

KEY OUTCOME AREA:

1. Promoting Positive Attitudes and Behaviours

	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
1.1	Improve disability awareness for Council staff.	Source and deliver disability awareness training for all staff and incorporate a module on the Disability Inclusion Action Plan.	2023–2024	People & Culture Community Wellbeing	Council data on delivery of training and feedback received from staff. Increased staff awareness about disabilities.
		Provide staff development opportunities that focus on inclusion and diversity.	Ongoing	People & Culture	Feedback from staff and colleagues on their training opportunities.
1.2	Promote inclusion and positive attitudes towards people with disability.	Promote the Ian J. Cooper Awards for Access and Inclusion every two years.	2023–2024	Community Wellbeing	Council documentation on the Awards process.
		Co-ordinate an event to showcase nominees and winners of the Ian J Cooper Awards every two years.	2023–2024	Community Wellbeing	Council data that the Award were held. Evidence of stories shared about the process.
		Continue to support the implementation and celebration of International Day of People with Disability every two years.	2022–2023	Community Wellbeing	Council data on social media posts and through media releases as well as feedback from community.
		Continue to support programs for youth of all abilities in partnership with the Youth Hub and other community groups.	Ongoing	Community Wellbeing	Council data on the delivery of programs to Youth and promotion of these programs.
		Deliver event/s that decrease stigma and increase knowledge about a range of issues including mental health.	Ongoing	Community Wellbeing	Feedback received from the Community and documentation on the delivery of event/s.
1.3	Make disability more visible.	Increase visibility of disability in Council’s communication including newsletters and social media and marketing material, publications and on digital platforms.	Ongoing	Community Wellbeing Organisational Strategy & Communications	Documented via social media and publications.
		Publicise and promote everyday stories of people of all abilities and share positive stories that showcase inclusion in our community through a range of formats.	2023–2024	Community Wellbeing Organisational Strategy & Communications	Council and community data.

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1.4	Increase awareness of the importance of inclusion and diversity in our community.	Promote and develop brochures that inform the broader community about accessibility including for example: assistance dogs, disability parking spaces and MLAK toilets so that they have a better understanding of why they exist.	2022–2024	Community Wellbeing	Data on the number and types of brochures created. Community feedback.
		Promote awareness raising campaigns that focus on inclusion and education on a range of disability issues for example: RUOK, Mental Health Month, International Day of People with Disability, Seniors Week, autism and dementia awareness.	Ongoing	Community Wellbeing	Council data on the delivery of campaigns and feedback from community.
1.5	Incorporate inclusion into Council’s Communication and engagement strategies.	Communicate what has been done to improve accessibility in the Shire via social media, newsletters and other media to inform the community.	Ongoing	Community Wellbeing Organisational Strategy & Communications	Council data on number of social media posts and evidence in newsletters.
		Communicate and meet with other Councils to discuss their strategies on disability.	Ongoing	Community Wellbeing	Number of meetings attended and from meeting minutes.
		Update and promote an accessible events checklist for Council staff involved with the planning and delivery of events.	2022–2023	Community Wellbeing Economic & Business Development	Evidence of checklist.

KEY OUTCOME AREA:

2. Creating Liveable Communities

	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
2.1	Continue to improve accessible toilets.	Investigate the installation of bins in men's toilets. Bins4blokes.	2022–2023	Operations Community Wellbeing	Evidence from communication and Council reports on progress.
		Continue to identify opportunities to undertake accessibility amenity upgrades in the various townships.	Ongoing	Community Wellbeing Operations	Council data.
		Ensure gardens are maintained and vegetation cleared to ensure clear access to amenities and incorporate this into the works schedule.	Ongoing	Operations	Council data from maintenance works schedule.
		Review, update and maintain information about toilets on the National Public Toilet Map.	Ongoing	Community Wellbeing	Evidence captured from updates made to toilet register.
2.2	Improve footpaths that link key locations.	Install tactile ground surfaces at any new crossings.	Ongoing	Operations	Customer feedback. Data on works.
		Incorporate access as a key feature of our infrastructure projects.	Ongoing	Operations Community Wellbeing	Council data on new infrastructure projects.
		Review and progressively document accessibility of footpaths with available technology.	Ongoing	Operations	Council data.
		Investigate the possibility of new crossings that link key destinations in the Shire.	2023–2025	Operations Community Wellbeing	Data collected from community consultation and feedback received.

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	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
2.3	Improve signage that indicates accessible features in the Shire.	Investigate replacing current signs with larger signage and universal symbols.	2022–2023	Community Wellbeing Operations	Council data.
		Ensure signs to accessible features are kept clean and clear of debris to ensure visibility and incorporate into works schedule.	Ongoing	Operations	Data collected from works schedule.
		Undertake an audit of street signage indicating accessible features and services.	2022–2023	Community Wellbeing	Council data and documentation about audit.
2.4	Increase awareness of accessible features and services.	Continue to update and review mobility map as features and changes occur.	Ongoing	Community Wellbeing	Feedback received from community and from surveys. Data collected from changes made.
		Continue to promote accessible tourism featuring accessible places for example: Griffiths Lookout, Dangar Falls, Urunga wetlands.	2022–2023	Economic & Business Development Community Wellbeing	Evidence of brochures and promotional material as well as number of social media posts.
		Promote the availability of accessible features in our Shire for example: MLAK toilets, beach wheelchair, pool hoist, hearing loops, Daisy Player, Sensory Friendly kits.	2023–2025	Community Wellbeing	Number of social media posts and evidence of flyers created.
		Investigate challenges for people with disability during disaster events.	2022–2023	Resilience Community Wellbeing	Feedback received from external partners.
		Promote and support community transport services delivered to our community.	Ongoing	Community Wellbeing	Evidence of promotional material and social media posts.
		Advocate to State and Federal Agencies around support for affordable and diverse housing options.	Ongoing	Office of General Manager	Report on progress in Councils annual report.

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	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
2.5	Improve access to Council facilities as well as the natural environment.	Conduct an accessibility audit on key Council facilities.	2023–2025	Community Wellbeing Operations	Feedback received and data on consultation.
		Use universally accessible street furniture in open spaces and consider accessibility when designing.	Ongoing	Operations Community Wellbeing	Council data on new infrastructure purchased and installed.
		Ensure disability is incorporated and considered in any works and maintenance schedules.	Ongoing	Operations	Evidence of investigation through documentation of quotes and paperwork. Community consultation.
		Investigate beach access mat at North Beach, Mylestom and advocate for accessibility improvements at Urunga Lido	2023	Community Wellbeing	Evidence of quotes for beach mat and correspondence.
		Continue to monitor adequacy of disability parking spaces.	Ongoing	Community Wellbeing	Community feedback mechanisms and surveys.
		Improve accessibility and inclusion refurbishment works and maintenance of nominated halls and reserves as funding becomes available.	Ongoing	Community Wellbeing Operations	Grant applications, evidence of works completed, photos.

KEY OUTCOME AREA:

3. Supporting Access to Meaningful Employment

	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
3.1	Create an environment where everyone belongs.	Work with staff to identify employment opportunities and pathways.	Ongoing	People & Culture	Council data and staff feedback.
		Support social enterprises that provide employment for people with disability.	Ongoing	All business units	Council data.
		Develop a policy statement of commitment from Council to include in the DIAP and other documents.	2022–2023	Community Wellbeing Organisational Strategy & Communications	Evidence of a statement.
		Ensure Council workplaces are accessible or able to be modified in case there is a need for adjustment.	2023–2024	Operations Community Wellbeing	Staff feedback and Council data.
		Provide staff training on inclusive language and merit selection.	2023	People & Culture	Staff feedback on training.
3.2	Attract and recruit people with disability.	Promote employment and development opportunities to people with disability.	Ongoing	People & Culture Community Wellbeing	Evidence of communication.
		Review research to better understand barriers to employment.	Ongoing	People & Culture Community Wellbeing	Council data.
		Strengthen relationships with organisations such as NDIS employment agencies.	Ongoing	People & Culture	Meeting minutes and evidence of correspondence.
		Investigate traineeship and volunteer opportunities for people with disability.	Ongoing	People & Culture	Council data.
		Employ a diverse range of people in the organisation and review Councils Equity & Diversity Plan.	2024	People & Culture	Council data.
		Build relationships with disability networks and link with other Councils to share experiences, learnings and opportunities.	2022–2023	Community Wellbeing	Evidence of correspondence and meeting minutes.

KEY OUTCOME AREA:

4. Improve Access to services through better systems and processes

	AIM/OBJECTIVE	ACTION: WHAT WE WILL DO	TIMEFRAME FOR DELIVERY	COUNCIL AREA RESPONSIBLE	HOW WE WILL MEASURE PROGRESS
4.1	Improve accessibility of Council information and services.	Identify and develop key Council documents in accessible format. Use simple/easy read/plain language versions of documents.	2023	Community Wellbeing Organisational Strategy & Communications	Council data.
		Monitor and update Councils web content for compliance with AA in the W3C's web content accessibility guidelines.	Ongoing	Organisational Strategy & Communications	Council data.
4.2	Improve access to information about supporting those with disability.	Report key DIAP outcomes in Council newsletters.	Ongoing	Community Wellbeing	Council data and evidence from newsletter publications.
		Provide information on disability and how to access services through a range of formats including promotional material and signage.	Ongoing	Community Wellbeing	Council data and evidence collected from publications and on website.
		Consult with peak bodies to learn how Council can better provide services.	Ongoing	Community Wellbeing	Report on communication. Attendance at meetings. Meeting minutes.