

2022-2026 DISABILITY INCLUSION ACTION PLAN - KPI PROGRESS REPORT ENDING 30 JUNE 2023

Broken Hill City Council

OVERVIEW

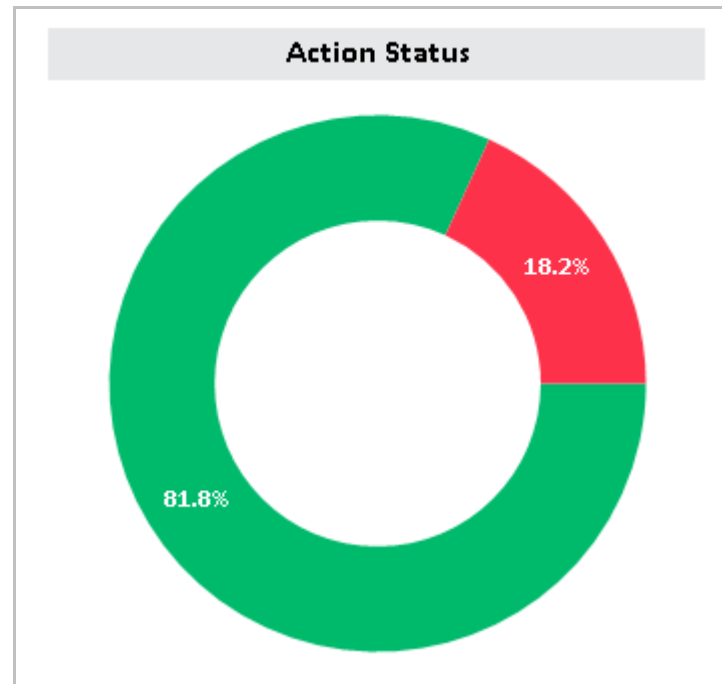
ACTION SUMMARY

By Performance

36 ON TRACK

8 OFF TRACK

0 MONITOR



Action Progress Against Targets

- 44** Actions reported on
- 31** 100% action target achieved
- 01** At least 90% of action target achieved
- 05** At least 50% of action target achieved
- 07** Only 1% to 25% of action target achieved

ACTION TARGET LEGEND



GREEN

At least 90% of action target achieved



AMBER

Between 70% and 90% of action target achieved



RED

Less than 70% of action target achieved

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No target set



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved


Business Plan – DIAP 2022-2026

1 Attitudes and Behaviours

1.1 Promote inclusion and inclusive communication in Council and in the community


1.1.1 All Council staff have an awareness of what inclusion means

Action Title: 4.1.5.7 DIAP A1.1.01 - Celebrate, support and promote events such as International Day of People with Disability, Autism Awareness, R U OK? Day and World Mental Health Awareness Day

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: The Civic Centre promotes a number of national recognition days through the use of its window projections. An annual schedule is still being compiled with new requests for participation to highlight and promote national days increasing as the CBD lighting is utilised for this purpose. National days promoted during the reporting period included R U OK Day, Pink October, Blue November, International Pregnancy and Infant Loss Remembrance Day, World Diabetes Day and Lifeline How's Your Mate.

Action Title: 4.1.5.8 DIAP A1.1.02 - Purchase communication aids (such as magnifying glasses, large face clocks and portable hearing loops) and have them visible in Council buildings and facilities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN

Action Progress Comments: An audit of communication aids within Council buildings and facilities undertaken and order placed for large face clocks and magnifying glasses. Portable hearing loops and costing under investigation.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.9 DIAP A1.1.03 - Display the SCOPE Communication Bill of Rights at all Council facilities and buildings


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
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Action Progress Comments: SCOPE Communication Bill of Rights downloaded and provided to all Council building and facility managers to display.

Action Title: 4.1.5.10 DIAP A1.1.04 - Increasingly use infographics and simple English in corporate publications and plans

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: Council's Annual Report 2021/2022 adopted by Council 30 November 2022 included infographics in each of the four key directions, to report on budget and numerical values. The Community Strategic Plan - Your Broken Hill 2040 was developed with simple English in mind. Community event posters/advertisements are being developed with a focus on continuous improvement for accessibility and inclusiveness in design and presentation. Increase in use of infographics and simple English continues.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.11 DIAP A1.1.05 - Consult with inclusive communication experts (eg, Novita speech therapist) to develop guidelines on supporting inclusion and managing differing needs in shared community spaces

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

Action Progress Comments: The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate. 1) The Library has investigated provision of information session by Aspect on Understanding Neurodiversity, inclusion and autism friendly environments and Key Word Signing. Further investigations will occur for implementation. The funding for this training has been approved and will take place in August 2023. The Library will be working together with Mission Australia to look at how the Library conducts programming to be more inclusive of children 0-9 that have learning and developmental delays. This advice will also extend to the purchasing of sensory equipment and support for our parents and carers that come to our early literacy sessions. 2) The Civic Centre have held discussions with LiveBetter to conduct a workshop for Event staff on interacting with people with disabilities, with a workshop to be organised in 2023/24.

Action Title: 4.1.5.12 DIAP A1.1.06 Invite management from the YMCA (pool) to be involved in the discussions about developing guidelines for supporting inclusion and managing differing needs in shared community spaces

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

Action Progress Comments: Meeting between Council and YMCA management has taken place to consider all aspects of inclusive access to the Broken Hill Regional Aquatic Centre. The YMCA is an invited member to the Disability Inclusion Action Plan (DIAP) Monitoring Group six monthly meetings. The new YMCA Manager was briefed about DIAP in December 2022.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved


1.2 Continue to support our staff to respectfully, confidently and effectively communicate with people with disability

1.2.1 Council staff are confident and skilled in communicating with people who have disability

Action Title: 4.1.5.13 DIAP A1.2.01 Continue to train staff to write accessible documents for presentations and on Council's website

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<p>Action Progress Comments: Council continues to internally up-skill and maintain required standards for information accessibility. Further awareness and training options have been sourced with relevant employees having the opportunity to complete available training.</p>						

Action Title: 4.1.5.14 DIAP A1.2.02 Continue to support staff to develop web content and design compatible with Web Content Accessibility Guidelines 2.0

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<p>Action Progress Comments: Council website content continues to be WCAG 2.0 compliant and newly developed Tourism website also WCAG 2.0 compliant.</p>						



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.15 DIAP A1.2.03 Support the Infrastructure team to enhance disability confidence and communication skills in order to effectively engage and consult with people with disability


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
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Action Progress Comments: The Infrastructure team continues to develop effective communication skills with everyone in the community, particularly people with disability. This is enhanced by liaising with Disability Inclusion Action Plan Monitoring Group members on upcoming projects and regularly seeking feedback on current assets.

Action Title: 4.1.5.16 DIAP A1.2.04 Deliver induction sessions that encompass the topic of inclusion of people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: The review of the corporate induction process and delivery to all staff has been completed and will commence with Council's new software system ELMO. Corporate inductions will be a combination of online and face to face delivery methods.

Action Title: 4.1.5.17 DIAP A1.2.05 Provide expert guest speakers to staff meetings and/or internal training sessions

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: Internal consultation identified possible topics and delivery protocols. Whole of staff sessions were scheduled for delivery early in 2023, with sessions held relating to Council's value-based leadership program in accountability, strategic conversations, personal growth and development, well-being and having difficult conversations.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

1.3 Continue to promote Council’s activities for building inclusion in Council and in the community

1.3.1 The community is aware of the activities Council is undertaking to progressively build greater inclusion of people with disability

Action Title: 4.1.5.18 DIAP A1.3.01 Continue to provide media stories (including on social media) on the progress of the implementation of the Disability Inclusion Action Plan 2022-2026

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN


Action Progress Comments: Disability Inclusion Action Plan is referenced whenever possible in social media, media releases, and community newsletter.

2 Liveable Communities

2.1 Engage with people who use wheelchairs and other mobility aids, and parents of children with disabilities, to determine priorities for improving footpaths, crossings and kerb ramps

2.1.1 People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, crossings and ramps in Broken Hill

Action Title: 4.1.5.19 DIAP A2.1.01 Hold specific community consultations with people who use wheelchairs, walkers or gophers to identify priorities for the Active Transport Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

Action Progress Comments: Communications have been ongoing between the Capital Projects team and the Disability Inclusion Action Plan Monitoring Group, with a focus on the priority listing of the Active Transport Plan. Council will continue to consult with these groups to ensure focus on the higher priority areas.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.20 DIAP A2.1.02 Promote the progress on the Active Transport Plan via Council media and information to the community care interagency; using Accessible Meeting Guidelines

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<p>Action Progress Comments: Information and project updates about the Active Transport Plan are regularly posted on Council's social media sites to keep the community informed of project progress. The Active Transport Plan's five (5) year plan is also available on Council's website.</p>						

Action Title: 4.1.5.21 DIAP A2.1.03 Conduct community consultation on accessible public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guideline

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p>Action Progress Comments: Location and access information applicable to Public Toilets are included as part of the Wayfinding Project. Consultation has been ongoing with the Disability Inclusion Action Plan Monitoring Group and other community members. The technical design for a new public toilet is budgeted for 2023/24.</p>						



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

2.2 Progressively address the issues raised by people with disability to improve access around the City


2.2.1 People with disability are directly consulted about the priorities for improvement to access around the City

Action Title: 4.1.5.22 DIAP - A2.2.01 Ensure ramps at school bus bay areas are included in the Active Transport Plan priority list

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: In the last 12-months Council, in conjunction with Transport for NSW have been liaising closely with all schools within the Local Government Area around pedestrian and traffic matters, focusing on accessibility and safety. Upgrades to kerb ramps were undertaken as part of the \$1.7 million school zone safety upgrades in 2022, which included a total of 64 kerb ramps being installed.

Action Title: 4.1.5.23 DIAP A2.2.02 Increase the continuous accessible paths of travel to key places based on results of consultations with people who use powered and unpowered wheelchairs, mobility walkers and mobility scooters

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: As part of the Active Transport Plan and Road Reconstruction projects, over the last eight (8) months, forty (40) accessibility kerb ramps (2.5 m wide) and twenty (20) refuge islands have been installed across the City. These were at locations including Blende Street, from Silver Street through the Central Business District (CBD) to Galena Street. The road reconstruction projects at Galena, Blende and Wills Street, Thomas and O'Farrell Street intersections and at Chloride Street, between Williams Street and Chapple Street, all included path modifications and kerb ramp installations to 2.5m. These areas were highlighted for improvement during consultation prior to the projects beginning.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.24 DIAP A2.2.03 Replace bark chips in public parks with options that do not obstruct wheelchairs and mobility walkers

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: Future planning to replace bark chips with alternative soft fall measures, like soft fall crumbed rubber, have begun. Council are identifying the costs associated with the material, while sourcing training opportunity for our internal staff to install and maintain. The number of parks that will need replacing will be identified within the Parks Master Plan once completed.

Action Title: 4.1.5.25 DIAP A2.2.04 Provide quiet/sensory areas in Council buildings and at Council events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate.

1) Library - The Library is an accessible facility supporting inclusion and managing differing needs in shared community spaces. Programs are adjusted for individual needs as required. Investigation into suitable equipment spaces available within the Library is currently underway. The Library will be working together with Mission Australia to look at how the Library conducts programming to be more inclusive of children 0-9 that have learning and developmental delays. This advice will also extend to the purchasing of sensory equipment and support for our parents and carers that come to our early literacy sessions.

2) Events - A Sensory Zone was implemented for the Christmas Pageant held in December 2022, allowing viewing within a quiet zone on Oxide Street with no sirens, music or horns, from the Wolfram Street roundabout to the Beryl Street roundabout. Sensory play equipment has been purchased for use at Council events, including wheelchair accessible sensory tent, balancing play, tunnels, sensory mats, lights and sound activations. These were used for the first time at the New Year's Eve event in Sturt Park.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.26 DIAP A2.2.05 Ensure upgrades to and installation of play equipment are accessible to children with physical and non-physical disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Director Environment and Infrastructure	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: As part of the E.P. O'Neill Sporting Complex Redevelopment, a representative from the DIAP Monitoring Group is included within the Project Steering Group that guides the development of the project. Through feedback and communication from this representative, the playground area within the complex focused specifically to inclusiveness and accessibility and will include a sensory playground and multiple play equipment suitable for physical and non-physical disabilities.

2.3 Progressively increase accessibility and inclusion of places of entertainment, recreation, learning and leisure

2.3.1 People with disability have greater access to events hosted in the City

Action Title: 4.1.5.27 DIAP A2.3.01 Source existing Accessible and Inclusive Event Guidelines for use within Broken Hill City Council

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2023	25%	100.00%	 RED
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Action Progress Comments: Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.28 DIAP A2.3.02 Incorporate Access and Inclusion Plans into all Council hosted events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2026	50%	100.00%	 RED


Action Progress Comments: Accessibility is included in all Council events for event sites. The Christmas Pageant and New Year's Eve included sensory zones for 2022 to promote attendance for those with sensory triggers. The "quiet sensory zone" for the first block of the Christmas Pageant parade was extremely well attended with positive feedback from the community for the introduction of this zone.

Action Title: 4.1.5.29 DIAP A2.3.03 Develop Accessible Event templates, guidelines, policies and/or procedures specific to the context of Broken Hill Events

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2024	10%	50.00%	 RED

Action Progress Comments: Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.

Action Title: 4.1.5.30 DIAP A2.3.04 Make Council's Accessible Event Guidelines (including promotional information about drop off points and parking etc) available to event organisers booking Council owned sites

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2026	1%	100.00%	 RED

Action Progress Comments: Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.31 DIAP A2.3.05 Ensure seating arrangements enable people who use wheelchairs to sit on the row they would prefer

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN


Action Progress Comments: Current arrangements for booking seated events for people using wheelchairs at the Civic Centre are to book any seat where access for the customer is simple. Any aisle, front or back row seat can be purchased to allow a more inclusive experience. Plans have now been put in place to allow for removal of seats for customers with mobility aids prior to arrival.

Action Title: 4.1.5.32 DIAP A2.3.06 Compile a template(s) with consistent or aligned meta-data for collecting information on accessibility/inclusion features of Council Buildings, parks, playgrounds etc enabling the presentation of access features of the building and the activities hosted in them

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2024	10%	100.00%	 RED

Action Progress Comments: Investigations have commenced to develop templates to collect and present access and inclusion information relating to Council buildings, parks, playgrounds and activities. This action has been carried over to 2023/24 to finalise.

Action Title: 4.1.5.33 DIAP A2.3.07 Collect and document the accessibility features of all Council buildings, parks, playgrounds and post these on all relevant websites including Council's main website and the national accessible tourism website

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2026	10%	100.00%	 RED

Action Progress Comments: Investigations have commenced to develop templates to collect and present access and inclusion information relating to Council buildings, parks, playgrounds and activities.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

Action Title: 4.1.5.34 DIAP A2.3.08 Invite Broken Hill accommodation, entertainment and other leisure / tourism providers to participate in the Access and Inclusion Information Collection Project

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: Preliminary conversations have been held with a local NDIS officer, investigating the best approach to ascertain correct method of data collection and communication with local businesses.

Action Title: 4.1.5.35 DIAP A2.3.09 Continue to design Library workshops or activities that provide adjustments enabling people with disability to attend

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: The Library continues to offer and endorse an inclusive environment where participants feel comfortable to visit and attend. The provision of programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and all program delivery and adjustments are made when and where required for people to attend and participate who may have a disability, this includes using Key Word Sign during our Early Literacy programming.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.36 DIAP A2.3.10 Continue to enable access by Aboriginal and/or Torres Strait Islander persons with disability to attend culturally safe and appropriate programs


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate. Gallery - The Arts/Cool after school education program and the Deadly Sistas workshops were adjusted for people with disabilities. Library - the library is an inclusive space where anyone can attend. The library holds a NAIDOC Week Storytime activity for our younger children and attends the NAIDOC Family Fun Day in the Park in October every year.

Action Title: 4.1.5.37 DIAP A2.3.11 Continue to offer Art Gallery activities with adjustments for people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2024	100%	100.00%	 GREEN
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Action Progress Comments: The Arts/Cool after school education program and the Deadly Sistas workshops were adjusted for people with disabilities. Additionally, the main entrance door to the Gallery has been upgraded to an automatic door to improve accessibility. The Gallery continues to report to and work with the Disability Inclusion Action Plan Monitoring Group to insure ongoing improvement for accessible activities.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.38 DIAP A2.3.12 Ensure that any future refurbishment of the Council Administration Building includes provision for a lower information desk for people using wheelchairs; availability of hearing loop; and a meeting room enabling sound privacy


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
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Action Progress Comments: The ground floor of the Administration Building is being renovated as part of Stage 1 works for the new Library and Archives Project. As part of these works, allowance has been made for a lower information desk for people using wheelchairs and the provision of a hearing loop in the temporary library section. A sound privacy room will be considered after the use of the ground floor as a temporary library. Works are scheduled to begin in August 2023.

Action Title: 4.1.5.39 DIAP A2.3.13 Ensure the Visitors' Information Centre has a section of the information counter at a lowered height to accommodate visitors who use wheelchairs

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2024	50%	100.00%	 RED
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Action Progress Comments: Commencement of this Action has been delayed. Quotes have been received for the lowering of a section of the counter. Works to be completed in 2023/24.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

3 Systems and Processes

3.1 Systems supporting Council communications, meetings and consultations enhance inclusion

3.1.1 Written information produced by Council is easier to read both in form and content

Action Title: 4.1.5.40 DIAP A3.1.01 Develop guidelines for creating accessible documents (integrating the International Day of People with Disabilities Style Guide, 2018 <https://www.idpwd.com.au/wp-content/uploads/2018/09/IDPwD-Style-Guide-2018.pdf>)


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

Action Progress Comments: International Day of People with Disability Branding Guidelines 2018 sourced. Research commenced for development of guidelines for creating accessible documents.

3.2 Incorporate accessibility and inclusion considerations in procurement decisions and contracts

3.2.1 People with disability have greater access to information relating to procurement and contracts

Action Title: 4.1.5.41 DIAP A3.2.01 Review procurement systems and contracts to ensure accessible and inclusive practices are used by consultants

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Finance and Commercial	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

Action Progress Comments: Tenders and Contracts awarded with regards to inclusivity as per Council's Procurement Framework and Policy.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

3.3 Ensure procedures and work practices require all community campaigns or information sessions to be inclusive

3.3.1 People with disability have greater access to information

Action Title: 4.1.5.42 DIAP A3.3.01 Review procedures and work practices relating to the development of community campaigns or information sessions to ensure inclusion is built in


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2025	100%	25.00%	 GREEN

Action Progress Comments: Inclusion is considered in the provision of all Council communications and engagement sessions and included within engagement session planning.

3.4 Utilise the expertise of the DIAP Monitoring Group to improve systems and processes

3.4.1 People with disability are represented on the DIAP Monitoring Group

Action Title: 4.1.5.43 DIAP A3.4.01 Continue to support and resource the DIAP Monitoring Group to assist Council to improve systems and processes

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: Corporate teams continue to support and look for opportunities to further grow the DIAP Monitoring Group of relevant stakeholders, with feedback from the group considered for improvement of systems and processes. Internal stakeholders report on progress of actions six monthly to Council and present actions completed and upcoming to the group six monthly. Internal projects consider accessibility and inclusion in design and engagement.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

3.5 Embed inclusive practices into all community consultations, communications and Council work practices


3.5.1 People with disabilities increasingly give feedback to Council and are able to give formal and informal input on the development and progress of Council plans

Action Title: 4.1.5.44 DIAP A3.5.01 Community engagement plans include methods for engaging 'harder to reach' individuals and communities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

Action Progress Comments: Current Engagement Strategy focuses on 'harder to reach' groups and all future revisions will maintain this focus.

Action Title: 4.1.5.45 DIAP A3.5.02 Collate database of key community contacts in order to collect 'lived' information on 'accessible Broken Hill'

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2025	25%	25.00%	 GREEN

Action Progress Comments: Database of key community contacts is under construction and community entities are encouraged to list on Council's directory.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.46 DIAP A3.5.03 Collate a database of volunteers prepared to take photos of places, for example, routes to tourism venues, Council buildings and parks; and approach private venues and accommodation operators wishing to cater to accessible tourism


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2025	100%	25.00%	 GREEN

Action Progress Comments: Preliminary conversations have been held with a local NDIS officer, investigating the best approach to ascertain correct method of data collection and communication with local businesses.

3.6 Consumer satisfaction surveys indicate the consumers feel heard and have a say in decision making

3.6.1 Surveys are developed to ensure accessibility to respond by hard-to-reach individuals can be achieved

Action Title: 4.1.5.47 DIAP A3.6.01 Community consumer satisfaction survey

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2024	25%	50.00%	 RED

Action Progress Comments: This action has been scheduled for 3rd and 4th quarter of 2022/23.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

4 Employment

4.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have disability

4.1.1 Council has recruitment and employment policies that reflect best practice with regards to encouraging and supporting the employment of people with disability

Action Title: 4.1.5.48 DIAP A4.1.01 Include on the front of Council's 'Jobs' webpage a statement that Council welcomes applications for employment from people with disability

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

Action Progress Comments: The following statement has been added to Council's website careers page; "Broken Hill City Council promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. People from indigenous backgrounds, people from culturally diverse backgrounds, and people with disabilities are encouraged to apply."

Action Title: 4.1.5.49 DIAP A4.1.02 Continue to regularly access and implement the free resources from the Australian Network on Disability, specifically:

- Sharing and monitoring disability information in the workplace; and
- Employers' Guide to Partnering with Disability Employment Services

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

Action Progress Comments: Recruitment processes are in line with all legislative and regulatory requirements for disability inclusion regarding workforce management. All recruitment processes have met the recommended guidelines and council continues to work with services supporting the disability employment sector.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.50 DIAP A4.1.03 Continue to reference the Australian Network on Disability resource "Manager's Guide: Disability in the Workplace" and continuously update Council's policies and processes in line with best practice examples provided

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2024	100%	50.00%	 GREEN

Action Progress Comments: Council's policies and processes are in line with current reference materials regarding disability inclusion within the workforce. All recruitment has met the guidelines and council continues to work with employment service providers in this industry.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved