

## Access and Inclusion Plan 2018-2021 - Action Tables

Focus Area 1: Developing positive community attitudes and behaviours								
1.1 Community education and information to promote access for inclusion								
Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To improve safety of pedestrians with disabilities	Develop and deliver a community education campaign focused on a) shared pathways and b) responsible dog ownership		x		Community and Cultural Services Unit	Communications and Customer Experience Unit	Campaign strategy developed and delivered	3.1 People
To reduce unauthorised use of Designated Accessible Parking Bays	Develop and distribute information on appropriate use of DAPBs to influence driver behaviour and compliance	x			Community and Cultural Services Unit	Communications and Customer Experience Unit	Information developed and distributed	3.1 People
	Develop an information tool kit for businesses to better monitor the appropriate use of DAPBs in their car parks	x			Community and Cultural Services Unit	Communications and Customer Experience Unit, Local businesses	Toolkit developed, major shopping centres and businesses identified by community feedback	3.1 People
To improve inclusion in community groups and organisations	Develop capacity of Community Centres to include people with disability in programs and activities		x		Community and Cultural Services Unit	FABS Committee Banora Point Community Centre, Pottsville Beach Neighbourhood Centre, Murwillumbah Community Centre, South Tweed Community Centre	Number of people with disabilities included in programs and activities	3.1 People
To Celebrate International Day of People with Disabilities	Host Tweed Shire Access and Inclusion Awards and/or other events for access and inclusive businesses	Ongoing			Community and Cultural Services Unit	Equal Access Advisory Committee, Community Partners	Number of events	3.1 People

Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
<b>1.2 Maintaining skills and knowledge in Council</b>								
For all staff to understand the importance of access for inclusion	Incorporate the concepts of access for inclusion into corporate orientation	x			Human Resources Unit	Community and Cultural Services Unit	Module developed and included	4.1 Assurance
For staff to improve knowledge and skills on Universal Design approach	Review training needs of staff and investigate training opportunities for key staff and or work units	x			Human Resources Unit	Community and Cultural Services Unit	Training needs reviewed and learning opportunities identified for targeted staff	4.1 Assurance
To provide a workshop for Councillors in each term	Develop and provide a workshop on access for inclusion and Universal Design for Councillors				Community and Cultural Services Unit		Workshop delivered	4.1 Assurance
<b>1.3 Partnerships to promote access for inclusion</b>								
For Tweed Shire to progress as a dementia friendly community	Continue to strengthen partnership with Dementia Australia on dementia-friendly communities	Ongoing			Community and Cultural Services Unit	Dementia Australia	Number of Dementia Friendly Community Steering Committee meetings attended	2.2 Engagement 3.1 People 3.2 Places
	Register Tweed Regional Art Gallery, Tweed Regional Museum and Community Services and Tweed Libraries as Dementia Friendly Communities sites	x			Community and Cultural Services Unit	Dementia Action Group	Tweed Regional Art Gallery, Tweed Regional Museum and Community Services registered as Dementia Friendly Communities sites	
To grow Tweed Shire's capacity as an accessible tourism destination	Improve partnerships with tourism providers to promote accessible tourism strategies		x		Economic Development Unit	Community and Cultural Services Unit	Number of partnerships developed, Number of strategies developed	2.2 Engagement 3.1 People 3.2 Places

Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To increase opportunities for inclusion of young people with disabilities	Develop partnership with youth sector organisations to promote access for inclusion		x		Community and Cultural Services Unit	Youth Sector Organisations	Number of youth organisations involved, Number of strategies developed	2.2 Engagement 3.1 People
To support community organisations to build their capacity to improve access for inclusion	Assist targeted community organisations to develop Disability Inclusion Action Plans	x	x	x	Community and Cultural Services Unit		Number of community organisations assisted	3.1 People 3.2 Places
To collaborate with the villages on access and inclusion	Work with Uki village on improving access and inclusion for residents and visitors	x			Community and Cultural Services Unit	Uki village community associations	Partnership with Uki community organisations developed, Access audit of the village completed, Action plan developed	2.2 Engagement 3.2 Places
	Identify and work with other villages interested in working on access for inclusion		x	x	Community and Cultural Services Unit		Number of villages	2.2 Engagement 3.1 People 3.2 Places
To improve access for inclusion at festivals, events and cultural venues	Develop guidelines to ensure Council events are accessible and inclusive and provide to external event organisers	x			Economic Development Unit	Community and Cultural Services Unit	Guidelines developed, Number of events meeting guidelines	3.2 Places
	Include hearing augmentation in quarterly Auslan tours at the Museum and the Gallery	Ongoing			Community and Cultural Services Unit		Hearing augmentation equipment advertised and available for tours	3.1 People
	Apply captioning to all newly commissioned video material at Tweed Regional Museum	Ongoing			Community and Cultural Services Unit		Number of videos captioned	3.1 People

Focus Area 2: Liveable and accessible communities								
2.1 A Universal Design approach								
Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To adopt a consistent approach on the application of Universal Design across Council	Review the Access and Inclusion Policy to incorporate Universal Design	x			Whole of Council	Community and Cultural Services Unit	New policy	2.1 Built Environment 4.1 Assurance
To implement business rules in the new project planning system to include Universal Design principles	Review and update the project planning system to incorporate a Universal Design business rule as required		x		Design Unit	Community and Cultural Services Unit	Business rule developed and implemented, Number of projects meeting Universal Design guidelines	2.1 Built Environment
To promote industry best practice in Universal Design with developers	Include conversations encouraging Universal Design concepts at the enquiry / design phase in Developer Advisory Panels where relevant to project			x	Building Unit, Developer Advisory Panel, Development Assessment Unit	Roads and Storm Water Unit, Natural Resource Management Unit, Strategic Planning and Urban Design Unit	Number of Developer Advisory Panel minutes that include feedback on Universal Design	2.1 Built Environment
To strengthen the role of Disability Inclusion Action Plans as a legislative mechanism under planning legislation	Advocate with State and Commonwealth governments to strengthen the legislative role of Disability Inclusion Action Plans		x	x	Executive Leadership Team	Council, LGNSW	Number of correspondence and/or meetings undertaken with other levels of government	4.1 Assurance
To ensure outdoor spaces are designed and constructed with a Universal Design approach	Upgrade Lions Park, Kingscliff	x			Recreation Services	Community and Cultural Services Unit	Upgrade completed	3.1 People 3.2 Places
	Construct accessible fishing jetty at Old Boat Harbour, Fingal (subject to funding)		X		Natural Resource Management Unit	Design Unit, Infrastructure Delivery Unit	Grant successful, Jetty constructed	3.1 People 3.2 Place
	Upgrade fishing jetty at Ray Pascoe Park West Tweed (subject to funding)	x			Natural Resource Management	Design Unit, Infrastructure Delivery Unit	Grant successful, upgrade completed	3.1 People 3.2 Places

Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To ensure outdoor spaces are designed and constructed with a Universal Design approach - Contd	Redevelop Pottsville Environment Centre to include at least one fully accessible track and accessible facilities	x	x	x	Recreation Services Unit, Natural Resource Management Unit	Community and Cultural Services Unit	Upgrade planned and commenced	3.1 People 3.2 Places
<b>2.2 Council buildings</b>								
To undertake access audits of Council owned buildings	Undertake an access audit of all Council owned community halls	x	x	x	Community and Cultural Services Unit	Community Halls Advisory Committee	Audits of community halls completed	3.2 Places
<b>2.3 Footpaths and pedestrians</b>								
To develop a schedule for footpath maintenance and upgrades	Review the Pedestrian Access and Mobility Plan	x			Roads and Storm Water Unit		Plan reviewed, Number of additional locations upgraded	2.1 Built Environment 3.1 People
To promote best practice with businesses on footpath trading arrangements	Develop and trial a plan for best practice footpath trading for a section of the Murwillumbah town centre		x		Compliance, Environmental Health Unit	Community and Cultural Services Unit, Murwillumbah Business Chamber	Plan developed and trialled	2.2 Engagement 3.1 People
	Provide information on footpath trading policy in new applications and renewals			x	As above		Number of applications where information was provided	2.1 Built Environment 3.1 People
<b>2.4 Accessible parking</b>								
Designated Accessible Parking Bays (DAPBs) meet current Australian Standards	Audit DAPBs in Pottsville village and prioritise recommendations	x	x		Roads and Storm Water Unit	Community and Cultural Services Unit	Audit completed, implementation plan developed	2.2 Engagement 3.2 Places
	Audit DAPBs in Murwillumbah town centre and prioritise recommendations		x	x	Roads and Storm Water Unit	Community and Cultural Services Unit	Audit completed, implementation plan developed	2.2 Engagement 3.2 Places
<b>2.5 Accessible public transport</b>								
To increase accessible bus stops in Tweed Shire	Upgrade bus stops under the Country Passenger Transport Grants Scheme	Ongoing			Roads and Storm Water Unit		Number of bus stops upgraded annually	3.3 Moving Around

Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To advocate for improved accessible public transport outcomes for Tweed passengers	Participate in bi-monthly Tweed Public and Active Transport Working Group	Ongoing			Community and Cultural Services Unit, Roads and Storm Water Unit	Social Futures S&E Programs Transport Development	Number of meetings attended by RSW and CCS	2.2 Engagement 3.1 People
<b>2.6 A Wayfinding Strategy</b>								
To improve resident's and visitor's ability to find their way around Tweed Shire	Develop a wayfinding strategy for Tweed Shire			x	Executive Leadership Team	Consultant	Wayfinding strategy developed and adopted	3.1 People 3.3 Moving Around
<b>2.7 Information on Access</b>								
To provide information on what are accessible venues, locations and events in Tweed Shire	Update Council website to include information on access in outdoor spaces, cultural venues and community buildings		x		Communications and Customer Experience Unit	GIS and other relevant units	Website updated with relevant information	3.1 People

### Focus Area 3: Supporting access to meaningful employment

Goal	Action	Timing			Lead	Partner	Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
Council is an inclusive employer	Include Universal Design principles throughout the recruitment process for work experience, paid work and volunteer roles		x		Human Resources Unit	Community and Cultural Services Unit, Communications and Customer Experience Unit	*Address the four goals from the Workforce Management Plan targets	3.1 People
Council implements inclusive recruitment processes	Update induction process and education for existing panel members.  Continual review of Position Descriptions to remove artificial barriers to employment.		x		Human Resources Unit	Community and Cultural Services Unit, Communications and Customer Experience Unit	*Address the four goals from the Workforce Management Plan targets	3.1 People

Goal	Action	Timing			Lead		Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To ensure Council provides employment pathway for people with disabilities	Develop a social enterprise model for employment and training opportunities	x			Community and Cultural Services Unit	Human Resources Unit	Model developed	3.1 People

#### Focus Area 4: Improving access to services through better systems and processes

Goal	Action	Timing			Lead		Measure	Delivery Program
		2018/ 2019	2019/ 2020	2020/ 2021				
To ensure Council information is available in accessible formats	Develop a protocol for preparing key Council documents and information in alternative formats		x		Communications and Customer Experience Unit	Community and Cultural Services Unit, Strategic Planning and Urban Design Unit	Protocol developed	2.2 Engagement
To ensure all Tweed residents have a choice to be involved in decision making if they want to	Review and develop accessible community engagement methods			x	Communications and Customer Experience Unit	Community and Cultural Services Unit	Accessible community engagement methods incorporated into Community Engagement Strategy toolkit	2.2 Engagement

#### \*Workforce Management Plan Targets

1. Implement strategies to promote Local Government as a desirable and progressive career path where you can make a real difference.
2. Monitor and work to increase the number of recruits new to Local Government. Develop and implement strategies to increase indigenous employment, employment of Gen Y and Millennials, employment of women particularly in non-traditional roles and Disability employment.
3. Audit barriers to employment for the above groups within Council's recruitment practices.
4. Develop a reasonable adjustment framework to support disability employment.