultations with folk experiencing a disability. Conducting feasibility studies focussed on improving access to all public places.
- We need to an automatic door, to industry standard disability access ramp, upgrades to the customer service counter, ergonomic access for customers to fill in forms and even just move around in the foyer area. Customer regularly bump into the Service NSW photo chair because of the narrow access.
- More footpaths in general. Not everyone lives in the heart of town.
- Liaise with a variety of disability groups/individuals/carers who have a first-hand understanding of the issues they face and take on board their feedback.
- Have clear areas around disability ramps, so they can be accessed, make driveways and footpaths so they can smoothly be transitioned onto, some lips are quite high for a wheelchair or mobility aid user. The door into council front desk with the two openings is not even usable when in wheelchair without assistance.
- By gaining information and feedback from those that are facing daily barriers and challenges.
- Surveys, forums and general meetings are a great way to involve everyone.
- Get people with disability to give you direct feedback. Go with them and see the struggles to do everyday activities that those without disability take for granted.
- Access to the shire office at Crookwell. Ramp is steep and doors are heavy. Crookwell library only able to open one door because all books are returned via the shute. After school students come rushing in the door of the foyer and almost knock older patrons over.
- Ramps next to disabled car parking spaces should be installed.

Question 7 – Do you have any suggestions on how Council could address these barriers?

- Look at the accessibility of buildings, pools, sporting grounds, promote inclusivity for events.
- Currently the footpath or lack of footpaths or conditions of footpaths are forcing people to walk on the roads, repair damaged footpaths that haven't seen maintenance for some time, stop people from parking cars on footpaths or grass verges, remove vegetation from blocking access to footpaths and entrances.

- Council should look into having one office space that is inclusive of all of its departments, accessible to anyone with a disability and clearly signed.
- Accepting payments over the phone. Dedicated funding to address access points for businesses.
- Improving public toilet facilities, providing change tables.
- Take on board as much as Council is able to comments from those who have suggestions.
- Involve everyone in finding and addressing barriers. By keeping everyone well informed and educated about possible challenges that people may face, it opens the door for new and innovative ideas.
- Have an advisory panel to assist with all the things you don't know about. Everyday activities should not be difficult.
- Perhaps more information on the community Facebook page. Many of us can't afford online subscription to Crookwell Gazette so are unaware of what's happening.
- Promote inclusion by pre-planning and further regular consultation with your community.
- Being able to purchase tickets from a facility and not all on line purchases.
- Education material and promote, whether it be simply on web site, newsletters, etc.

Question 8 – How could Council improve the employment and volunteer opportunities for people with disability within Council?

- Connect with community schools, organisations that assist people with disabilities and offer opportunities.
- More advertising of said positions and allowing more people with disabilities the opportunity to apply and access.
- Just ask for volunteers.
- Council should look into investing in proper inclusive infrastructure for the community and for workers.
- Be aware of what opportunities might suit various disabilities and work with organisations/people to see if there is interest in volunteering or applying for Council positions.
- Make buildings properly accessible.
- By gaining information and knowledge from people that are facing challenges and barriers. This will gain an insight into community needs and provide great feedback.
- Be inclusive on all job vacancies. Provide opportunities. Use Disability Employment Services. They have funding to support employment placements and employers.
- Continue to monitor accessibility. Meeting individual needs.
- Give disabled people a job that they could do.
- Education and more opportunities.
- Investigate opportunities to employ people with disabilities and promote same.

Question 9 – Do you have any further comments or suggestions that will help Council form the Disability Inclusion Action Plan goals?

- Start going around the council areas and see what the disabled have to deal with on a daily basis.
- Set achievable goals which will demonstrate to the community Council's commitment to the Plan. Look at other DIAPs for further ideas.
- Innovative and creative thinking often comes from those facing daily challenges and barriers. Open forums, meetings and opportunities to voice concerns would help to gain important information to move forward.
- Goulburn Disability Forum covers Goulburn and surrounding areas. They would welcome the opportunity to assist. Lots of resources available.
- Take action on suggestions. There have been issues raised over past years that have never been addressed. One was that ramps in Goulburn Street are too steep for a person to propel a wheelchair unaided up to the footpath.