Extended Disability Inclusion Action Plan

2017-2021 (Ext. 2023)

Reviewed November 2022 – Extended to November 2023

The NSW Disability Inclusion Act 2014 requires local governments to develop a Disability Inclusion Action Plan (DIAP) to help remove barriers and enable people with a disability to participate fully in their communities. Developing, implementing and monitoring the Tamworth Regional Council Extended Disability Inclusion Action Plan 2017-2021 (Ext. 2023) (PDF 476.2KB) assists Council in delivering improved services, facilities and programs to support people with a disability and their carers. NSW Councils have been granted a one-off extension of 17 months, to extend 2017 – 2021 Disability Inclusion Action Plans (DIAP), to 30 November 2023.

Council will adopt a new DIAP by 30 November 2023.

DISCLAIMER
Any information provided by Tamworth Regional Council in this document is provided in good faith. The inclusion of works or services in these documents is no guarantee that those works will be carried out by the indicative date or at all. This may be due to a number of factors including changing circumstances or priorities, adverse weather conditions or failure to obtain grant funding. Any person seeking to rely on any information contained in these documents relating to works or services is urged to contact the relevant Section of Council

ACKNOWLEDGEMENT OF COUNTRY

Tamworth Regional Council acknowledges and pays respect to the Kamilaroi people and their Elders, both past and present, as Traditional custodians of the land which Tamworth Regional Council operations are conducted.

Disability Inclusion Action Plan

BACKGROUND

The NSW Disability Inclusion Act 2014 requires local governments to develop a Disability Inclusion Action Plan (DIAP) to help remove barriers and enable people with a disability to participate fully in their communities.

Developing, implementing and monitoring the Tamworth Regional Council DIAP assists Council in delivering improved services, facilities and programs to support people with a disability and their carers.

In 2016 18.3% of Australians reported having a disability defined as a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

Why do we need a DIAP?

The purpose of the DIAP is to set out the strategies and actions for Council and the community to deliver on, enabling people with a disability to have greater access to information, services and facilities throughout the Tamworth Regional Council area.

The plan focuses on the following four key areas which require consistent efforts from government agencies and the wider community to meet the needs of people with a disability as well as carers, older people, people with a temporary injury, illness or impairment and parents with young children:

1. Promoting positive community attitudes and behaviours
2. Creating Livable Communities
3. Supporting access to meaningful employment
4. Improving access to services through better systems and processes

Council's focus over the following four years will therefore be to increase access to community information, upgrade facilities and improve how services are delivered to remove barriers to access.

Figure 1: Relationship between Policy and Legislative Instruments
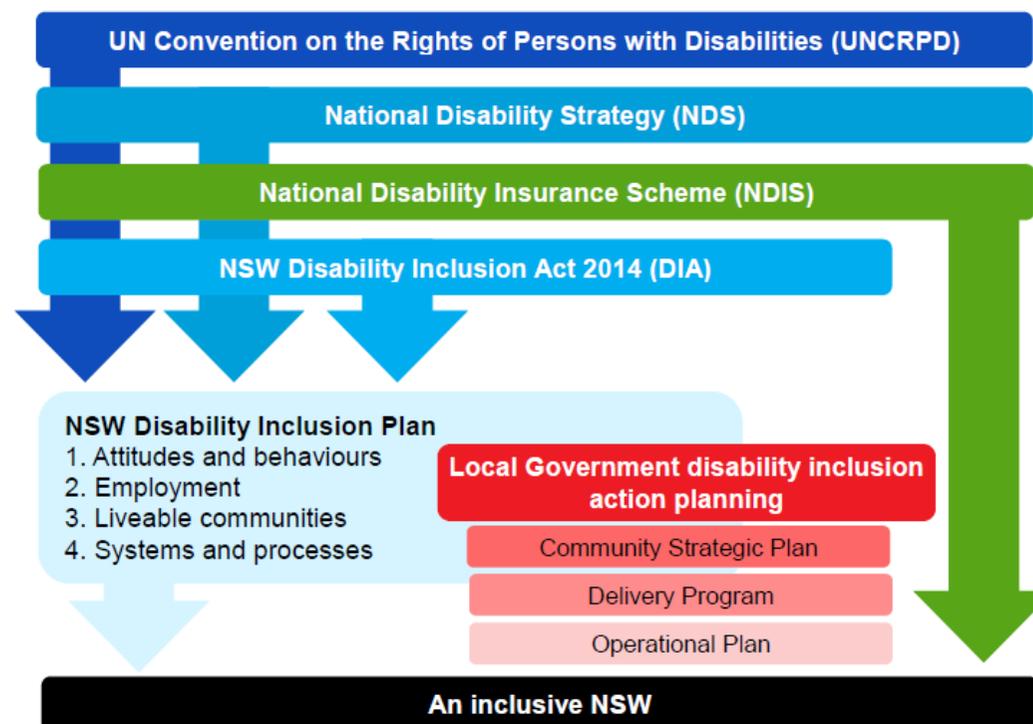
What directions and guidelines do we have to help with developing this plan?

Direct service provision for people with a disability by specialist and mainstream services (both government and non-government) is underpinned by legislation and policy (Fig. 1) including but not limited to:

- Principles of the UN Convention on the Rights of People with a Disability
- Australian Government NDIS Act 2013
- Australian Government Aged Care (Living Longer Living Better) Act 2013
- NSW Anti-Discrimination Act 1977
- NSW Disability Inclusion Act 2014

The most recent legislation and amendments 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 rights as those of all people since the early 1990s, 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.

These cultural and philosophical developments are embedded in the *Australian Government NDIS Act 2013* and the *NSW Disability Inclusion Act 2014* which are complementary pieces of legislation.

The *NDIS Act 2013* defines how reasonable and necessary supports are provided for all people with a disability. The Act is administered by the National Disability Insurance Agency (NDIA) which is rolling out the NDIS in the New England Tablelands area in 2016-2018.

The *NSW Disability Inclusion Act 2014* promotes the view that 'inclusion' is not only a goal for service providers and public and private sector organisations, it is a responsibility of the whole community. It legislates for the rights of people with a disability to full participation in every-day life, with enhanced community connection, independence, empowerment and wellbeing. It is the role of local government through a ***Disability Inclusion Action Plan (DIAP)*** to promote and support inclusion in their communities.

What does inclusion mean?

When communities are truly inclusive, people with a disability are able to exercise choice and control over their everyday lives and participate in activities alongside everyone else in the community.

People with a disability must have the same right to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in our society as all residents do.

How will this plan help?

By identifying ways that inclusion can be improved in these four focus areas, Council, together with community partners, will enhance the quality of life for people with a disability and increase opportunities for full participation in everyday life for everyone, by:

1. Promoting positive community attitudes and behaviours
2. Creating livable communities
3. Supporting access to meaningful employment
4. Improving access to services through better systems and processes

Who will this plan help?

Anyone who has temporary or permanent difficulty in participating fully in everyday life because of cognitive, physical, mental, sensory or functional impairment or disability, which has been present from birth, acquired by accident or illness or due to the process of ageing, will benefit from this Plan.

GUIDING PRINCIPLES

What principles drive Council's policies and planning?

Tamworth Regional Council's policies and planning are underpinned by a vision ***"Our region will be thriving, modern and prosperous, with compassion for our people, reverence for our culture, and respect for nature."***

Tamworth Regional Council is committed to providing service in the Community with integrity, efficiency, fairness, impartiality and the encouragement of mutual respect. Council promotes and strives to achieve a climate of respect for all and will endeavour to inspire a shared civic pride in the community, by valuing and protecting our unique environment, both natural and built, for current and future generations.

The development of Blueprint 100, the Blueprint 100 Delivery Plan 2023 - 2025 and the Extended Disability Inclusion Action Plan 2017-2023 is driven by the principles of social justice:

- **Equity-**fairness in decision making and allocation of resources and taking care to involve and protect the interests of people in vulnerable circumstances;
- **Access-**ensuring all people have fair access to service, resources and opportunities to improve their quality of life;
- **Participation-**ensuring that everyone has maximum opportunity to genuinely participate in decisions which affect their lives;
- **Rights-**establishment and promotion of equal rights for people to participate in community life.

How is Council involved in implementing the plan?

Council's role in implementation of the DIAP will include

- ❖ As **Service Provider**: *Council has a strong commitment to delivering the services needed by its communities, and ensuring that Council resources are responsibly managed.*
- ❖ As **Leader**: *Council acts as a role model for others through its own actions, strategic organisational responses and way of doing things. In its dialogue with the communities and other stakeholders, Council can act to draw together diverse interests and strive towards attaining greater consensus on sustainable outcomes for the region.*
- ❖ As **Advocate**: *Council seeks to improve services, facilities and opportunities for the region and its communities by lobbying agencies and other levels of government. In discussions with others, there are opportunities to reinforce the Tamworth local government area's sense of identity and self-reliance, and collaborate on achieving a more sustainable region.*
- ❖ As **Facilitato**r: *Council assists interaction amongst stakeholders, and forms strategic alliances aimed at promoting sustainability initiatives focusing on social, economic and environmental elements.*

Who will be responsible for developing the plan?

Tamworth Regional Council supports the development and implementation of the DIAP. The General Manager has delegated responsibility to the Liveable Communities Directorate, represented by the Director of Liveable Communities and Team Leader Inclusive Community; both actively involved in the development of the DIAP.

Who will implement the Plan?

Responsibility for implementation and resourcing of the DIAP will be across all directorates of Council as identified through **Function Mapping** and the ***Annual Operational Plans*** with departmental responsibility as outlined in the DIAP Action Plan.

INTEGRATED PLANNING AND REPORTING

How will the plan integrate with other Council plans?

Goals and strategies of Tamworth Regional Council are underpinned by nine (9) focus area sustainable development goals which provide emphasis and direction for the Integrated Planning and Reporting (IPR) framework[1]. The four focus areas for the DIAP may be positioned within those. In consultation for the Blueprint100 Our Community Plan 2023 -2033 (OCP), the community identified priorities in those focus areas.

Blueprint100 Our Community Plan 2023 -2033	**Focus Areas for DIAP**
2. A Liveable Built Environment – "Facilitate smart growth and housing choices"	⇒ **Focus Area 2** - Liveable communities
3. Prosperity and Innovation – "Create a prosperous region"	⇒ **Focus Area 3** - Supporting access to meaningful employment
4. Resilient and Diverse Communities – "Build resilient communities"	⇒ **Focus Area 1** - Positive community attitudes and behaviours
5. Connect Our Region and Its Citizens	⇒ **Focus Area 4** - Improving access to services through better systems and processes ⇒ **Focus Area 1** - Positive community attitudes and behaviours
9. Open and Collaborative Leadership	⇒ **Focus Area 1** - Positive community attitudes and behaviours

The components of the framework, and how they fit together, are shown in the following figure.

Figure 2: Integrated Planning and Reporting Framework

EXISTING DOCUMENTS, FACILITIES AND STRATEGIES

What has Council done already to improve Access and Inclusion for people with a disability?

Tamworth Regional Council has made considerable progress in the four focus areas between 2017 – 2022, including:

Focus Area 1 - Developing positive community attitudes and behaviours

- The repositioning of the Disability Access Working Group (DAWG), including the appointment of 10 new members. This group represent a diverse range of lived experience, backgrounds and ages 16 – 87.
- Tamworth Regional Council undertook a project to capture images of people with disability accessing our community. These images will be featured across a range of Council documents, platforms and marketing.
- Access Awards for Individual, Community Group and Business were recognised and included as categories in Councils 'Local Legend' Community Awards event in 2021 & 2022.
- Regular reports were presented to Council about DAWG Meetings.
- 2021 and 2022 Youth Week activities featured an Accessible Sports Day at the Tamworth Sports Dome. This event was youth-led by a young person with disability and bought together young people of all abilities to connect and be active.
- The Tamworth Sports Dome continues to support Sport NSW to deliver Activate Inclusion Sports Days (AISD) aimed at students with mental health, learning difficulties, physical, intellectual and sensory disability. The program provides adaptive sport and recreation activities that build core skills and confidence in physical activity, with the support of specialised coaches on hand to run each activity.
- The Tamworth Country Music Festival is held over 10 days offering a variety of country music with over 700 performers and 2,800 shows across 120 different venues. The festival provides a diverse range of entertainment each day and attracts over 300,000 visitors across the 10 days. In 2020 and 2022, Council's Event team worked to ensure portable ramp access was provided across all stages in the main CBD area of the festival.

Focus Area 2 – Creating Liveable Communities

- In September 2022 Tamworth Regional Council opened the Tamworth Changing Places Facility and Accessible Transport Hub in the heart of the CBD's Bicentennial Park. The facility features a transport component for community transport service providers and a 'Changing Places' facility to help many residents and visitors to the city living with a chronic illness, disability or those in advanced age feel more comfortable to visit the Tamworth CBD.
- Ten (10) new footpaths and two (2) new shared paths were delivered across the Tamworth region, including completion of an accessible pathway to link all facilities in the Victoria Park precinct, including disability parking spaces.
- In 2021, Tamworth Regional Council adopted Tamworth's Active Transport Strategy, which will ensure Council continues to improve access for people with disabilities to the community. The Active Transport Strategy will see greater connectivity between disabled parking spaces and footpaths, and will ensure people of all abilities and ages are catered for when planning and constructing infrastructure.
- Access ramps at community facilities and automatic doors in some facilities as well as other improvements for the public and employees in relation to access
  Council has improved access through disability parking, disability toilets, kerb ramps and pedestrian crossings, information regarding services improvements to event access.

Focus Area 3 – Supporting Access to Meaningful Employment

- In 2020, the Tamworth Regional Youth Council worked with Council staff to deliver a vibrant social enterprise café known as the GRUB HUB. The café facilitated and supported the training of young people in hospitality and cooking. Youth Council members completed training and were offered hands on experience in learning the skills of cooking, front of house service and being a barista. Council staff worked closely with a Youth Council member living with Cerebral Palsy to ensure they were supported and develop the skills and experience to work in a café. The Youth Council member was provided accredited training in food handling and espresso coffee making. The café space was modified to ensure it was accessible and the young person could participate as part of the café service team.
- Tamworth Regional Councils People and Culture team, together with Councils Plant and Supply Team Leader, worked to provide an inclusive opportunity for a person with disability to gain secure employment at Councils Store. Council staff worked in consultation with the person, and the persons support networks, to ensure the person was appropriately supported and safe when operating within a Council work environment.
- The TCMF Festival Ambassador program provided volunteers of all abilities the opportunity to develop skills in communication, event assistance and customer service.

Focus Area 4 – Improving Access to Mainstream Services through Better Systems and Processes

- Council Officers investigated options for accessing easy English services for translation of Council documents in to easy English.
- Council Officers completed an update of the Tamworth Community Guide.
- A project was initiated to ingrate accessibility map with visitor information maps.

CONSULTATION AND ENGAGEMENT

How did Council find out what people wanted?

Stakeholder	Service provider or Service type	Engagement Process	Number of participants responses/consulted
Person with a disability		Survey	14
Carer or family member		Survey	13
Service Provider	Specialist Disability Service	Survey	6
Community members		Survey	3
Specialist Disability Providers	National Disability Insurance Agency Service coordination and direct service providers; Kirinari Transport NSW Billabong Club House (mental health) Local Area Coordinators	Consultation at service Coordination and networking (SCAN) meeting, SCAN additional group meeting and Community Care meeting	16
(Tamworth region) Disability Access Working Group (DAWG)	Tamworth Regional Council staff and Councillor DAWG members	Consultation session	5
People with a disability (physical disabilities)	Spinal Cord Injuries Australia (SCIA) Regional Access group representatives	Spinal Cord Injuries Australia clients - consultation session	10
Nundle community	Home and Community Care Community Transport Nundle Access group members	Nundle Access Group Consultation session	4
Barraba community	Home and Community Care Community Transport Access Group members	Barraba Access Committee and Home and Community Care consumer group, consultation session	11
Kootingal community	Home and Community Care Community Transport Access Group members	Kootingal Home and Community Care representing clients and volunteers, consultation session.	10
TOTAL consulted		**Surveys and at consultation sessions**	**92**

RESULTS OF CONSULTATION AND ENGAGEMENT

Feedback received through Community Consultation

1. Developing Positive Community Attitudes and Behaviour

People with a disability seek respectful and inclusive communities and services. It is important that Councilors and Council staff have a thorough understanding of inclusion and what it means from a community participation perspective [Action 1.1 & 1.2].

Encouraging an understanding of inclusion involves education and awareness around the needs of people with a disability. Business owners can be educated around access issues within their businesses, engaging in respectful encounters with their customers and organisers of events can be educated around having a better understanding of the physical needs of people with a disability [Action 1.2 & 1.3].

The community can be educated as a whole on the wide-ranging needs of people with differing abilities. This includes understanding how to respond to people with a disability in a retail business, café or mainstream service, including people with dementia, children with autism, or people with language difficulties [Action 1.2 & 1.3].

A recommendation was put forth that transport providers, including Transport NSW would benefit from an invitation to participate in Access group meetings for discussion around transport relevant topics [Action 1.4].

The response rate was noted for the following issues:

Organisations and agencies at times fail to recognise the skills that people with a disability can bring to their domain (51%)

People with a disability may lack confidence and find it difficult to participate without some initial supports (59%)

Information regarding opportunities for participation is not readily available (59%).

Respondents were also asked how local organisations and the community in general could become more inclusive. The most common suggestions involved education, awareness, and the community displaying a greater level of understanding.

2. Creating Liveable Communities

Accessing events, activities, shops/businesses and sporting facilities were highlighted in both the survey and consultations [Action 2.1]. This included issues around steps, footpaths, kerb ramps, crossings, and doors. Uneven, cracked or non-existent footpaths further exacerbated the issue, with carers having difficulty navigating wheelchairs in such situations. Attending events was also seen as an obstacle, including gaining access to buildings where there were steps and heavy doors [Action 2.4].

Event organisers could give more consideration to inclusion at sporting and outdoor events; people with a disability are often restricted to sitting in their cars due to a lack of accessible seating with other spectators. There are also access issues to food stalls and other facilities from the parking areas due to a lack of paving and pedestrian access to amenities [Action 2.1].

Access to barbeques, playgrounds and toilets in parks can be difficult; some children's playgrounds are not accessible at certain points. Improvements could include sensory equipment, fencing, shade and seating for adults nearby.

Improvements of varying kinds are required at all the Tamworth Regional Council Pools, including changing rooms, entry into the pools, and parking.

While clubs and entertainment venues generally had disability toilets, there were often heavy doors creating barriers for people, it was also noted that the Information Centre has no disability toilet [Action 2.1].

Parking, footpaths and kerb ramps were also areas of concern raised in the survey and consultation [Action1.2]. Specifically, there were not enough disability parks, and if they were available, then there were issues with inappropriate width or location of adjacent footpaths and ramps. More consideration could be given to the location of disability parks so that they are close to places where people need to go such as the post office, pharmacy, grocery outlets, and banks. [Action 2.3]

Finding a disability park, and then navigating a park which does not have easy access to ramps or is too narrow, can add further complications for those with a disability and their carers. Crossing busy intersections is also an issue where there are not designated pedestrian crossings. Many vehicles have rear access for unloading of wheelchairs, which is difficult where there is nose-in parking. [Action 2.3]

Accessible, affordable and available transport, including community transport and taxis, is a large and ongoing issue at whole. While wheelchair-accessible taxis are available in Tamworth, long waiting times are often experienced as demand outweighs supply with taxis quite often being unavailable in the evenings. Other outlying areas do not have taxis at all; this further impacts people through restriction around participation in community events and employment.

Respondents expressed a need around a bus services that they can access to transport them regularly to community events, shops, parks and sporting grounds. The train is used by some people, but wheelchair access at Tamworth station could be improved.

Survey respondents were asked what barriers are faced by people with a disability in accessing places, events, activities and programs in their community with a choice of more than one answer. The following issues all rated evenly (averaging 56% response rate) in terms of importance:

- Lack of suitable and affordable local transport
- Inadequate amenities at facilities
- Event organisers don't always take into consideration the physical needs of people with a disability
- Inadequate disability parking.

This is consistent with the open-ended responses in the survey and the consultation.

3. Supporting Access to Meaningful Employment

The survey and consultations highlighted the need for meaningful employment. Obstacles to this included employers not having the resources and or education to support those with a disability. Resources needed could be financial, or physical. Information about the supports that can be provided by Disability Employment Agencies, or Job Active agencies for open employment needs to be more fully understood. If ongoing supports are needed, and are available for particular jobseekers, then employers need to know about this. [Action 3.2]

For this focus area there was a lower response rate (average response rate 41%) and the following issues rated evenly:

- Information about jobs is not readily available in appropriate forms
- Job agencies have limited support available for people with a disability seeking work
- Employers don't always understand how to modify a worksite or position to accommodate the needs of a person with a disability
- Employers and/or local organisations seeking volunteers don't always recognise the skills and experience of people with a disability.

Respondents were asked for their suggestions on ways that businesses and organisations could be supported to employ people with a disability. Most responses were around valuing the contributions made by people with a disability including volunteer work. For example, participation in a fundraising committee for a local

community organisation is valued as community work. Doing unpaid work in a business, apart from short term work experience/placement, however, was not seen as being appropriate.

Council is positioned to lead the way in employing people with a disability. Council's application process is complex and is seen to be a barrier for many applicants. [Action 3.1]

4. Improving Access to Services through Better Systems and Processes

In terms of systems and processes, respondents were asked where they generally found information about services and events. The responses (in order of popularity) were:

- From an existing service provider (59%)
- On the internet (44%)
- From a health professional (38%)
- In the local paper (31%)
- Tamworth Regional Council (premises, website, directory (21%)
- Other directory (18%)

(Note: respondents could nominate more than one source).

In terms of where respondents would like to source information, the results were consistent with the above. Most people indicated that the best way for them to find information about services was from their service provider (especially for those with a disability and their carer/family member). Internet and newspaper (and other news media) were indicated as well, especially for the small number of people who do not access computers. Some respondents seek information from the TRC website; however this is difficult to navigate and may not meet Web Accessibility Content Guidelines. [Action 4.4]

While respondents are generally satisfied with how information is disseminated, the quality of the information and how up to date it is needs to be reviewed. [Action 4.1 & 4.3] Some respondents identified that they were unable to access newspapers to find out about events and other news. [Action 4.2]

People feel that they are not always aware of the events and services available to them in the community. This includes up-to-date information on access-friendly businesses, location of suitable public toilets, disability car parks, footpath/mobility options, suitable accommodation, transport options and details of events. [Action 4.1 & 4.3]

When events are advertised, the access for people with a disability, or the strategies that are in place to make the event more inclusive are not advised to the target audience.

ADOPTING, IMPLEMENTING AND REPORTING ON THE PLAN

What will happen next?

The Disability Inclusion Action Plan will be on public display so that the community has an opportunity to read through the document and make recommendations or suggestions for improving it.

When Council has received feedback about the document and appropriate amendments have been made, it will be adopted by Council.

The Disability Inclusion Action Plan will be forwarded to the Disability Council of NSW when it has been adopted.

Once it is approved, the document will be available on Council's website. A separately published Disability Inclusion Action Plan will be available after approval and adoption by Council.

The outcomes of Disability Inclusion Action Plan items will be reported on in Council's Annual Report. In evaluating the overall success of the plan, Council will also review satisfaction with the outcomes, through an ongoing community engagement process to assess satisfaction, evaluation of strategic outcomes and monitoring of Council data.

APPENDIX 1 SURVEY

Tamworth Regional Council
Disability Inclusion Action Plan Survey

Tamworth Regional Council (TRC) is developing a ***Disability Inclusion Action Plan (DIAP)***, with the objective of ensuring that people with a disability have every opportunity to fully participate in the social, community and business life of Tamworth, Barraba, Kootingal, Nundle, Manila and the surrounding areas and villages. The DIAP will have four (4) Focus Areas: 1. Positive community attitudes and behaviours; 2. Liveable Communities; 3. Supporting access to meaningful employment; 4. Improving access to services through better systems and processes.

Are you or do you represent: (Tick which applies)

☐A person with a disability   ☐Carer or family member   ☐Specialist disability service provider

☐Mainstream service provider   ☐Local business or organisation   ☐Sporting, Leisure, Club   ☐Community member

Focus Area 1 What are some of the barriers that are faced by people with a disability seeking to participate in community life?
- Organisations and agencies do not recognise the skills that people with a disability can bring
- People with a disability may lack confidence and find it difficult to participate without some initial supports
- Information regarding opportunities for participation is not readily available

How can local organisations and the community in general, become more inclusive?

_____

_____

Focus Area 2: What barriers are faced by people with a disability in accessing places, events, activities and programs in your community? (tick as many as you like)
- Lack of suitable and affordable local transport
- Inadequate amenities at facilities
- Event organisers do not take into consideration the physical needs of people with a disability
- Inadequate disability parking

Are there some locations or events that could be improved in terms of access? If so in what way?

_____

_____

Are there locations where footpaths and pedestrian crossings could be improved?

_____

_____

Focus Area 3 What difficulties are faced by people with a disability when looking for work? (Tick as many as you like)
- Information about jobs is not readily available in appropriate formats
- Job agencies have limited support available for people with a disability seeking work
- Employers do not understand how to modify a worksite or position to accommodate the needs of a person with a disability
- Employers and/or local organisations seeking volunteers do not recognise the skills and experience of people with a disability

What are some ways that businesses and organisations can be supported to employ people with a disability?

_____

_____

Focus Area 4 Where do you generally find information about services for people with a disability?
- On the internet
- Tamworth Regional Council website and directory
- Other directory
- In the local paper
- From an existing service provider
- From a health professional (doctor or nurse)

What would be the best way for you to be able to find information about services?

_____

_____

Is there anything else that you would like to see as a priority for people with a disability to participate in everyday life?

_____

_____

_____

Would you like to be involved in a forum where some of these issues can be addressed and solutions can be worked out

Yes ☐   No ☐

Would you like to be involved in TRC Access Committee?

Yes ☐   No ☐

If you wish to be involved, please provide your name and contact details:

_____

_____

_____

Forms may be posted using the self-addressed envelope provided, or left at Ray Walsh House, 437 Peel Street, or Tamworth Community Centre in Darling Street. Forms can be returned via email to h.lynn@tamworth.nsw.gov.au or e.mercer@tamworth.nsw.gov.au

APPENDIX 2: ACTION PLAN

Target 1: Developing Positive Community Attitudes and Behaviours

Objective:	To promote positive community attitudes and behaviours so that the community is inclusive
Expected Outcome	Increased awareness of inclusion and an understanding of the needs of people with a disability within Council and the wider community
TRC OCP LINK	Resilient and Diverse Communities, Connect Our Region and Its Citizens, Open and Collaborative Leadership

Ref	Action Description	Action Priority	Partnership Opportunities	Lead Agency	Risk assessment	Risk Priority	Funding required	Performance Indicator
DIA1.1	Ensure terms of reference for DAWG are current and relevant to facilitate: • Opportunities for Council to consult with DAWG when planning council infrastructure development or upgrades • Regular reports to Council regarding issues and priorities relating to inclusion • Response from Council in relation to issues that have been identified and forwarded to Council	High 2017-2018	DAWG	*Liveable Communities*	Lack of resources for DAWG to review Terms of Reference **Risk Mitigation:** Allocate funding within existing programs	Medium	Allocate funding within TRC to Liveable Communities – Inclusive Community for DAWG Activities	• Terms of Reference have been evaluated to ensure currency and relevance, and amended, if required.

DIA1.2	Investigate options to develop or modify a 'TIPS for INCLUSION' brochure incorporating, for example, sources of information relating to: • Using Auslan signing for events, activities • Hearing loops • Audio enablement • Website Content Accessibility Guidelines Improve inclusion at Council organised events by incorporating this information into planning.	Medium 2018-2019	Chamber of Commerce, local service clubs Vision Australia Guide Dogs Deaf Society NSW	*Liveable Communities*	Unable to find relevant and accurate information for such a brochure, or lack of resources to develop one. Cost of printing and distributing. **Risk Mitigation**: Search documents from LGNSW or other Councils. Consult with relevant bodies such as Vision Australia, the Deaf Society NSW. Seek external funding /grant.	Medium	Seek external grant funding, or local business contributions	•	Brochure options researched and plan developed to create document, if required.
DIA1.3	Develop annual campaign or other initiatives for raising awareness and issues faced by people with a disability.	Medium 2018-2019	Chamber of Commerce Sporting Clubs Service Clubs	*Liveable Communities*	Difficulty in gaining support of external bodies Restricted Council resources available. **Risk Mitigation:** Seek support and collaboration from other organisations and service providers	Medium	Seek support from local businesses and/or service clubs	•	Initiatives identified and implemented or Annual Campaign held.
DIA1.4	Include Transport providers in Access Group meetings if transport issues are being addressed.	High 2017-2018	Transport providers, RMS	*Liveable Communities*	Lack of attendance by Transport Providers. **Risk Mitigation:** Contact providers individually to negotiate terms for their representation	Medium	Cost neutral	•	Transport providers are invited to meetings when required.

	Target 2: Creating Liveable Communities
Objective:	Developing and improving liveability and access in the Tamworth Regional community
Expected Outcome	Increased access throughout the area to buildings, facilities, events and activities
TRC OCP LINK	A Liveable Built Environment

Ref	Action Description	Action Priority	Partnership Opportunities	Lead Agency	Risk assessment	Risk Priority	Funding required	Performance Indicator
DIA2.1	Identify and consult with the business community to address issues of access	Medium 2018-2019	TRC	DAWG	Difficulty of consulting and obtaining buy-in from business community. **Risk Mitigation:** Seek incorporation of 'inclusion' as a core value for Chamber of Commerce. Advocacy by Councillors for involvement of businesses.	Medium	Incorporate in *Community Engagement* activities	• Consultation meeting held annually
DIA2.2	Continue to implement improvements to kerb ramps and crossings as identified in Council's Pedestrian Access Mobility Plan (PAMP) where budgeted and included in works planning. When PAMP is required for review, ensure priorities to align with those identified in DIAP consultations and surveys.	Medium 2018-2019	TRC	Regional Services	Risk of injury at unimproved crossings and liability to Council. Improvements made are not appropriate and not targeted to those high use areas. **Risk Mitigation:** Ensure planning of projects meets Australian Standards as well as consulting with DAWG Committee.	High	Incorporate into existing Works budget	• Annual Works Schedules include improvements as identified in Council's PAMP where budgets and works programs allow.

DIA2.3	Plan to review existing disability car parking spaces for suitability of location, access to adjacent footpath and compliance with Australian Standards as to width. Include proposed improvements into works maintenance program.	Medium 2018-2019	TRC	Regional Services	Priorities are not incorporated into existing works schedules leading to customer dissatisfaction. **Risk Mitigation:** Promote the importance of inclusion across Council function areas.	Medium	Incorporate into existing Works budget or include in 2018-2019 Annual Operational budget	• Review of Disability Parking undertaken • Additional works incorporated into future works planning
DIA2.4	Review terms of reference of the Disability Access Working Group (DAWG) (See DIA1.1)	High 2017-2018	DAWG	*Liveable Communities*	As DIA1.1	Medium	As DIA1.1	• As DIA1.1

Target 3: Supporting Access to Meaningful Employment

Objective:	People with a disability have opportunities for meaningful employment
Expected Outcome	Increased opportunities for employment for people with a disability
TRC OCP LINK	A Spirit of Community, A Prosperous Region, A Region for the Future

Ref	Action Description	Action Priority	Partnership Opportunities	Lead Agency	Risk assessment	Risk Priority	Funding required	Performance Indicator
DIA3.1	Incorporate into planning process a system to update policies to cater for people with a disability to be employed in Council. Council to "lead the way" – in employing people with a disability. Investigate the possibility of improving applications and recruitment processes so that they are accessible to all.	Medium 2018-2019		Strategy and Performance	Risk of liability under Anti-Discrimination Act. Minimal risk if changes are made.	Medium	Incorporate into existing Policy Review Schedule	• When policies are updates, people with a disability have been considered in amendments. • Improvements made to recruitment processes
DIA3.2	A plan is developed to research options available for employers within the TRC area, about supports available for employment of people with a disability.	Medium 2018-2019	Chamber of Commerce, Tamworth Disability Employment Service Providers and Job Active Agencies	*Liveable Communities; Communications*	Information not widely received or understood. **Risk Mitigation:** Provide the information in a range of formats and promote distribution through employment agencies	Medium	Incorporate into existing community development budgets. Seek local business support for campaigns	• A plan is created to develop a process to ensure information is collated and can be made available to employers about employment of people with a disability.

Target 4: Improving Access to Services Through Better Systems and Processes

Objective: People with a disability are able to access information about services, opportunities, events and activities

Expected Outcome	Information available in appropriate formats, that is current and accurate
TRC OCP LINK	Connect Our Region and Its Citizens

Ref	Action Description	Action Priority	Partnership Opportunities	Lead Agency	Risk assessment	Risk Priority	Funding required	Performance Indicator
DIA4.1	Develop a plan to update the Mobility Map for residents and visitors to include locations and venues which are inclusive and have disability access Make this available in multiple formats – website, hardcopy, audio and from a range of locations.	Medium 2018-2019	Local Service Clubs	DAWG	People miss out on participation and contribution to local businesses and events or receive inaccurate information. Inadequate resources for development/update of Mobility Map. **Risk Mitigation:** Seek support from community and Access Groups for information. Seek external funding/ grants	Medium	Seek external funding or local business contributions for development and printing of Map	• A plan has been developed to update the Mobility Map available in a range of formats
DIA4.2	Investigate/develop a plan or processes on how to provide Information about access to audio newspapers	Medium 2018-2019		*Communications*	Information not kept up to date. **Risk Mitigation:** Allocate responsibility for maintenance of information (Council staff member or DAWG volunteer)	Low	Include in existing allocation for *Community Engagement*	• A process has been developed on how to make information available by audio news
DIA4.3	Update service directory or develop a plan with clear timeframes to provide links on TRC's website to SCIA site where information is available.	High 2017-2018	Spinal Cord Injury Association (SCIA)	*Liveable Communities*	Minimal risk if links provided.	Low	Include in existing allocation for *Liveable Communities – Inclusive Community*	• Links are available when TRC website is updated, • Information is current and accurate when website updated.

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DIA4.4	Implement measures to improve accessibility to TRC's Website and linked documents. Ensure website is compliant with Website Content Accessibility Guidelines as part of website review.	High 2017-2018		*Communications*	Website may not be accessible to all people with a disability, including those with vision or hearing impairments or language difficulties. **Risk Mitigation:** Consult with Vision Australia, the Deaf Society NSW and other relevant agencies to ensure maximum accessibility.	High	Include in existing allocation for website maintenance Seek external funding for additional improvements	• Website is fully compliant and maximum accessibility achieved

APPENDIX 3 FUNCTION MAPPING

Mapping of Council functions facilitates an understanding of the operation of Council business, existing strategies and policies, and opportunities for improvement. Reviewing all of Council's service areas promotes a broad view of inclusion as an integral part of Council's role.

	STAFF RESPONSIBILITY	FACILITIES, INFRA-STRUCTURE	PROVISION OF GOODS & SERVICES	INFORMATION DIRECTORIES	PARTNERS, AGENCY COLLABORATION	PLANS & POLICIES, BROCHURES, DOCUMENT-ATION	COUNCIL COMMITTEES	OTHER
FUNCTION AREA: DISABILITY ACCESS WORKING GROUP (DAWG)								
ASSETS	Director of Liveable Communities

Supported by Manager, Cultural and Community Services

And

Team Leader, Inclusive Community | The committee meets at various Council facilities including Ray Walsh House, the Old Lands Building, and the Tamworth Regional Youth Centre. The DAWG consists of community stakeholders and representatives from a diverse range of lived experiences of disability, along with an appointed Councillor Chair, the Director of Liveable Communities, and other TRC representatives. | Monthly DAWG meetings. Working group to help drive community projects for access and improvement of existing facilities and development of new facilities and issues. | Information on TRC website regarding DAWG. Minutes are present to council as a report. | The DAWG membership includes community members from a diverse range of disability backgrounds including disability sector workers, disability transport workers and people with lived experience of disability | DAWG Terms of reference - Document Set ID: 687189 | Community Committee. | |

POTENTIAL	Director of Liveable Communities Supported by Manager, Cultural and Community Services And Team Leader, Inclusive Community	Invite more key stakeholders to attend the DAWG.	Council provides a pathway for stakeholders to voice their concerns, provide feedback and insight to Council	Create a brochure and have more electronic information available.	Create a better pathway for actions and follow up; better internal collaboration on projects and actions within TRC.	Review Terms of Reference every four-year period.	DAWG Action's to align with DIAP actions	

FUNCTION AREA: CORPORATE GOVERNANCE								
ASSETS	Executive Manager, Strategy and Performance	Risk Management People and Culture Injury Management Customer Service All operating out of Council office facilities IT infrastructure at each TRC building/office	WHS compliance and oversight within all TRC operations internal and external. Guidance and support in application of work place policy, recruitment and appointment, staff management and appraisal, training and employee induction. Interface between TRC and the public, first point of contact for the public, document and record management of enquiry, complaint and feedback, General TRC knowledge and connection. Return to work plans and injury management.	Intranet and Internet, Customer Service Front desk and main switch, public website. Support with electronic media and community consultation by means of surveys and latest technology.	Strong internal partnerships, each area collaborates and works closely to develop and implement documents and initiatives.	Integrated Management System, Quality Management System, General Policy Register, Carer's Policy, presentation on access and carers. Welcome to TRC and induction folder. Intranet and Internet, RWH Front desk and main switch, public website.	WHS Committee. TRC IT working group, Audit and Risk Committee.	

| POTENTIAL | Executive Manager, Strategy and Performance

And

Chief People Officer | Development of facilities and infrastructure within TRC operating environments that are more inclusive and accessible for employees or prospective employees with special needs. | To improve upon or develop new goods and services delivered within the TRC operating environment that are more inclusive and accessible for employees or prospective employees with special needs, or that there are other pathways available for members of the public to access important information. | Continue to prepopulate/ develop the new intranet system to contain all of the information relevant to employees of council and to ensure that it is inclusive and accessible for employees or prospective employees with special needs or that there are other pathways available to access important information. | Continue to build strong internal relationships and communication pathways with other directorates. | Continue to prepopulate MILO with relevant docs and links and identify the areas where there is a need for better policy and procedure. | Have a Governance rep at DAWG meetings, and continue to engage DAWG in discussion around access and inclusion with regards to the services provided and existing infrastructure and facilities. Also to encourage dialogue around what is still needed. | |
|---|---|---|---|---|---|---|---|---|

FUNCTION AREA: LIVEABLE COMMUNITIES							
ASSETS	Director Liveable Communities	Infrastructure at Council Offices for public and employees.	Development and approval, Strategic Planning and Construction.	Community consultation on public areas, development and works, public exhibitions and displays, public health and safety of environment and community facilities DA website for tracking and approvals and TRC website.	Strong internal partnerships, each area collaborates and works closely to develop and implement documents and initiatives. Strong external partnerships with investors and developers, residential and rural asset owners, farmers/primary producers and members of the public.	Downloadable applications, forms, documents and information available to the public online TRC website and in the newspaper on the TRC info page. Integrated Management System, Quality Management System, General Policy Register, RWH Front desk and main switch.	Tamworth City Centre Working Group. Heritage Working Group.	

POTENTIAL	Director Liveable Communities	Development of facilities and infrastructure within Council office sites that is more inclusive and accessible for employees or prospective employees with special needs and members of the public who come in person to access information.	To improve upon or develop new goods and services delivered from Council Office sites and in the public domain that are more inclusive and accessible for employees or prospective employees with special needs or members of the public who come in person to access information.	Have a component of public information that is available to be designed around access and inclusion, what TRC has done for the community in terms of development to cater for this and what it plans to do in the future. Have a public feedback point for ideas and suggestions.	Continue to build strong internal partnerships with other directorates especially where DIAP follow up and planning is concerned. Build strong feedback loops with the public around suggestions for works and improvements for access and inclusion.	Ensure that available public information, forms and documents are designed with special needs in mind, to cater to all people and that they are available in a number of different formats through a number of different platforms; electronic and hard copy.	Encourage dialogue around what is still needed.	

FUNCTION AREA: GROWTH AND PROSPERITY								
ASSETS	Director Growth and Prosperity	Destination Tamworth, AELEC, Tamworth Regional Airport, Tamworth Community Centre, Tamworth Town Hall, TRECC, Capital Theatre. Sports Dome (Regional Services) Tamworth Regional Youth Centre, The Youthie, Tamworth Regional Art Gallery and Library. (Liveable Communities)	Sports and aquatics facilities, Community Centre hiring, Libraries and events, Visitor Information centre, Youth Centre, Airport, TRECC, Art gallery, Capital theatre, Tamworth Regional Youth Centre, Sports dome, AELEC, Town hall, Fiesta la Peel, Country Music Festival, and Kooti Country Bash.	Information on TRC website regarding all facilities. Links to other websites and social media sites available off the TRC website.	Strong internal partnerships, each area collaborates and works closely to develop and implement documents and initiatives. Strong external partnerships within the community of Tamworth and surrounding areas.	Integrated Management System, Quality Management System, General Policy Register for TRC. RWH Front desk and main switch, public website. HACC, Youthie and YRC policies and procedures.	355 Committees, community committees associated with TRC (DAWG). Sport working group and Tamworth Sports Dome Committee. Arts North West, Community Projects Working Group, Evo Cities Steering Committee, Tamworth Health Committee, Youth Council.	

| POTENTIAL | Director Growth and Prosperity | Development and planning of new and improvement of existing events, facilities and infrastructure within the community to make them more inclusive and accessible for members of the public with special needs. | To improve upon or develop new goods, services and events delivered/available to the public that are more inclusive and accessible for people with special needs. | Potential to improve upon information on TRC website regarding all facilities, along with Links to other websites and social media sites available from the TRC website. To ensure that the digital media and information is available in a range of formats for people with special needs such as vision and hearing impaired. | Continue to build strong internal partnerships to encourage collaboration to implement DIAP action that share a common ground. Continue to build strong external partnerships and relationships within the community of Tamworth and surrounding areas; to encourage participation and feedback of events and facilities accessed by the public. | Revise plans and policies around events to ensure they are mindful of inclusion and access. Have information and brochures available in a range of different styles and at different locations to cover a broader target group. | Have a G&P rep for a DAWG meetings and continue to engage existing committees of council in discussion around access and inclusion in regards to their good and services provided, events held and existing infrastructure and facilities. Also to encourage dialogue around what is still needed. | |

FUNCTION AREA: COMMUNITY ENGAGEMENT OFFICE OF THE GENERAL MANAGER							
ASSETS	Manager, communications	Community engagement, Consultation and media.	Community engagement, consultation and media releases, responsible for TRC social media.	Information available through the newspaper, radio, television and social media, TRC website etc.	Strong internal partnerships, each area collaborates and works closely to develop and implement documents and initiatives. Strong external partnerships within the community of Tamworth and surrounding areas to maximise on communication feedback and information sharing and for canvassing large audiences and target groups for community consultation projects.	General policy registers for TRC. TRC Website.	355 Committees, engaged with local businesses, service providers and the general public, associations with Chamber of Commerce?

| POTENTIAL | Manager, Communications | Mass canvassing of community consultation through joint efforts of DIAP and Strategic Plan development process. DIAP survey questions to be added and distributed along with strategic plan questions. Publicity and media releases for the DIAP coordinated by the Community Engagement Team. | Direct link between the public and TRC in regards to consultation, feedback and provision of information sharing. Administration of TRC website, advertising, info page in paper and Facebook page, all of which can be shared pathways for the DIAP. Possible use of a survey monkey? | Website, Info, Council page in local paper, Facebook page. | Encourage collaboration with internal and external stakeholders to gain optimum coverage and consultation for DIAP feedback including the public, media and relevant TRC staff. | Main bulk of documents in regards to C&E team are electronic or accessible by the public website or TRC intranet. | Have a C&E rep for DAWG utilise 355 committees for the outlying villages to engage with key members of the community to organise consultation in those areas. Maximise on public networks and relationships to get best coverage possible. | |

FUNCTION AREA: REGIONAL SERVICES							
ASSETS	Director Regional Services	Parks Gardens Recreational/public facilities, roads and maintenance, buildings and assets, transport, horticulture and civil construction.	Road Infrastructure: Road maintenance, street cleaning, bus shelters, road signs, quarries, drainage, emergency services. Civil Construction: Specialist engineering services, project management Horticulture: Maintenance of parks, sporting fields, cemeteries. Booking of sporting fields. Parks construction and maintenance. Transport & Assets: Road data, street lighting, transport strategy, development referral, land access notices. Plant, fleet & building: Building maintenance, workshop services, internal plant safety assessment.	Information available for each individual section and projects on the TRC website.	Strong internal partnerships, each area collaborates and works closely to develop and implement documents and initiatives. Strong external partnerships with investors and developers, residential and rural asset owners, farmers/primary producers and members of the public, business and industry.	Environmental Management of Council Operations - A Resource Guide for Local Councils. Managing the Floodplain – Handbook by Emergency Management Australia Institute. Graffiti Procedure. Streetlights - Procedure for reporting damage. Road Safety Strategic Plan.		

POTENTIAL	Director Regional Services	There will be a real opportunity to have actions that come out of the DIAP included as a part of the planning and development process of TRC infrastructure and facilities and implemented as part of the strategic plan as well as the DIAP.	That actions of the DIAP are identified and infiltrated into all areas of regional services, goods and services provision for employees and members of the public.	TRC website contains links for each goods and services area that go into further elaboration, potential to capture and promote TRC's consideration of the community's access and inclusion in regards to it's public infrastructure and facilities.	Maximise on the strong working relationships and networks to ensure access and inclusion is considered when planning and developing facilities and infrastructure. Work closely with DIAP partners to ensure actions identified as part of the DIAP are prioritised and carried through.	All relevant public documents are available on the TRC websites through the links provided. Many other working plans, policies and procedures available though the TRC intranet. Potential to again reflect the importance of access and inclusion within the documents internally and externally.		

APPENDIX 4 CONSULTATION AND SURVEY RESPONSES

Focus Area 1: Developing Positive Community Attitudes and Behaviour

Key Area	Survey	Consultation
	Comments	Comments
1. Public education	*"Education. We need to realise the different levels of disability and the different ages, different social needs."* *"Awareness training and inclusion"*	*"Perhaps raise awareness of dementia among businesses…look at dementia friendly towns e.g. Kiama."* *"TRC to put together a booklet on hints and tips on how to make the community more inclusive."* *"On a good note 360 Gym has gone out of their way to train all of their staff in using the disability hoist to allow people into the pool, staff also used the hoist so they knew what it would be like to be in the hoist itself. It is also up to people with a disability to speak up and help people understand and educate people to create awareness and change."* *"Transport providers could be invited to an Access Group, information could be provided to them so they know what the issues are."*
2. Respectful and inclusive community and services	*"By becoming more aware of abilities and not concentrate on disabilities."* *"Listen and learn from people with a disability."* *"Give people with a disability a chance to live a normal life."* *"Recognised differing abilities including mental health and aged."*	*"Social inclusion is important: how does a person with a disability become part of the event not just show up and sit in their car, a lot to do with access, needs to be accessible for all. Restaurants included. Part of having people with a disability involved and participating in community groups and on boards so that their point of view is heard. Need to change people's mindset."* *"Need to change the attitude and behaviours and create more inclusive events to break down the stigma."* *"Possible recruitment of Volunteers to help out during CMF for people who have access needs, even special allowance for access to roads for people with a disability. Participation is an issue, needs to be well organised to be inclusive."* *"Needs to not just stop at access but needs to be inclusive as well so people can access socially and participate not just physically access locations."* *"Looking to develop TRC guidelines and provisions in the general sense so that action and change can be achieved from there on. The procedures*

Key Area	Survey	Consultation
	Comments	Comments
		that are already in place aren't enforced; access group has had constant battle with local businesses to obey the rules around signage and furniture that is out the front of businesses impacting on people's access down pedestrian strips." *"Councillors need to make time to visit each of the access committee meetings to get an understanding of the challenges that are faced by people with access and inclusion issues."*
3. Consultation on Council infrastructure		*"During upgrades to public amenities TRC should consult with a rep of the DAWG/Access Committee to make sure the upgrades and developments are done with access and inclusion needs in mind."* *"Tamworth Golf Club ramp isn't structurally safe for people in an electric wheelchair to use to access the restaurant. When all the adapting is done for people in wheel chairs they don't consult the people using the facilities, the people that are responsible for building certification on council should engage people in wheelchairs to assess the works to see if they are suitable."*

Focus Area 2: Creating Livable Communities

Key Area	Survey Comments	Consultation Comments
1. Provision of venues, services, events	*"Social outings to connect - even just chat and catch-up. Fitness abilities. Housing. Employment."* *"More community events."* *"Have fun days for both older and younger groups to meet or even each group separately."*	*"Children's playgrounds in some of the smaller areas to cater for all children such as sensory and disability, this would be a good thing for parks and gardens to consider."* *"No wheelchair spots available in the Gold Theatre after renovation."* *"A disability change room is required at the Nundle pool that caters for people with mobility issues or that are in a wheelchair."* *"There is a need for a local service provider/handyman to assist people with access and mobility needs in and around their homes etc."* *"No access to a disabled toilet at Bicentennial Park."* *"Information centre in Tamworth doesn't have a wheel chair accessible toilet, big problem. Have to go to McDonalds to access a disability toilet."*
2. Accessibility to events/ activities, shops, sporting facilities, parks	*"Think about access! Some people with disabilities struggle with steps; carers risk their own ability to assist; are there "appointed" access organisers for this aspect"* *"Access to more outdoor activities/parks."* *"Facilities always need to be upgraded to make it inclusive for everyone."* *"Town hall, parks."* *"Equipment adapted in parks, workplaces."* Respondents were asked which locations or events could be improved in terms of access. These locations included: • *the town hall,* • *parks (not specified),* • *Peel Street (plant pots in the way),* • *Tamworth businesses in general.*	*"A grading system/inclusion status that rates the service/shop as how disability friendly they are."* *"Polling booths were not accessible at voting time and people were asked to vote in the street, very undignified, letters were written to local members."* *"Difficulty at football ground, pwd (people with disability) have to sit in their cars-club doesn't think about pwd"* *"Also participation in sporting events and cultural events and festivals, accessibility to these events are an issue and the attitude is that he can sit in his car."* *The disability Sports Dome toilet doors are too heavy to push open and the braile is too high for people to read ahead of the door. Sports Dome elevator broke down with a lady in a wheel chair in it and customer service was unacceptable saying they would get to her in the next 48 hours."*

Key Area	Survey	Consultation
	Comments	Comments
	Others indicated that parking was an issue for access, as well as transport/affordability and footpaths/ramps.	*"Make sure clubs and restaurants have automatic doors in place for access but also automatic doors inside not just push doors to encourage consistency."* *"Capitol theatre only has a restricted amount of wheelchair facilities; sell out quick quite often no seats available."*
3. Public/ community transport (e.g. buses)	*"Affordable transport, increase local bus services"* *"Transport. Local services are minimal in Barraba."* *"Transport to access employment. I live out of town."* *"More transport."*	*"Not enough wheel chair accessible transport or wheel chair accessible taxi need to book 12 hours ahead"* *"Availability of wheel chair accessible transport, example given for the council to advocate to Health for the use of the community bus for Barraba."* *"Transport is an ongoing issue with no taxi service."* *"Not enough accessible transport in Tamworth, if it's raining and a taxi needs to be caught there is a real wait on an accessible taxi, busses are very difficult to get on even with wheel chair access, bus drivers are too wild when driving, wheel chairs aren't locked in so it's dangerous, no securing wheelchair."* *"Train stations: You could have a spot at each station that was raised for access onto trains, hydraulic ramps could also work but you would have to be in that carriage, there is no access at the Kootingal train station for wheel chairs onto trains."*
4. Parking	*"More disabled parking spaces."* *"Parking and amenities during Country Music and other events"* *"Tamworth Hospital - needs more disabled parking."*	*"Make sure there are enough disability car parks around venues and shopping centres. Need to make spaces for cars with prams and wheel chairs as well."* *"Hardly any disability parks, No kerb ramps near disability parks, disability parks not wide enough"* *"Lack of disability car parks in Kootingal and some of the potential difficulties and issues faced by residents' due to the parks not being wide enough."* *"Disability parks needs to be directly next to the ramp so people in wheel chairs or scooters can access the ramp and the path."*

Key Area	Survey	Consultation
	Comments	Comments
5. Footpaths/ ramps	*"In general more ramps next to steps or replace the steps with ramps."* Specifically, when asked which locations where footpaths and pedestrian crossings could be improved, respondents indicated the following areas: • *Peel Street* • *Kable Avenue* • *East and North Tamworth* • *South Tamworth* • *Issue of car speed between Denman Avenue and School at Kootingal.* Quite a few people were non-specific and responded with *"plenty", "all locations outside Tamworth CBD", "all of Tamworth"* or just *"yes".*	*"The work that is prioritised in the PAMP has not been done. (Kootingal)"* *"Tamworth Golf Club ramp"* *"Goal for town pools to have accessible ramps and chairs possibly instead of a hoist. Cut out on side of the pool, transfer out onto the side of the pool and get straight in. There is too much of a left lean on all the pavements very difficult for someone pushing a wheel chair or steering one."* *"The Nundle easy walk access ramp needs to have path's either end of the ramp that connect to the road at the bottom end of the oval and the path running along the public toilets that connects from the street on the top end of the ramp."* *"The footpath may be there but people park their cars across it blocking complete access."*
6. Affordability – transport, services (pool, movies etc)	*"Affordable transport. Unfunded supports (NDIS and My Aged Care packages."*	

Focus Area 3: Employment

Key Area	Survey Comments	Consultation Comments
1. Value contributions	*"Give them a go and treat them as you would anybody else."* *"Recognise skills."*	*"Big thing for council is to employ people with a disability as a leader and to find out why people with a disability don't get employed; quite often people with disability can't articulate themselves to actively apply for a job."* *"Job application procedures need to be accessible to all members of the public; a lot of jobs are full time work which is difficult for people who are receiving treatments for their disability, along with access to the place of employment itself. People are hesitant to speak of their disability in case it inhibits their chance of getting the job."* *"Employment is an ongoing issue in Nundle for the general population along with people who have access/inclusion issues. Work seems to be mostly available in the areas of hospitality and handy man tasks."*
2. Other	*"Specific ongoing support workers to help as issues arise."* *"Concessions for employing people with disability."* *"Grant funding for set up of employment for people with disability when commencing employment."*	*"TRC needs to have a disability employment strategy to identify certain positions to identify how the way they are selected is different. They need to make their application process more accessible for people with a disability to apply and be competitive for the role."* *"Sometimes employers might have a difficult experience with someone who has a disability and won't employ people from that target group again."* *"The job agencies don't fully explain or give the potential employer enough information or support to keep people who have disability in their role. Or they get a certain amount of funding as an incentive but then once the employer runs out of the funding the position comes to an end. Work with the employer to enhance their understanding so discrimination doesn't take place."*

Focus Area 4: Systems and Processes

Key Area	Survey	Consultation
	Comments	Comments
1. Promotion and awareness of activities/events/ services	*"Lack of information in sporting events."* *"By being aware. Tapping into services like Northcott, Sunnyfield, Challenge and schools."* *"Work available and support in getting that. Info about existing services more widely known in the general workforce."*	*"Information about services and what's on accessible for all, events need to advertise the access to festivals and events particularly if it's a new event."* *"Needs to be some kind of access guide for Tamworth LGA in all areas so people know what kind of facilities are available prior to booking accommodation etc."* *"Destination Tamworth should facilitate the availability of information for people with a disability."* *"Information centre is another good platform for information sharing that is accessible and CMF guide needs to have a few pages dedication to people explaining where and how they can gain access to events during the festival."*
2. Range of information dissemination		*"Newspapers downloaded from the internet and transposed into voice for sight impaired on a special machine."* *"TRC website is very difficult to navigate and not accessible, upgrades in process, radio stations need to be sharing more information, destination Tamworth needs to be sharing more information in an accessible way about events etc."* *"Access Media Australia for example to be engaged to make sure the council website is accessible for all, see UNE website as an example. TRC website needs to be meeting the guidelines WCAG2.0 Web content accessibility guidelines. Meet a star rating close to legislative style."* *"DIAP needs to be put on a USB or a CD for the visually impaired, won't happen until after July but needs to be accessible in all formats such as on the website, in hardcopy in the Lobby of RWH and at the CC. "*
3. Update service directory and information		*"Where do people get information about specialist services; a lot of information is by word of mouth otherwise yellow pages."* *"Need to have some kind of a database established for services/businesses across town."* *"SCIA have an information sharing component on their Facebook website called 'Over the back fence' for issues such as those listed above, TRC should link in with this along with the Information Centre."*