



# WALCHA COUNCIL

## DISABILITY INCLUSION ACTION PLAN

*Vision: To provide holistic support to our community to ensure together we can create a liveable place that is inclusive and connected.*

DIAP - Adopted by Council 31 August 2022 (Resolution #27/20222023)



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## 1. EXECUTIVE SUMMARY

Walcha Council has undertaken the development of a new Disability Inclusion Action Plan (DIAP) within an environment of strong support and commitment for such a Plan. The background to the DIAP includes the structure and functions of Council and the demographic and geographic profile of the community. The DIAP is underpinned by Council's policies and legislative and regulatory requirements. Council's values and principles guide the development of the DIAP and responsibilities have been allocated throughout the Council structure. The DIAP will be incorporated into Council's Integrated Planning and Reporting Framework (IPR), with the goals being included in the 2022-2025 Delivery Program and subsequent Annual Operational Plans. Details about the consultation process and methodology introduce the identification of priorities by the stakeholders.

The DIAP recognises the underlying social responsibility for local governments to work to remove barriers to inclusive participation in our communities, protect the rights of people with disability and promote the value of diversity and inclusion across the community, and create a better future for everyone. The plan sets out practical ways we can continue to create a more inclusive Community. Inclusive communities are easy to get around, they provide people with disability opportunities for participation in the diverse social, cultural life of the Community and access to meaningful employment opportunities. An inclusive Community benefits everyone.

Over the last four years we have continued to work on the DIAP priorities identified by our communities where funding has allowed and good progress has been made.

The plan is part of our ongoing commitment to make our region inclusive. It includes strategies to ensure our services, programs and events are inclusive for everyone, including people with less visible disabilities.

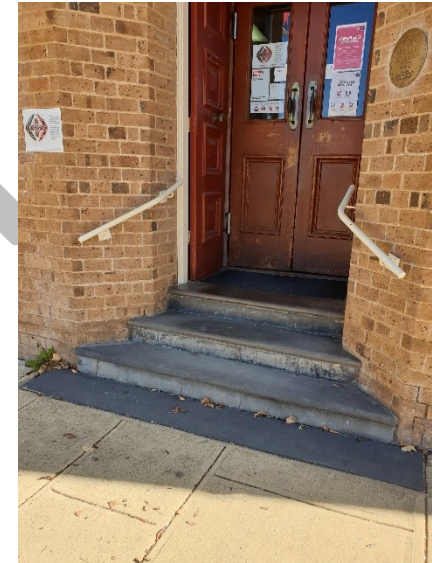
This action plan focuses on 4 key directions to build a more inclusive and accessible Community for everyone:

- Direction 1: develop positive community attitudes and behaviours towards people with disability.
- Direction 2: create more liveable communities for people with disability.
- Direction 3: supporting access to meaningful employment participation by people with disability.
- Direction 4: provide more equitable access to mainstream services through better systems and processes for people with disability

The plan includes a number of priority actions to address outstanding and emerging issues faced by people with disability. Over the next 4 years we will:

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- continue to improve access in our community facilities and public spaces and infrastructure
- address the lack of understanding faced by people with less visible disabilities
- ensure our services, programs and events are inclusive for everyone, including people with less visible disabilities
- upskill our people to recruit and retain diverse employees, including people with disability,
- provide accessible and inclusive communications, and decision-making and engagement opportunities.



## **2. BACKGROUND**

*"Walcha is located in the beautiful and very productive New England Tablelands regions of New South Wales. The Walcha Local Government Area has an area of 640,858 hectares and a total population of 3,016<sup>1</sup> people." "It is one of the most productive agricultural regions in Australia. It is also a major hardwood timber supplier and is a significant supplier of softwood"*<sup>1</sup> Residents are located in the town of Walcha and in the villages and surrounding rural areas.

Walcha is a friendly town with a strong sense of community. Residents value their identity highly. Residents are distinguished by an acute awareness of

<sup>1</sup> Census 2021 abs data

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community obligation which is demonstrated in self-reliance and resilience when it comes to providing informal supports for people with a disability- *"We always help each other out if it's needed."* In other words, the community has an existing belief in inclusion.

#### Walcha Population Statistics - Census 2021

- Male 50.2%
- Female 49.8%
- Families 820
- Private Dwellings 1,629
- Average number people per household 2.2
- 12% of the population provide care to a person with a disability
- 0-14yr 16.9%
- 15-24yr 8.8%
- 25-44yr 17.6%
- 45-59yr 19.3%
- 60-74yr 24%
- 75yr+ 13.4%

There are a broad range of specialist and mainstream services available for Walcha residents. For some services, people will have to travel to regional centres such as Armidale or Tamworth, but many organisations provide local or outreach services in Walcha. Walcha Council is a direct provider of services for older people, people with a disability and their carers through:

- Community Home Support Program (CHSP)
  - Social Support, group and individual
  - Transport
  - Meals
- Community Transport
- Local Access Bus
- Early Intervention services for children with a disability Preschool
- Public Access Computers Library

Walcha Council supports community organisations through Advisory Committees and Councillor representation, including, (but not limited to):

- Beautification Committee
- Traffic Committee
- Preschool Advisory Committee
- Arts Advisory Committee
- Youth Advisory Committee
- Australia Day Committee
- Community Care Advisory Committee

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- Tourism Advisory Committee
- Motorcycle Rally Advisory Committee

Councillor delegates are also appointed to support independent committees and groups:

- Central and Northern Regional Library Committee
- Country Library of NSW
- Arts North West
- Namoi Councils Joint Organisation
- Walcha Local Health Committee
- Country Mayors Association
- Walcha Community Consultation Committee
- Walcha Australia Day Committee
- Local Emergency Management Committee

The Disability Inclusion Action Plan (DIAP), which has been developed by Walcha Council, defines strategies and provides a planning framework to promote inclusion and equity for people with a disability, so they may fully participate in, and contribute to, social, business and community life. The DIAP will enhance and complement the existing service provision by Walcha Council and other providers.

The DIAP is incorporated into the Walcha Council's Integrated Planning and Reporting framework and aligns with the goals set in their Community Strategic Plan ***Walcha-2032***, the ***2022-2025 Delivery Program*** and 2022-2023 ***Annual Operational Plans***. It will support the Community's vision "To create a vibrant and sustainable environment in which people want to live, work and play."

*The DIAP was adopted by Council on 31 August 2022 resolution No. 27/20222023.*



### 3. POLICY AND LEGISLATIVE CONTEXT

#### DEFINITION

In the context of the DIAP, disability includes functional impairments or limitations, which may be present from birth, acquired by accident or illness or due to the process of ageing. The impairments may be substantial or seemingly minor, temporary or permanent.

#### LEGISLATION

Direct service provision for people with a diagnosed disability by specialist and mainstream services (both government and non-government) is underpinned by legislation and policy including:

- [\*Principles of the UN Convention on the Rights of People with a Disability\*](#)

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- [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 *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.

The Walcha DIAP will have four (4) Focus Areas to build a more inclusive and accessible Community for everyone:

- Direction 1: develop positive community attitudes and behaviours towards people with disability.
- Direction 2: create more liveable communities for people with disability.
- Direction 3: supporting access to meaningful employment participation by people with disability.
- Direction 4: provide more equitable access to mainstream services through better systems and processes for people with disability.



## 4. GUIDING PRINCIPLES

Walcha Council's vision is, ***"To create a vibrant and sustainable environment in which people want to live, work and play."***

"The principles and values that underpin the framework for developing **Walcha-2032** are social justice and sustainability." As with the strategic plan, these principles and values reinforce the goals and strategies included in the DIAP and "seek to attain an outcome that is sustainable and strives for equity, access, participation and equal rights, particularly for the disadvantaged and vulnerable" and aligns with the philosophy behind the NSW Disability Inclusion Act 2014.

Vision for the DIAP is ***"To provide holistic support to our community to ensure together we can create a liveable place that is inclusive and connected"***

To assist in defining this approach the plan is guided by Social Justice Principles



### Equity

There should be fairness in decision making, prioritising and allocation of resources, particularly for those in need



### Access

All people should have fair access to services, resources and opportunities to improve their quality of life



### Participation

Everyone should be given genuine opportunities to participate in decisions which affect their lives



### Rights

Equal rights should be established and promoted, with opportunities provided for all people from all backgrounds

Further to the social justice principles, Attitude and Behaviours, Liveable Communities, Employment and Systems and Processes as outlined by the NSW

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government Disability Inclusion Action Plan guidelines, inform Council actions relating to disability inclusion and accessibility within this plan.

### **5. WALCHA COUNCIL RESPONSIBILITIES**

#### **ROLE OF COUNCIL**

Council's role in implementation of the DIAP will include:

<b>Leader</b>	<i>Council will lead the development and implementation of detailed plans and actions to implement the strategy and to achieve progress towards the identified goal: <u>through direct service provision and review of Council policies and procedures-</u><b>Aligns with Core business and functions of Council</b></i>
<b>Facilitator</b>	<i>Council will facilitate the development and implementation of detailed plans and actions with other stakeholders to implement the strategy and achieve progress towards the identified goal: <u>through Advisory Committees, appointing Councillor representatives to community organisations and supporting local business and community initiatives-</u><b>Partial or shared responsibility with community or government partners</b></i>
<b>Advocate</b>	<i>Council will advocate for the development and implementation of detailed plans and actions with other stakeholders to implement the strategy and achieve progress towards the identified goal: <u>through representation to regional bodies and other levels of government, promotion of ideas and distribution of information-</u><b>Advocate, educate and support on behalf of the community.</b></i>

#### **EXECUTIVE RESPONSIBILITY**

Walcha Council supports the development and implementation of the DIAP. The General Manager, has delegated overall responsibility for the DIAP to the Director of Corporate and Community. The overall delivery of the Plan sits with all areas of Council.

#### PROJECT COORDINATION

The Community Services Team have shared responsibility for coordination of the Plan and ensuring the organisation delivers on the strategies within the Plan.

#### PROJECT SUPPORT

- **Corporate and Community** (Council Records, Equal Employment Opportunity, HR, Community Services, Library and Youth, Preschool and Early Intervention)
- **Infrastructure and Planning Department** (Kerb and Gutter, Parks, Gardens and Playgrounds, Sporting Fields, Streetscaping, Public Toilets, Road Safety, Street Lighting, Footpaths and Cycleways, Traffic Management, Public Health, Strategic Planning, Town Planning, Building Control, Council Buildings and Amenities)

#### IMPLEMENTATION

Responsibility for implementation and resourcing of the DIAP will be across all sections of Council as identified in **Walcha-2032**, the **2022-2025 Delivery Program** and the **Annual Operational Plans**, and the departmental responsibility as outlined above.

The DIAP Aligns with Walcha Councils Values

- **Leadership**
- **Accountability**
- **Working well at Walcha**

## 6. INTEGRATED PLANNING AND REPORTING

Goals and strategies of Walcha Council are underpinned by eight themes which provide focus and direction for the Integrated Planning and Reporting (IPR) framework<sup>6</sup>. The four focus areas for the DIAP may be positioned within those:

Theme	Outcome	Focus Area for DIAP
Transport	CSP 1.1 Walcha will be serviced by an integrated and efficient transport network.	Liveable communities Focus Area 2 with a focus on infrastructure that connects community
Business and Jobs	CSP2.1 Commercial and tourist development will be promoted and encouraged to grow in harmony with the natural environment, to take maximum advantage of commercial opportunities and to increase local employment.	Supporting access to meaningful employment, Focus Area 3
Health	CSP3.1 Health services and facilities for public health and wellbeing of the community will be protected and enhanced and will be provided and where appropriate managed locally to meet the needs of the community.	Supporting access to meaningful employment, Focus Area 3
Education and Training	CSP4.1 Education and training opportunities will be provided that deliver the skills and knowledge needed to advance the community.	Supporting access to meaningful employment, Focus Area 3
Stronger Community	CSP 5.1 Social services will be planned, maintained and coordinated so that they meet the current and future needs of all groups in the community. CSP 5.2 The existing strong community spirit and pride will be protected and promoted. CSP 5.3 Walcha's cultural identity will be enhanced. CSP 5.4 Walcha's Aboriginal communities will be supported and strengthened. CSP 5.5 Young people will be retained and supported to live in Walcha. CSP 5.6 People of all ages and abilities will be encouraged to participate in cultural, recreational and sporting activities.	Liveable communities Focus Area 2

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	CSP 5.7 Our community will be more resilient and prepared for natural disasters.	
Local environment and liveable communities	<p>CSP 6.1 Walcha's distinct and diverse natural and built environment will be protected and enhanced.</p> <p>CSP 6.2 Solid waste will be managed in a sustainable manner with a continuing reduction in waste generation and disposal to landfill.</p> <p>CSP 6.3 Water supply and sewerage services will be sustainable and environmentally sensitive.</p> <p>CSP 6.4 The Walcha increase the use and production of renewable energy.</p> <p>CSP 6.5 The character of Walcha and its surrounding villages will be maintained while protecting the productivity of our rural land.</p>	Positive community attitudes and behaviours, Focus Area 1 and Improving access to services through better systems and processes, Focus Area 4
Keeping People Safe	<p>CSP 7.1 Police services will be resourced appropriately to effectively control and reduce crime and antisocial behaviour and to keep our community safe.</p> <p>CSP 7.2 Emergency Services will be provided to ensure the safety of our community and visitors.</p>	Liveable communities Focus Area 2
Better Government	<p>CSP 8.1 Better Government will lead to a more efficient and effective service to our community that will exemplify good leadership, mutual respect and trust by being inclusive, ensuring open information and communication and encouraging active participation at all levels.</p> <p>CSP 8.2 Council rate funding for local government projects will be supplemented by income generated from other sources.</p> <p>CSP 8.3 The boundaries of the Walcha Local Government Area will be modified to reflect existing and developing communities of interest.</p>	Liveable communities Focus Area 2

## 7. CONSULTATION AND ENGAGEMENT

The Walcha Council local government area has a population of 3,016 people. Given this small population and the relative isolation of Walcha, (it is off the main State highways), the community is tight knit, resilient and to a large extent self-sufficient. Although there are a broad range of community committees, organisations and leisure groups, many individuals are involved in several of the groups, so that key individuals are able to represent many demographic, geographic and interest groups which assists in consultation. Individual surveys provided an opportunity for all Walcha residents to prioritise issues in the four focus areas. Being a tight knit community where many individuals impacted by disabilities are currently involved with available services and the Council is constantly receiving feedback on actions and areas that align with the four focus areas which assists in preparing this plan.

ABS statistics confirm that 2018 there were 4.4 million Australians with disability, 17.7% of the population, down from 18.3% in 2015.

- The prevalence of disability increased with age - one in nine (11.6%) people aged 0-64 years and one in two (49.6%) people aged 65 years and over had disability.
- Disability prevalence was similar for males (17.6%) and females (17.8%).
- 5.7% of all Australians had a profound or severe disability.
- Almost one-quarter (23.2%) of all people with disability reported a mental or behavioural disorder as their main condition, up from 21.5% in 2015.

This suggests that approximately 570 people in Walcha and the surrounding district have some form of limiting disability. While some of these will be supported by specialist or mainstream services, the remainder will probably experience some barriers to full participation in social and community life. By developing strategies that address the identified priorities, Walcha can become a vibrant welcoming and resilient community for all its residents as well as its visitors.

As background to the consultation and to confirm issues which have been previously identified in the Walcha Council local government area, a review of existing documents was undertaken:

- **Walcha 2032 which** incorporates the broad goals for the ten (10) year strategic plan, including those relevant to inclusion and access for people with a disability
- **Walcha Council Delivery Program 2022-2025** provides detailed strategies for the broad goals of **Walcha-2032**

The consultation carried out for DIAP included a community survey as well as face to face discussion with impacted community members living with a disability identified key issues relevant to people with a disability, engagement undertaken for projects over the past few years also identified a number of key

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issues and included

- Infrastructure for the safe movement of pedestrians and cycle traffic
- Adequate parking
- Education and training programs for young people
- Access to information about health services and other specialist services
- Activities that promote participation in community events
- Library, sporting and leisure facilities
- Participation in decisions about the local community
- Access and involvement in local organisations
- Minimising crime and antisocial behavior
- Public transport and community transport options

### **STAKEHOLDERS**

In seeking to more fully understand and identify the barriers to inclusion and seek solutions, information and input was sought from stakeholders including:

- Walcha residents and visitors
- Service providers
- Walcha Council
- People with a disability and their carers
- Aboriginal people
- Older people
- People with temporary or minor limitations
- Community organisations and groups
- Local businesses
- Walcha Central School and other remote schools
- Walcha Preschool.

Feedback was obtained through surveys, consultation with individuals and key groups and a face to face forum.

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Surveys were distributed through service delivery points, key organisations, and individual distribution including but not limited to:

- Walcha Council Community Care
- Walcha Council
- Walcha Library
- Aspley Advocate
- Public Forum for DIAP



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ENGAGEMENT RESPONSES

Engagement Processes	Priority issues to be explored	Priority issues identified
<b>People with a disability, their carers and families:</b>		
<b>Focus Group -</b>	Infrastructure, pathway connections, access to public amenities.	<ul style="list-style-type: none"> <li>• Footpath access particularly kerb access along key pathway links between residential area and town, community facilities and school</li> <li>• Clear parking access routes from disable parking</li> <li>• Information access including website</li> <li>• Biggest issue is that you cannot access the foot paths and when you can they are steep or full of bumps and potholes.</li> <li>• Access to buildings, community facilities and public toilets</li> <li>• Ramps too steep to get up onto paths and lips on kerbs too big for chair to get up</li> <li>• Excursions are tricky with the motorised chair (weight/access) Taxi service is fantastic. Ramps don't seem to meet the legal standards</li> <li>• Getting into the shops can be difficult some still have no access and only stairs or thin doorways (NAB, Cake Shop, computer shop)</li> <li>• Community care and community transport is fantastic</li> <li>• Have to make detours to use the right kerbs and pathways that uses up energy and chair power.</li> <li>• Parking not wide enough for larger chairs to exit and access pathway</li> <li>• Use of mobility scooters fluctuate</li> <li>• Levy pathway is good</li> </ul>

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	<ul style="list-style-type: none"><li>• Walcha Council does an amazing job looking after its people everything that you want of need is provided - support, meals, taxi, community transport, craft classes etc.</li><li>• "Council is doing a really good job in looking after people in this town - 10 out of 10" (Just fix the infrastructure!)"</li><li>• Improve ramp access</li><li>• Uneven ground on footpaths, kerbs and ramps is an issues for walkers</li><li>• Lots of broken pavement</li><li>• Levy is beautiful</li><li>• DIAP a whole of Council plan so there should be a focus on infrastructure</li><li>• Priorities - Link to Riverview from Middle street along Hill Street; Hospital to Town</li><li>• The new paths are good</li><li>• Council website needs improving and provide for all (large text, sound)</li><li>• It's great that you can just ring Council and get things sorted out.</li></ul> <p><b>Specific Area of improvement include</b></p> <ul style="list-style-type: none"><li>• Community Care Centre - Disabled toilet was obstructed by the toilet raiser and therefore Fiona could not turn or manoeuvre in the room.</li><li>• Middle Street Path opposite the pool is always covered in mud which is a hazard</li><li>• Fitzroy street access to the path is limited so have to negotiate the road and that is scary.</li><li>• Cracks in pavement on the bridge</li><li>• Post Office pot holes at the ramp entrance, can get stuck on ramp</li><li>• Trouble getting to Riverview - can't get on and off the pathway or the kerbs</li><li>• Park beside the pub and near skate park the path is too steep for good access</li><li>• McHattan Park the toilet door is too heavy making independent access impossible. Cant go to a public toilet independently in town.</li><li>• Can't get into Council as the kerb ramp is too steep<ul style="list-style-type: none"><li>• Post office parking too steep and problematic</li></ul></li></ul>
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<b>Survey responses</b>	<b>Transport, community involvement, employment, access, inclusion</b>	<ul style="list-style-type: none"> <li>• Opportunities for employment and/or meaningful contribution to community</li> <li>• Adequate and appropriately located disability parking</li> <li>• Good footpaths and crossings; local and inter-town transport</li> <li>• Feeling welcome in clubs and organisations</li> <li>• Signage for disability toilets</li> <li>• Upgrade of disability toilet facilities at clubs</li> <li>• Being able to find information easily through a variety of means</li> <li>• Access to businesses particularly banks, hardware store</li> <li>• Know where to go to raise issues of inclusion or access</li> <li>• Upgrades of facilities to take the needs of people with a disability into account.</li> </ul>
		<ul style="list-style-type: none"> <li>• Suggested Uber drivers in Walcha (possibly transport volunteers?)</li> <li>• CHSP transport has regular trips to outlying villages</li> <li>• Mobility Scooter which could be loaned at IGA or somewhere central?</li> <li>• Grocery stores deliver</li> <li>• CCC meeting takes complaints/concerns from the community and will pass on to the Council where necessary</li> <li>• There is no secure &amp; warm place for people who are waiting for transport or the bus</li> </ul>
<b>Walcha Council staff:</b>		

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<b>Consultation with Walcha Council staff:</b>	<b>Provisions in service delivery for people with a disability, facilities and access, events and access, transport, information provision</b>	<ul style="list-style-type: none"> <li>• Website accessibility and inclusive design and use</li> <li>• Continued services through the community care centre</li> <li>• Design of streetscape to incorporate any issues of inclusion and access.</li> <li>• Development of a PAMP so that funding for improvements to crossings and ramps can be applied for.</li> <li>• Information provided to Early Intervention families</li> <li>• Review of the way that services are provided to people with a disability and frail aged under NDIS and My Aged Care</li> </ul>
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### Mainstream Service Providers

<b>Community Health</b>	Inclusion, barriers to inclusion	Surveys provided, but no feedback obtained.
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### Schools and Education providers:

<b>Walcha Central School</b>	Inclusion, barriers to inclusion	<ul style="list-style-type: none"> <li>• Teachers at the Walcha Central School advised that what they found most difficult was finding information about disability services or where students could get information about jobs.</li> </ul>
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**Walcha Councillors and Committees:** To ensure the community are informed about potential opportunities for participation in decision making, are consulted about ways to attract people to committees, are involved in the development of strategies, empowered to continue engagement of people with a disability

## **8. PRIORITIES AND SOLUTIONS**

### **SUMMARY OF PRIORITIES**

Overall the community were supportive of the work that Council has undertaken in the area of inclusion and there was support to continue and enhance what has already been done. Returned surveys and consultation meetings presented a clear picture of priorities with suggestions and solutions:

1. *Having good footpaths and safe crossings throughout Walcha and the villages [Focus Area 2]* There have been considerable improvements in the footpaths and cycle ways, but there is room for improvement; There were a number of suggested locations for improvement including kerb ramp access and the incline of existing ramps and access points across town
2. *"Ensuring that people with a disability have opportunities to contribute to their community in a variety of ways [Focus Area 1]"* It was suggested that volunteer work and positions on local committees, while unpaid, could enhance self-esteem and a sense of self-worth, help change community attitudes and behaviours, and develop skills that could be beneficial in paid employment. Continued access to services and excursions for all will enable community connections to be built.
3. *"Ensuring that disability parking is adequate, in the right places, and appropriate for unloading wheelchairs if required [Focus Area 2].* Review disability parks that are needed to be located near key community use areas; having a safe area to down load wheelchairs from the access bus was also needed
4. *"Ensuring that local and regional transport are adequate [Focus Area 2]"*. Transport locally and to regional centres for medical appointments was seen as generally adequate, and there was a strong sense of community in that those with access to a vehicle would offer transport to social activities for those without their own transport; but there are obvious deficits in opportunities for accessing social and community activities and events, and travel to regional centres for pleasure or recreation was also limited
5. *"Having good disability toilets and facilities in local clubs and sporting venues" [Focus Area 2]* There are some improvements needed, and it was suggested that Council could review their current facilities to make sure access is easily achieved and advocate for better facilities within clubs and sporting facilities. Consideration should also be given to providing disability toilet and changing facilities in village areas such as Yarrowitch.
6. *"Improvements in access to some businesses" [Focus Area 2]* This is a shared responsibility with Council collaborating with businesses to provide access from footpaths into business premises
7. *Continued service provision( Focus Area 1) Community values the services provided by Council with support from other levels of Government and should continue to build on those services and advocate for better community outcomes.*
8. *Having good facilities in the parks, places and spaces for all to use (Focus Area 2) Ensuring purpose placed seating, benches, resting places, toilet*

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facilities and play items are considered from an inclusion perspective when upgrading, creating or installing new assets

FOCUS AREA 1 DEVELOPING POSITIVE COMMUNITY ATTITUDES AND BEHAVIOURS				
Item for improvement	Priority	Council Role	Outcome	IPR Reference
Encourage inclusion of people with a disability in community committees, organisations and interest groups	Moderate	Leader, Facilitator	**Number of people in these groups representing the interests and needs of people with a disability, increases	<a href="#">CSP 5.2</a>
Risk: Unable to get willing participants		*Rating: High	Risk Management: Seek cooperation of Ability Linkers, service providers and carers in encouraging participation	
Encourage inclusion of people with a disability in Advisory Committees of Council	Moderate	Leader	Number of people in Advisory Committees, who identify as having a disability, increases	<a href="#">CSP 5.2</a>
Risk: Unable to get willing participants		Rating: High	Risk Management: Councillor representatives proactively seek participants in Advisory Committees; media release regarding representation from people with a disability	
Seek and promote opportunities for people with a disability to participate in volunteer activities	Moderate	Facilitator	Volunteer opportunities identified and volunteers who identify as having a disability recruited	<a href="#">CSP 5.2</a>
Risk: Volunteer activities not suitable for people with a disability		Rating: Moderate	Risk Management: Council staff provide support to organisations in developing volunteer 'job descriptions' and recruiting volunteers	

**FOCUS AREA 2 CREATING LIVEABLE COMMUNITIES**

Item for improvement	Priority	Council Role	Outcome	IPR Reference
Ensure Disability Parking spaces are in appropriate locations at that access into and out of parking spaces is inclusive and not impeded	High	Leader	Parking spaces accessible for all types of uses	CSP 1.1.
<b>Risk:</b> Location of Disability Parking may not be appropriate or not seen as adequate		<b>Rating: High</b>	<b>Risk Management:</b> Delegate Advisory Committee to confirm location and number of Parking and review with Traffic Committee	
Review pathway kerbs, crossings, including school crossings and ramps are of the appropriate standard and include tactile indicators where appropriate, as they are upgraded	High	Leader Facilitator	Number of ramps reviewed and upgraded	<a href="#">CSP 1.3.</a>
<b>Risk:</b> 1. Liability if ramps and crossings do not meet Australian Standards 2. Although the ramps meet AS, they may still be difficult for some wheelchairs or mobility scooters 3. Budget overrun		<b>Rating:</b> <b>1. Extreme</b> <b>2. High</b>  <b>3. High</b>	<b>Risk Management:</b> 1. Ensure compliance with Australian Standards 2. Seek professional advice from an appropriate organisation such as Guide Dogs and feedback from local wheelchair and mobility scooter users and ensure compliance with Australian Standards 3. Rigorous costing process- development of Pedestrian and Mobility Plan (PAMP) will facilitate opportunities for funding from State Government Dept. of Roads and Maritime Services for such improvements	

### Disability Inclusion Action Plan

Involve people with a disability in the development of a PAMP. Look to prioritise areas for footpath connects from residential location along main streets and into town and key community facilities	High	Leader	PAMP developed prioritizing key footpath connections	<a href="#">CSP 1.3</a>
<b>Risk:</b> Consultation not inclusive		<b>Rating: High</b>	<b>Risk Management:</b> Seek input from Advisory Committee; media coverage	
Maintain and improve footpaths where these are a barrier to community access for people with a disability	High	Leader	Maintenance reflects input from local community through a variety of communication methods including the web site, customer complaints and annual operational updates	<a href="#">CSP 1.3</a>
<b>Risk:</b> 1. Liability if footpaths do not meet Australian Standards 2. Budget overrun		<b>Rating:</b> <b>1. Extreme</b> <b>2. High</b>	<b>Risk Management:</b> 1. Ensure design compliance with Australian Standards 2. Rigorous costing process 3. Refer costed project to Capital Advisory Committee for approval	
Encourage and support improvements to disability amenities at cultural, sporting and recreational venues	High	Facilitator and Advocate	Number of venues with improved amenities	CSP 6.1
<b>Risk:</b> Venues may not be willing to comply or may not have an understanding of appropriate standards leading to liability for their organisations		<b>Rating: High</b>	<b>Risk Management:</b> Provide free information relating to Australian Standards for organisations upgrading facilities for people with a disability and promote consultation with local users of the facility who have a disability	

### Disability Inclusion Action Plan

Consider the needs of children with a disability and their families when designing or upgrading playground and equipment to reflect the NSW Everyone can play guidelines	Moderate	Leader	Playgrounds scheduled for upgrades identified and designs completed	CSP 1.3
<b>Risk:</b> Playground equipment not meeting needs or being unsafe leading to liability		<b>Rating: Extreme</b>	<b>Risk Management:</b> Ensure design complies with Australian Standards; consult an Early Childhood professional regarding choice of equipment; seek input from children and Everyone can Play guidelines to ensure inclusive play.	
Look for the opportunity to fence an existing playground for use by families with young children and children with special needs	High	Leader	Playground suitable for this upgrade identified and funding allocated	<b>CSP 8.1</b>

<b>Risk:</b> Children able to run onto the road which is a particular risk for children with special needs		<b>Rating: Extreme</b>	<b>Risk Management:</b> Investigate suitable grant funding for this as soon as possible to minimise risk to children. Seek input from families as to the location and design	
Support the local Wheelchair Accessible Taxi (WAT) business through utilisation of the taxi for Council funded services such as those provided by WCCC	High	Leader and Facilitator	Local WAT is sustainable	CSP 1.1.
<b>Risk:</b> WAT not viable in the long term, leaving a gap in services		<b>Rating: High</b>	<b>Risk Management:</b> Investigate ways that the support can be provided that do not impact on other businesses	
Seek ways to better coordinate transport to regional centres to promote opportunities for personal and leisure activities	Moderate	Facilitator	More people know about transport options	CSP 1.1.

### Disability Inclusion Action Plan

<b>Risk:</b> Council reputation if it is seen as encouraging business 'out of Walcha' by transporting residents out of Walcha to do their shopping	<b>Rating: High</b>	<b>Risk Management:</b> Consultation with local businesses and local groups so that it is seen as a benefit to the whole community, and enhancing the liveability of Walcha
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### FOCUS AREA 3 SUPPORTING ACCESS TO MEANINGFUL EMPLOYMENT

Item for improvement	Priority	Council Role	Outcome	IPR Reference
<b>Support employment of people with a disability through appointment of a Council staff mentor to assist with applications and orientation to work</b>	Moderate	Leader	Opportunities for people with a disability	<b>CSP 4.1.</b>
Risk: 1. No appropriate jobs  2. Applicants unwilling to apply  3. Mentor not available		Rating: 1. High  2. Moderate  3. Moderate	Risk Management: 1. Review each job as it becomes vacant to see if it can be modified for a person with a disability  2. Review wording of job advertisements to encourage people with a disability to apply  3. Utilise staff with relevant skills such as WCCC Coordinator	
<b>Collaborate with organisations such as <i>Ability Links</i> and <i>Job Active</i> agencies to promote employment within the local government area, for people with a disability</b>	Moderate	Facilitator	Opportunities for people with a disability	<b>CSP 4.1.</b>

## Disability Inclusion Action Plan

Risk: <b>Employment opportunities not available</b>	Rating: High	Risk Management: <b>Maintain connection with agencies</b>
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### FOCUS AREA 4 IMPROVING ACCESS TO SERVICES THROUGH BETTER SYSTEMS AND PROCESSES

Item for improvement	Priority	Council Role	Outcome	IPR Reference
<b>Update directory and Information on Council Website</b>	High	Leader	<b>Better access to information</b>	<b>CSP 5.1</b>
Risk: Information not being current and time taken to continually update		Rating: High	Risk Management: Develop a schedule for regular review and outsource responsibility; a link to a directory may be more useful if an external organisation such as the Community Hub would undertake to keep information relevant	
<b>Ensure that the Walcha Council website and Council document are accessible by people with a disability</b>	Moderate	Leader	Accessibility by people with a disability, consider style guide and font style for document, signage and website including larger print and technological assistance for website	<b>CSP 5.1</b>
Risk: Access to skills to provide appropriate changes		Rating: High	Risk Management: Follow up with LGNSW and other Councils to see what is available	
<b>Collaborate with <i>Community Hub</i> and the local media to promote the available services provided in Walcha</b>	High	Facilitator	Better access to information	<b>CSP 5.1.</b>
Risk: <i>Community Hub</i> staff may not have capaCommunity for additional services		Rating: High	Risk Management: Collaborate with Community Hub Committee and Dept. of Family and Community Services program officer (see Risk Management CSP 6.1.5))	

### ***Disability Inclusion Action Plan***

<b>Continue to update the <i>Resident Handbook</i> to include information about relevant services</b>	<b>Leader</b>	Resident Handbook provides current, relevant and quality information	CSP 5.1
Risk: <b>Maintaining the Resident Handbook with current information may require additional resources</b>	Rating: High	Risk Management: <b>Allocate the task and schedule updates</b>	

## REPORTING

The Annual Report will include information on achievement of goals as outlined in the Annual Operational Plan. Reporting on the Operational Plan and Delivery Program is carried out six-monthly and adopted by Council.

**9. WALCHA-2032 - Alignment**

Identified priorities	Delivery Action/Task	Reporting Measure	Resourcing Responsibility	Time-frame	Additional Information
<b>CSP 1 Transport</b>					
<b>CSP 1.1 Walcha will be serviced by an integrated and efficient transport system</b>					
<b>CSP 1.1.3 Improve community and public transport</b>					
Continue to seek ways to better coordinate and advertise transport to regional centres to promote opportunities for personal and leisure activities	1.1.3 5.1	Annual Action Plan developed	Director Corporate and Community (DCC)	December 2022	Allocate budget and/or seek grants for advertising & promoting
Support the local Wheelchair Accessible Taxi business through utilisation of the taxi for Council funded services such as those provided by WCCC	1.1.3 3.1	Procedures and agreement for support approved Continued Advocacy for funding and support of services	DCC	December 2022	
<b>CSP 1.1.6 Provide and maintain facilities for the safe movement of pedestrian and cycle traffic</b>					

### **Disability Inclusion Action Plan**

Review crossings and ramps and include appropriate standards and tactile indicators where appropriate, as they are upgraded	1.1.2 & 1.1.4	Schedule of ramp review developed; ramp upgrades commenced	Director Infrastructure and Planning (DIP)	June 2023	Allocate budget and/or seek grants
Involve people with a disability in the development of a PAMP	1.1.4 3.1.3 8.4.2	PAMP developed and implementation commenced that prioritise key footpath and ramp connections	DIP	June 2023	Seek grants to improve footpath connections
Maintain and improve footpaths where these are a barrier to community access for people with a disability	1.1.4	Community input into priorities through website, customer requests and community engagement' and maintenance carried out	DIP	December 2022 and ongoing	
Increase number of Disability Parking spaces and in the town centre and near community facilities	1.1.6.2	Parking spaces allocated and relocated	DIP	December 2025	Allocate budget and/or seek grants

### **CSP 4 Education and Training**

**CSP 4.1 Education and Training opportunities will be provided that deliver the skills and knowledge needed to advance the community.**

#### **CSP 4.1.3 Support education, training and employment programs for trainees and apprentices and adult education**

Support employment of people with a disability through appointment of a mentor among Council staff to assist with applications and orientation to work	4.1.3.	Wording for advertising amended; mentor appointed	GM/HR	Ongoing	
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## Disability Inclusion Action Plan

### CSP 4.1.4 Provide Financial incentives for local children

Collaborate with organisations such as <i>Ability Links</i> and <i>Job Active</i> agencies to promote employment within the local government area, for people with a disability	4.1.3.1	Meeting held to develop plan for collaboration		June 2023	
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### CSP 5 Stronger Community

#### CSP 5.1 Social Services will be planned, maintained and coordinated so that they met the current and future needs of all groups in the community

##### CSP 5.1.2 Support current volunteer efforts and encourage volunteer participation

Encourage inclusion of people with a disability in community committees, organisations and interest groups	5.1.2.1	Media release; guide for committees and organisations developed	DCC	June 2023	
Seek and promote opportunities for people with a disability to participate in volunteer activities	5.1.2.1	Press release regarding opportunities; booklet developed to outline volunteering opportunities	DCC	June 2023	Allocate budget and/or seek grants

#### CSP 5.2 The existing strong community spirit and pride will be protected and promoted

Encourage and support outlying communities to have their own identity through the development of community infrastructure	5.2.2	Community input into infrastructure to ensure inclusion to be undertaken	DCC	June 2023	Allocate budget and/or seek grants
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### ***Disability Inclusion Action Plan***

#### **CSP 5.6 People of all ages and abilities will be encouraged to participate in cultural, recreational and sporting activities.**

Provide an accessible and appropriate range of resources and information resources	5.6	Accessible resources provided	DCC	June 2023	Allocate budget and/or seek grants
Update directory and Information on Council Website	5.6	Develop plan for maintaining community directory and allocate responsibility	DCC	June 2023	
Ensure that the Walcha Council website is accessible by people with a disability	5.6.	Website is accessible	DCC	Ongoing	
Maintain the Resident Handbook and include information relating to local services	5.6	Resident Handbook updated	DCC	Ongoing	
Encourage inclusion of people with a disability in Advisory Committees of Council	5.6	Directive to Council representatives on all Advisory Committees	GM	Ongoing	

#### **CSP 6 Local Environment & Liveable Communities - Walcha's distinct and diverse natural and built environment will be protected and enhanced**

### **Disability Inclusion Action Plan**

Encourage and support improvements to disability amenities at cultural, sporting and recreational venues	6.1	Discussions held with key cultural, sporting and recreational venues to develop ways to support improvements	DIP	Ongoing	Allocate budget and/or seek grants
Consider the needs of children with a disability and their families when designing or upgrading playground and equipment	6.1	Playgrounds scheduled for upgrades identified and designs completed	DIP	Ongoing	Allocate budget and/or seek grants
Lions Park upgrade to include an inclusive play space with a fenced playground for use by families with young children and children with special needs	6.1	Suitable playground identified and funding allocated	DIP	June 2025	Allocate budget and/or seek grants.

### **CSP 8 Better Government**

**CSP 8.1** Walcha Council will exemplify good leadership, mutual respect and trust by being inclusive, ensuring open information and communication and encouraging active participation at all levels.

**CSP 8.1.3** Walcha Council will adopt and implement Asset management Plans that ensure the communities assets are efficiently operated and maintained for the duration of their life cycle

Footpath, kerb and ramps to be upgrades to meet the Australian Standard and to provide equal access and community connection to Council Assets	8.1.3	Asset Management Plans updated	DIP	June 2024	Allocate budget and/or seek grants to realise improvements
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## CONCLUSION

Walcha Council and Council staff have a strong commitment to enhancing the experience of people with a disability in the Walcha Council local government area.

In developing the Disability Inclusion Action Plan, Walcha Council has built on the strengths of the existing Council, Council structure/staff, Council policies and the local closely connected community by consulting with a broad range of stakeholders. The priorities identified above reflect Council values and principles and are integrated into goals of the ten (10) year strategic plan, Walcha-2032. The individual objectives, once approved by Council, are to be included in the 2022-2025 Delivery Program and the Annual Operational Plans for each of those four (4) years. Within the Integrated and Strategic Planning framework, the responsibility, reporting and resourcing for the objectives will be defined.



# APPENDIX 1



## DIAP SURVEY WALCHA COUNCIL - DISABILITY INCLUSION ACTION PLAN SURVEY

### Walcha Council Disability Inclusion Action Plan (DIAP)

We are updating our Disability Inclusion Action Plan for 2022-2025 and we are asking for your input.

Our Disability Inclusion Action Plan talks about what we want to do to make Walcha Region more accessible and inclusive.

- When something is accessible, everyone can use it.
- When something is inclusive, everyone can take part.
- We want your help to update our Plan.

We want to hear from people with a disability, support people, service providers and any other interested parties.

We want to know what things in our Region are hard to do and what things are easy to do, and what we can do to help.

Ways to get involved:

- Read the [FAQ's](#)
- Complete the [survey](#) below
- Pick up a printed survey from our Council Offices or Library
- Email your feedback to Council at [council@walcha.nsw.gov.au](mailto:council@walcha.nsw.gov.au)
- Attend an engagement session 15 June

Two face to face engagement sessions will be held at the Walcha Council Community Care rooms at 11s Middle Street (behind the hospital) on Wednesday 15 June at 10-11am and then from 4-5pm, we hope you can join us.

We are requesting that any feedback be provided to us no later than **5pm Sunday 19 June 2022.**

# ***FAQ's - Disability Inclusion Action Plan***

## **Who should complete this survey?**

It is important that we hear from anyone who lives in or visits the Walcha area and has something to say about access and inclusion in our region. You may live with disability or mental illness yourself, or know someone who does.

In particular, we want to hear from:

- people with a disability, both visible and invisible;
- people with a mental health condition;
- people that care for or live with someone with disability or mental health condition;
- people and organisations that provide services and advocacy.

Disability can be visible or invisible:

- Physical - affects a person's mobility or dexterity;
- Intellectual - affects a person's abilities to learn;
- Mental Illness - affects a person's thinking processes;
- Sensory - affects a person's ability to hear or see;
- Neurological - affects the person's brain and central nervous system;
- Immunological - the presence of organisms causing disease in the body.

People living with disability are the largest minority in Australia:

- 1 in 5 people live with disability;
- the likelihood of living with disability increases with age: 2 in 5 people with disability are 65 years or older;
- almost 2.65 million Australians care for someone with disability.

People with disability are part of every section of our community: men, women and children; employers and employees; students and teachers; indigenous and non-indigenous; customers; and citizens. No two people with the same disability experience their disability in the same way.

The only thing that distinguishes a person with disability is they may require some form of adaptation/adjustment to enable them to do certain things in the same way as people without disability.

## **What is a Disability Inclusion Action Plan and why does Council need one?**

The Disability Inclusion Act 2014 (DIA) mandated the development of the Disability Inclusion Plan and disability inclusion action planning across NSW Government and local councils.

## ***FAQ's - Disability Inclusion Action Plan***

The Act enshrines the principles of inclusion in legislation, and holds government accountable to making real change in this area.

The Plan will guide Council in creating a more inclusive and accessible environment that supports people with disability to be involved in community life.

### **Who is responsible for the Plan?**

The Plan will be developed and delivered with help from all areas of Council.

### **What will Council do with the information collected as part of the survey?**

The information collected from the survey will help us identify and understand the challenges that people with disability face in accessing Council services and facilities. This information will be used to help set priorities for the Plan.

### **When will the Plan be implemented?**

The Plan will be implemented from July 2022 to July 2025.

### **Can I get help to fill out the survey?**

Yes, you can get help from anyone you like to complete the survey. You do not have to complete all of the questions.

If you have any issues completing this online survey, there are other ways to provide your feedback:

Request a printed copy of the survey by contacting Council's Customer Service on 6774 2500

# Disability Inclusion Action Plan

## 2022 - 2025 SURVEY

Walcha Council needs your help with our new Disability Inclusion Action Plan. DIAP for short. DIAP helps Council with making the community more inclusive for people with a disability.

We want you to fill out a survey to find out what you think. This survey will help us find out:

- How to make the community more accessible.
- How to make the community more inclusive.
- How to better help people with a disability.

Contact **Karen Kermode** from the Council if you need help with the survey on 6774 2500.

You can:

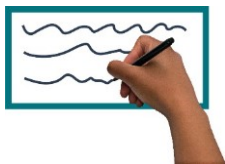
- Drop off this completed survey to your nearest Council Offices or at the Library
- Email this completed survey to Council Email [council@walcha.nsw.gov.au](mailto:council@walcha.nsw.gov.au)
- Call us on **6774 2500** if you are having any problems

Survey closes **Sunday 19 June 2022**.

You can fill out this survey using a pen or open it and fill it in using a computer. You can also fill in our online survey at [council@walcha.nsw.gov.au](mailto:council@walcha.nsw.gov.au) if that is easier. In this survey we ask you some questions. You can answer all of the questions or just some of the questions. It's up to you.



Some questions will ask you to tick a box.  
Choose one or more answers that best suit you.



Other questions will ask you to write an answer in a box. If there isn't enough space to write your answer, write it on a sheet of paper and attach it to the survey when you hand it in,

## ABOUT YOU

Tell us a few things about yourself.



**What is your name?**

**What is your email address?**

**What is your postcode?**

**You are:** (please select all answers that apply)

- ☐ A person with a disability
- ☐ A carer
- ☐ A service provider
- ☐ A family member or friend
- ☐ None of the above
- ☐ Other (please specify)

**What disability/s do you experience or have experience with?**  
(please select all answers that apply)

- ☐ Intellectual disability
- ☐ Physical disability
- ☐ Psychological disability
- ☐ Vision impairment
- ☐ Hearing impairment
- ☐ Other (please specify)

1  
How old are you or how old is the person living with a disability? (please select one answer)




- ☐ 0 to 18
- ☐ 19 to 39
- ☐ 40 to 59
- ☐ 60 to 85
- ☐ Older than 85

## Attitudes and behaviours

Let us know what you think about community attitudes and behaviours



Do people living with a disability feel included in the community? (please select one answer)

- ☐ Yes 
- ☐ Sometimes 
- ☐ No 

Please tell us more:

**How can Council help with this?** (please select all answers that apply)

- ☐ Raise awareness about living with a disability.
- ☐ Provide accessible spaces and services.
- ☐ Support participation in the community.
- ☐ Other (please specify)

**Please tell us more:**

## Accessibility



This section asks you about Council spaces in our community.

**Please tell us how easy it is for you to get to:** (Please choose one answer for each row)



Easy



Not easy



Doesn't  
apply to me

Council Offices  
Library  
Swimming Pool  
Preschool  
Visitor Information Centre  
Walcha Council Community Care  
Walcha Waste Facilities  
Public Toilets  
Community Gym  
McHattan Park  
Lions Park  
Sporting Fields  
Parks and Reserves  
Parking  
Kerb, Footpaths  
Pedestrian Access



Do you have any comments about accessing any of these places?

## Employment and Volunteer opportunities



This part asks questions about employment and volunteer opportunities in our community.

Is it easy to access employment or volunteer opportunities?  
(please select one answer)

- ☐ Yes  ☐ Sometimes  ☐ No 

Please tell us why:

**How can Council help with this?** (please select all answers that apply)

- ☐ Providing information about volunteering and employment.
- ☐ Advocate for inclusive opportunities for people with a disability.
- ☐ Supporting these opportunities in the community.
- ☐ Other (please specify)

**Please tell us more:**

# System and Processes

This part asks about Council information.



**What do you think of Council's Information?**  
(please select one answer)

☐ Easy 

☐ OK 

☐ Not easy 

**Please tell us more:**

**Where do you get Information about Council?** (please select all answers that apply)

- ☐ Website
- ☐ Media
- ☐ Community engagement/events
- ☐ Other (please specify)

Is It easy to contact Council? (please select one answer)

☐ Yes 

☐ Sometimes 

☐ No 

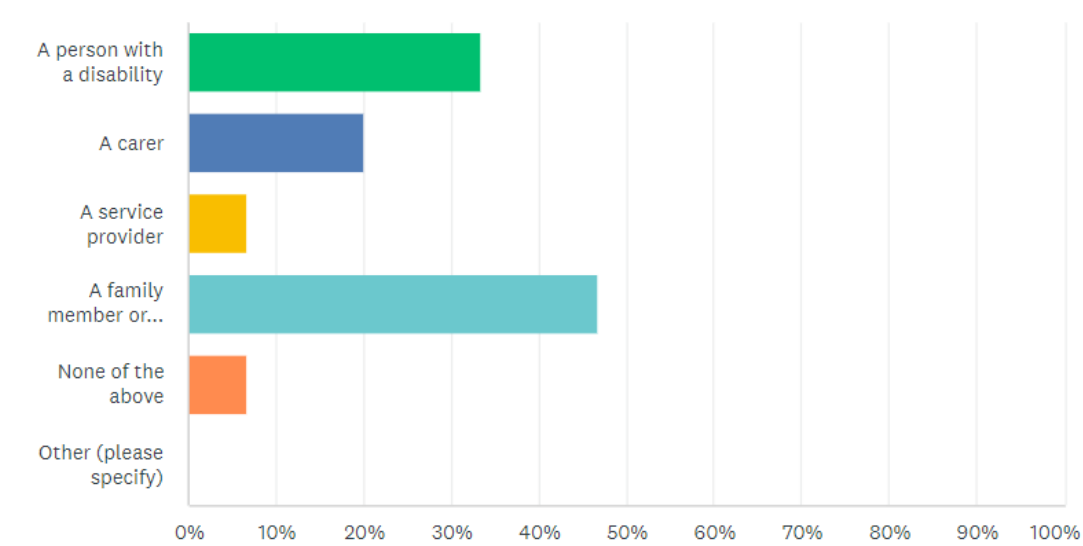
Please tell us why:

Do you have any further comments?

# Results from the Walcha Disability Inclusion Action Plan Survey

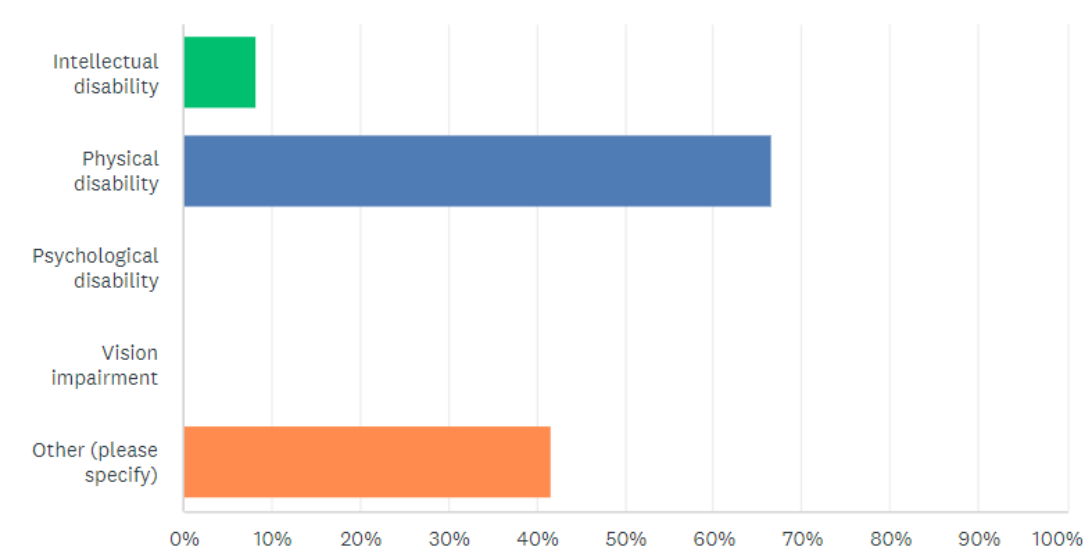
You are (please select all answers that apply)

Answered: 15    Skipped: 0



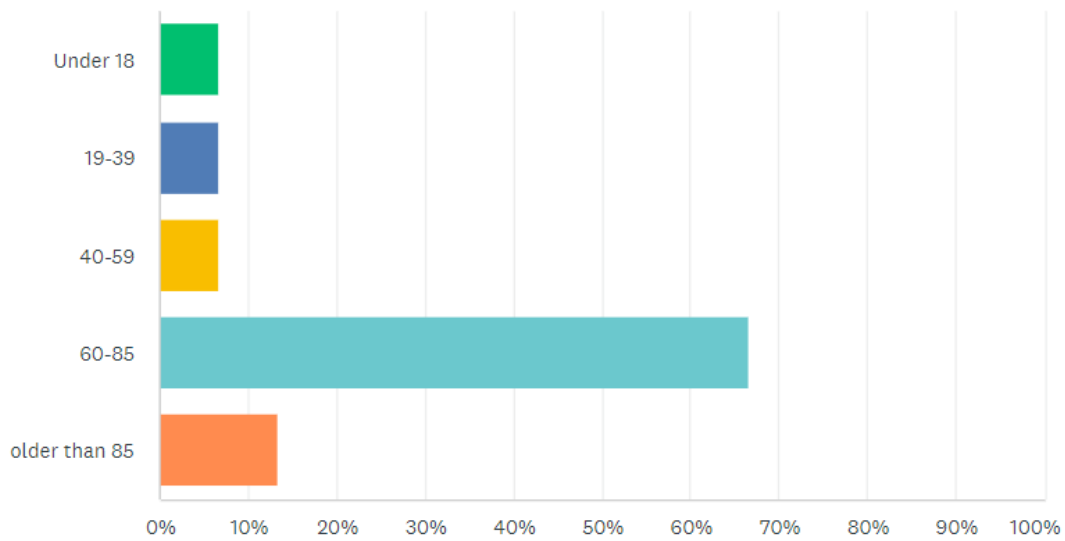
What disability/s do you experience or have experience with (please s...

Answered: 12    Skipped: 3



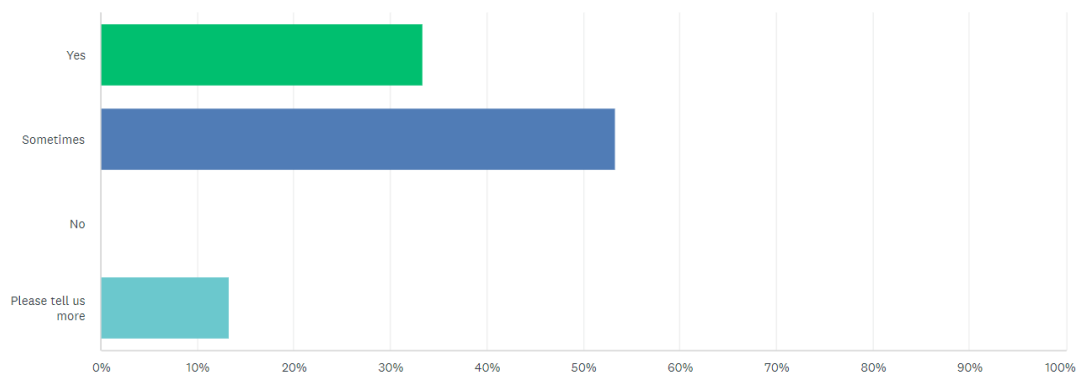
## How old are you or how old is the person living with a disability (pleas...

Answered: 15 Skipped: 0



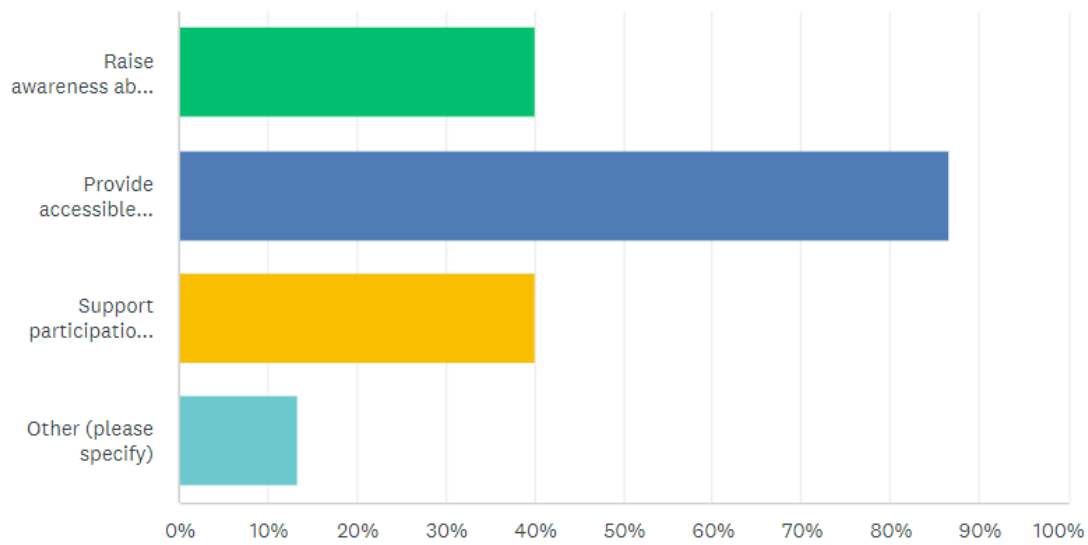
## Attitudes and behavioursLet us know what you think about community attitudes and behavioursDo people living with a ...

Answered: 15 Skipped: 0



### How can Council help with this (please select all answers that apply)

Answered: 15 Skipped: 0



4/

### Please tell us more

Answered: 4 Skipped: 11

“keep doing the excellent job  
you are doing”

### Please tell us more

Answered: 4   Skipped: 11

“At this stage I cannot think of things that need attention but be assured that I will be making a list”

### Please tell us more

Answered: 4   Skipped: 11

“I feel that Walcha Council has made some amazing access inclusions for physically disabled within the community. These are some of the issues I encounter within the town. I am in a wheelchair, while there are numerous ramps a number of them are too steep to allow me safe use. This means that I have to travel on the road until I find accessible access. I find this worrying as my wheelchair is often lower than the 4WD vehicles and I am concerned about being seen by them. There are issues with access to the levee wall near the post office. The pavement is broken in numerous places which causes me severe neck pain as I am wobbled around excessively and I have to make detours to avoid them. The disabled toilets are indeed useful, however the doors in McHatten Park are too heavy for a wheelchair bound person to have independent access. I have not tried any other toilets in town yet. There are several shops that I cannot enter. I have no access to the pool. Swimming would enable exercise.”

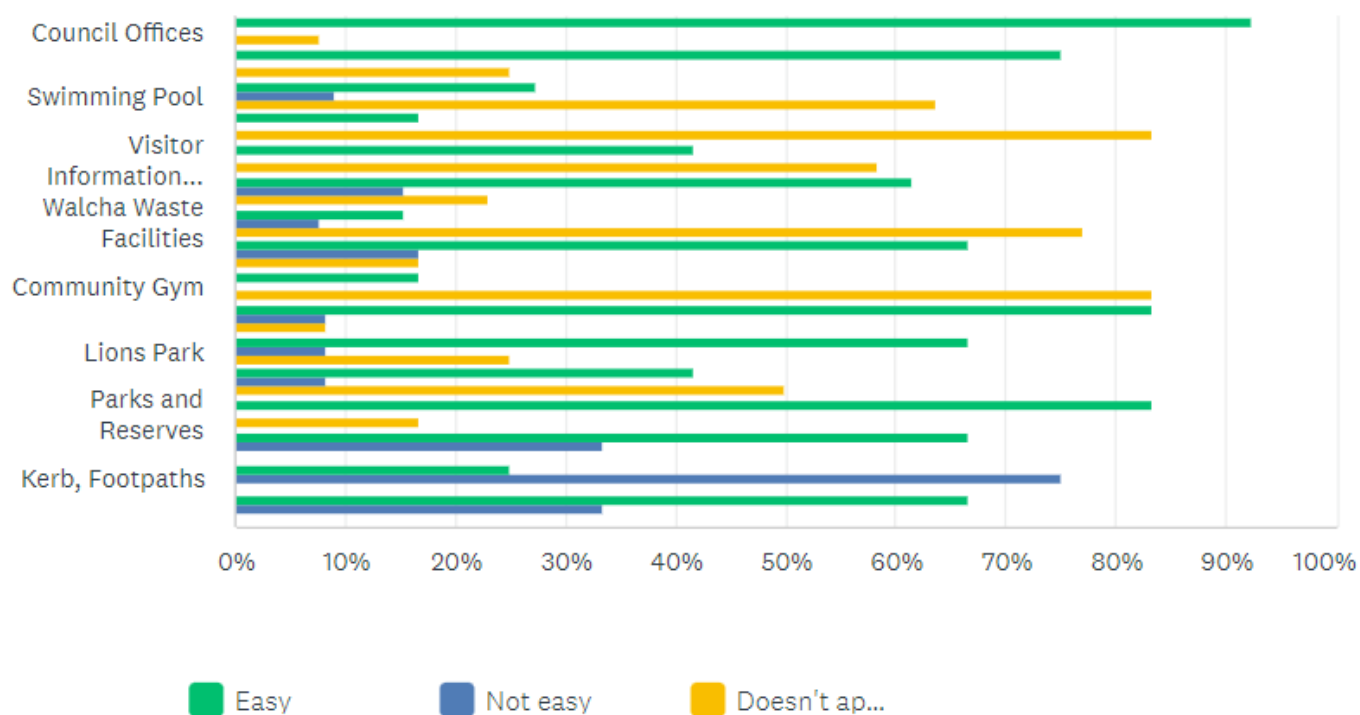
## Please tell us more

Answered: 4 Skipped: 11

“Services and spaces are the things that we feel greatly help. Allowing us to live our lives like everyone else is ”

## AccessibilityThis section asks you about Council spaces in our comm...

Answered: 15 Skipped: 0



## Do you have any comments about accessing any of these places

Answered: 11   Skipped: 4

The crossing s are hard I find cars do not see me because of the tree's and I'm unable to hear or tell where the cars are coming from. Our crossings are not safe for anyone.

access for more car parks at community care

dont like reverse parking, footpaths a bit bumpy angle parking should be front in - old necks do not turn easily

all good

Main street crossing and Commonwealth Bank crossing trees make it hard for parking or driving through

Trees outside Newsagents cover part of the pedestrian crossing, very dangerous No parking at WCCC

Trees outside newsagents very dangerous No parking at WCCC

There is no wheelchair/scooter crossing from the Royal cafe to the other side of the road or from the black shed across to the fruit shop. I have seen someone on a scooter cross dangerously at these places.

## Do you have any comments about accessing any of these places

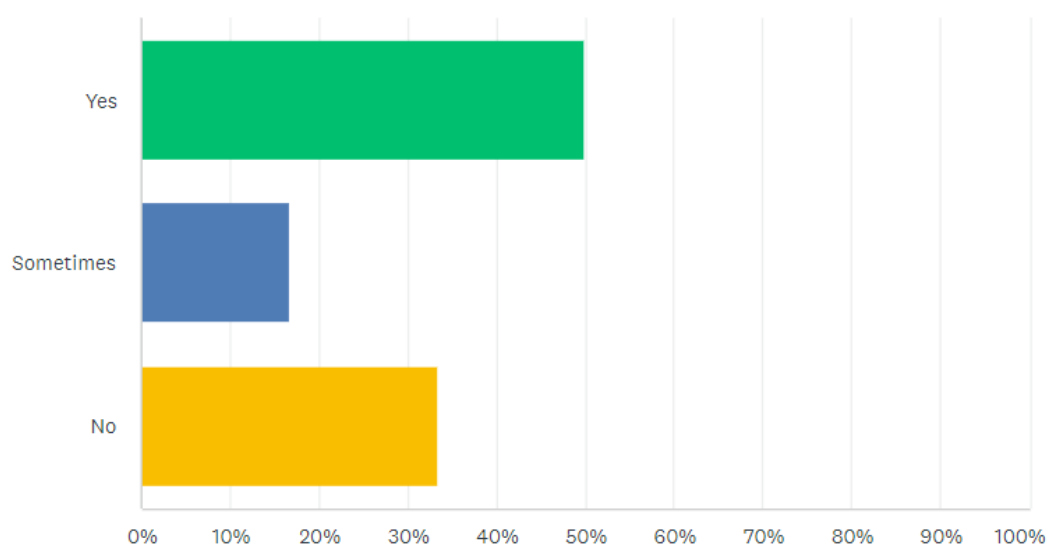
Answered: 11   Skipped: 4

The pedestrian crossing is okay for walking but as a driver the view from a driver's point of view is sometimes obstructed

The improvements that council has made to both the parking in the main street and footpaths at Mchattan Park have made it easier for us as a family to access these spaces with our Aunt who visits regularly and is in a wheelchair. We would love to see the Lions Park also improved to allow access from the car park/toilets to the BBQ area and maybe a linking path around the playground. Walcha also doesn't have a dedicated baby swing by itself. It would be great to include a baby swing to any park for not only babies but children who don't have the ability to use a regular swing. It would be great to have a path at the front of the touch football fields (on the hill) for accessibility for watching sporting games for those who have mobility issues. We currently have to park our car where we can't see properly or not attend watching because it is too tricky to navigate the slope. As would it great to have a few some bleachers (mini grandstands) on the hill to watch alongside others. Or a few more bench seats with backs. The levee bank walks are a safe haven for us in so many ways. To cater for all abilities it would be helpful to have a seat at the end of the levee bank walk (near the back of Walcha Central School) as often elderly or those who can make it that far need a rest. It would be helpful for this bench seat to have a back. The pool is a great space and now that it has a disabled toilet access that is great. The amenities are in a great need of an upgrade. Private hot showers in both gender rooms would be great, ramps for access to showers. Water is very calming generally for those who have additional needs. It may seems like a 'fun' thing , but for many children it would be lovely to have a spurting something in the little pool. Like the simple serpent on the side of the pool at the uralla park. The library is lovely and welcoming but far too small. It is hard to move around with a pram let alone anyone with a walker or wheelchair (this is no refection on the staff). With multiple children with sensory processing difficulties it would be amazing to have a quiet zone/ calm space for not only kids but adults as well. There are so many in our community who who would benefit from a space like this (this website shows what I'm talking about <https://www.sensoryspaces.com.au>).

## Employment and volunteer opportunitiesThis part asks questions ab...

Answered: 12 Skipped: 3



## Please tell us why

Answered: 6   Skipped: 9

“It is very hard for people to gain employment”

“volunteering is easy employment not enough jobs going”

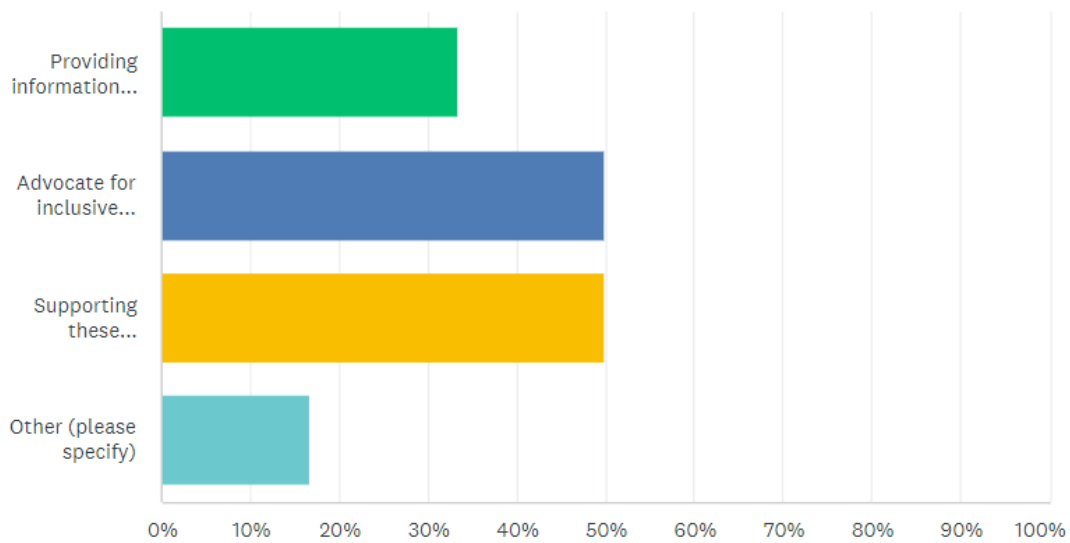
“Because I am over 65”

“There are many opportunities for those with disabilities in our town who wish to take them up. The the key is knowing who to be connected to and having people in your life to support you. Some people just may not know what is on offer due to there lack of knowledge or people in there lives who don't think they can pursue meaningful work.”

“From a newcomer’s point of view “how do they find out what Community groups or voluntary opportunities are available? There used to be a handout that was given out to newcomers, mainly through the Council when those newcomers came in to get their power connected.”

## How can Council help with this (please select all answers that apply)

Answered: 12 Skipped: 3



## Please tell us more

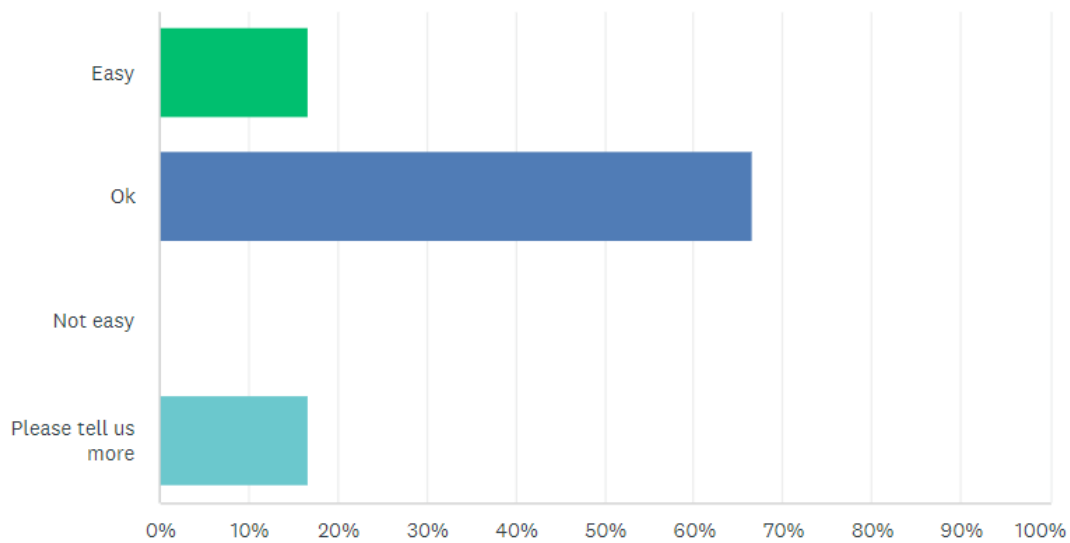
Answered: 2 Skipped: 13

“It would be great to have promotions of volunteer opportunities for both adults and children of all abilities. There needs to be a mixture of people or it often feels like they are the token , someone has ticked a box to look good by 'letting' these people help out.”

“Same as the last answer, including a letterbox drop through town and shire. As a returnee I am hearing about things that were not available when I left.”

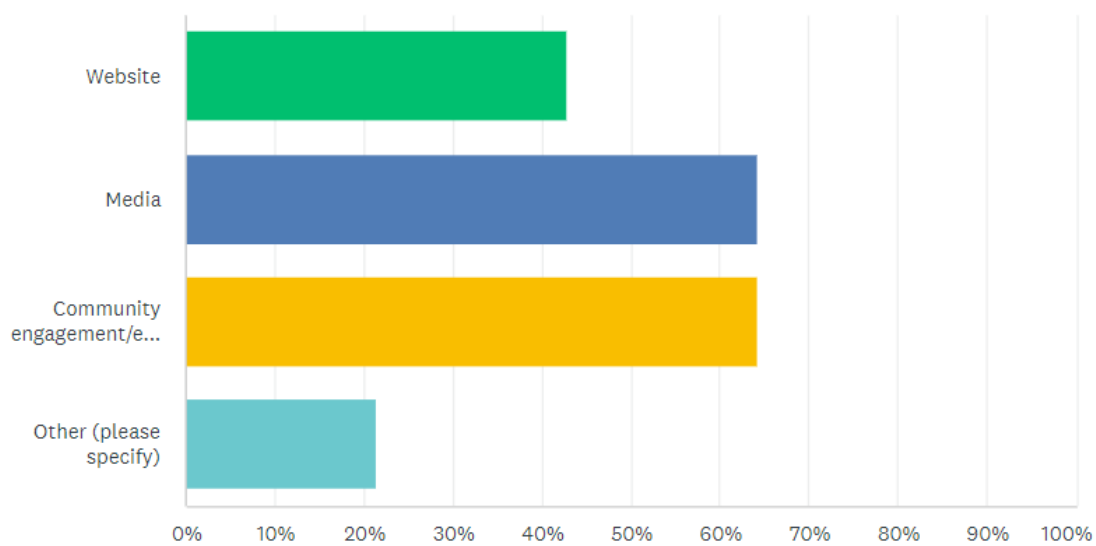
## Systems and Processes This part asks about Council information What ...

Answered: 12 Skipped: 3



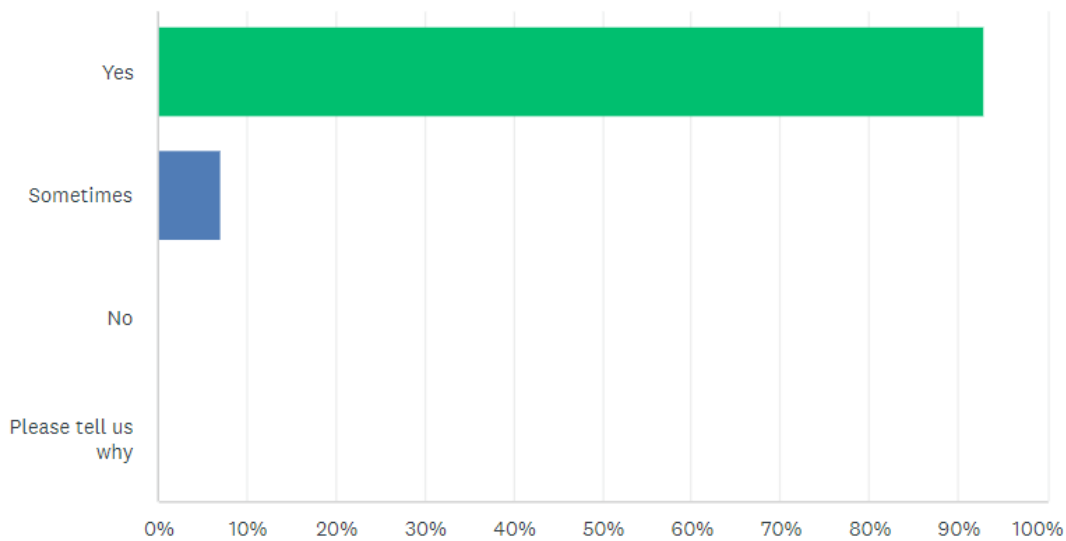
## Where do you get information about Council (please select all answer...

Answered: 14 Skipped: 1



### Is it easy to contact Council (please select one answer)

Answered: 14 Skipped: 1



### Do you have any further comments

Answered: 3 Skipped: 12

“all very impressed with Walcha Council staff  
and care given to town”

“Walcha Council is constantly improving the town to become  
more inclusive of those with additional needs in our  
community. Thank you for making this an important priority.

“Good job Walcha Council.”

## APPENDIX 3 HIERARCHY OF RISK MATRIX

	Consequences				
Likelihood	Catastrophic	Major	Moderate	Minor	Insignificant
Almost Certain	EXTREME	EXTREME	HIGH	HIGH	MODERATE
Likely	EXTREME	EXTREME	HIGH	MODERATE	LOW
Possible	EXTREME	HIGH	HIGH	MODERATE	LOW
Unlikely	HIGH	HIGH	MODERATE	LOW	LOW
Rare	MODERATE	MODERATE	LOW	LOW	LOW