

Goulburn Mulwaree

Disability Inclusion Action Plan 2017-2021



This book is in Easy English. It uses easy words and pictures. Easy English books are mainly for people who may have trouble reading.

Easy English books are useful to lots of other people too.

In this book we will write the 'Plan'. This is a short way of saying the Goulburn Mulwaree Disability Inclusion Action Plan for 2017, 2018, 2019, 2020 and 2021.

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About the new Plan

We want a better future so we need a Plan. This Plan starts on 1 July 2017 and finishes on 30 June 2021. It is for everyone with a disability, their families, carers, friends and the whole community.

The community is all the people who live in Goulburn Mulwaree area.

This Plan sets out actions that council will deliver in the next four years to help make life better for people with a disability, their families and carers.

People with a disability know what is most important to them. People, with a disability, their families, friends and carers helped us to write this Plan.

Sometimes people with a disability need extra help to live a full life and join in with other people. The council wants to make sure this Plan is making life better for people with a disability and their families and carers.

Ideas to help make this Plan work well for people with a disability

You should have services that are easy to use. It will be easier for you to join in with your community if you want to.

Access to council information, buildings and services is your right by law.

This will help council remove barriers or make them smaller. It helps make sure all areas of council – what we say, do, write and build is more disability friendly.

For example by building accessible footpaths that link to places you want to go helps everyone in the community.

Facts

Goulburn Mulwaree is located in the Southern Tablelands of New South Wales. The land area is 3223 square kilometres.

There are about 30,244 people living in our Local Government Area (LGA).

Our LGA will keep growing. We are expecting 6,515 more people by 2036. We know that an important part of being accessible and inclusive is accepting:

- > diversity
- > differences in ability.

In Goulburn Mulwaree 6.4% of our residents (1,908 people) need help in their day-to-day lives due to disability. This is higher than the Australian average of 4.6% of the population.

They might need help to:

- > communicate
- > get around
- > care for themselves.

Carers

Carers do a very important job in our community. A carer is somebody who supports:

- > older people
- > people with disability
- > people with long-term health problems.

Many carers give their time without getting paid. 10.2% of our residents are carers who give unpaid care assistance. There are 3,001 carers supporting their loved ones.

There are 4,306 people 65 years and older who live here. This is 19.4% of our citizens who will also benefit from a disability friendly community.

Legislation and Standards

There are different laws and agreements that help make sure people with disability:

- > Have access
- > Are included

The United Nations Conventions on the Rights of Persons with Disabilities is an international agreement. This agreement applies to many countries including Australia.

There are important national laws:

- > Disability Discrimination Act
- > Australian Standards 2010 and AS1428 Disability Access to Premises Standards – Buildings.

There are also some laws just for the state of New South Wales:

- > Disability Inclusion Act (DIA) 2014
- > NSW Carers (Recognition) Act 2010
- > NSW Anti-Discrimination Act 1977
- > Disability Standards for Accessible Public Transport 2002
- > Local Government Act 1993
- > Local Government (General) Regulation 2005

This Plan is consistent with the activities in the Regional Community Strategic Plan 2036.

Goulburn Mulwaree's Regional Community Strategic Plan aims to create a healthy, inclusive and vibrant community.

Our population growth is supported through public infrastructure, land use and development strategies that create a connected, sustainable and accessible community.

Its aim is to help create a collaborative community that works together and recognises opportunities for community participation in decision making that is ethically, socially and environmentally responsible.

The NSW Disability Inclusion Act 2014

This law tells us we have to write a new Disability Inclusion Action Plan.

The Plan has to last for the next 4 years and focus on 4 areas:

1. Developing positive attitudes and behaviours in our community.
2. Creating communities that are nice for people to live in.
3. Helping people find good jobs and work they like doing.
4. Having good ways of doing things that will help people use our services.

The Plan also needs to include:

- > what we know and understand about life for people with disability
- > how we will make buildings, events and facilities accessible
- > ways to get information
- > take part in community activities
- > how we have talked to people with disability while we developed the Plan
- > how the Plan supports the goals of the NSW Government.

Services

What State and Federal Governments do in our community

State and Federal Governments look after:

- > health
- > education
- > police
- > housing
- > transport
- > National Disability Insurance Scheme (NDIS)
- > social services.

There are charities and not-for-profit groups in Goulburn Mulwaree providing services for:

- > supported employment
- > respite care
- > carers support
- > access to food
- > aged care
- > mental health
- > community transport
- > homelessness
- > emergency accommodation.

What Goulburn Mulwaree Council looks after

- > 36 parks and 35 playgrounds
- > 10 sports fields
- > 1 Goulburn Recreation area and Veolia Arena sports stadium
- > 1 Library and the Big Read Bus
- > 1 Goulburn Regional Art Gallery
- > 1 Visitor Information Centre and 1 Mobile Visitor Information Bus
- > 1 Council Administration Office
- > 3 Depots
- > 23 public toilet blocks
- > 2 sewerage treatment plants and 2 water treatment plants
- > 24 sewerage & 9 water pumping stations
- > 11 water supply reservoirs, 2 dams and 1 weir
- > 766km sealed & 372km unsealed roads
- > 106km of footpaths and 108 bridges
- > 295km water mains & 185km sewer mains
- > 108km of stormwater pipes
- > 2 waste landfill sites and 1 waste transfer station
- > 1 aquatic centre
- > 3 skate parks and a BMX track
- > Wollondilly River walking track
- > Goulburn Wetlands
- > 3 dog parks

We provide money for programs by offering grants to community groups and we run community festivals and events like

- > Australia Day
- > Seniors Week
- > Youth Week
- > Heritage Week
- > Reconciliation Week
- > International Day of People with Disability
- > Pictures and Popcorn

We encourage community participation and engagement across Goulburn and our 6 villages and rural communities in our Local Government Area.

We promote our area across Australia to attract tourists and businesses.

Listening to the Community

We listened to our community while we were getting this Plan ready. We want to be better at understanding what life is like for people with disability. We will work with you a lot more.

Making public spaces better for people with disability

We want to give better access to council's library and art gallery, parks, sporting ovals, swimming pools, council offices, community halls, car parking, footpaths, cycleways, playgrounds and other outdoor areas.

Access means buildings and places in the community will be:

- > easier to get into
- > easier to move around in
- > safer
- > more wayfinding – things we put in public areas to help people get around like signage and tactiles.

These are the ideas that came out of our consultation:

More footpaths and kerb ramps

Footpaths link people to their community. Council receives a lot of footpath and kerb ramp requests. We have various communities spread across a 3223 km² area. Council looks after about 106km of footpaths.

Council has pedestrian access and mobility plans.

The Asset Team reviews this long list of requests and recommends which footpaths and kerb ramps are most important.

Park and street furniture

People told us that they wanted more:

- > park benches (seats) with arm rests to help people getting up and down from the seat
- > the concrete pad to be big enough to fit the park bench and a space for a wheelchair
- > more large picnic settings and large covered areas. This will help disability groups go on excursions to the parks
- > trial a wheelchair friendly BBQ
- > more bus shelters.

Dog parks

We understand that some people have an emotional support animal, a service dog or a guide dog. They have asked for a safe area where they can train and play with their dog.

Goulburn has 3 leash-free dog areas. These safe areas are fenced and dogs can run, exercise and socialise leash-free with other dogs and dog park visitors. Council will review the access and parking around these dog parks.

Accessible swimming pools

People told us that they would like to use the council swimming pools but find it hard to use the steps to get in and out of the outdoor pool. Council is planning to upgrade the Goulburn Aquatic Centre. This will include making improvements to the access to the pools, the outdoor areas, toilets and change rooms and canteen.

People also would like an:

- > access ramp into the new pool
- > accessible bathroom with shower and adult change table and hoists
- > aquatic wheelchair.

Council will look at the design plan to see what is possible.

Accessible public toilets

People told us that we need more accessible public toilets in Goulburn Mulwaree. Council will look at all the public toilets and changing rooms and recommend the best way to provide public toilets and changing rooms.

The design of accessible public toilets is very important to include:

- > clear signage
- > doors painted a different colour
- > toilet bowl a different colour to the seat and cistern
- > exit clearly marked
- > hand rails
- > good lighting
- > hook for handbags next to the toilet pan
- > trial an adult change table

Accessible car parking

Finding accessible car parking is often an important part of everyday life for people with disability and their carers.

Managing accessible parking and the permit system is an important part of what we do. Council is looking at how we manage accessible parking, including:

- > planning
- > auditing the number of car parks
- > making sure they are in the right spot.

We need to give people better information about where to find accessible parking.

Council Rangers monitor the accessible car parks to ensure they are used by people with a Mobility Parking Scheme Permit.

Accessible playgrounds

People told us they would like more disability friendly playground equipment. They would like more:

- > fenced playgrounds with child proof gates
- > accessible toilet close to the playground
- > more accessible equipment such as swings, water play, musical instruments and sand play
- > more picnic areas at the playground
- > more shade
- > play equipment for adults with a disability

It is important that disability friendly play equipment is easy to access and in an inclusive setting with other playground areas.

Community and council events

People with disability want to:

- > take part
- > have a good time
- > be included.

They need:

- > ways to get in and out
- > accessible parking
- > accessible transport
- > accessible toilets
- > accessible viewing platform or area where they can see the show.

Council can do more to include people with a disability to join in activities, go to events and work together with community groups so that:

- > Council events are more disability friendly
- > Council continues the disability outreach programs such as art therapy workshops and exhibitions.
- > Council promotes events and activities in words and pictures.

Communicating and involving people

We want to make information about what we do:

- > easier to read
- > easier to get
- > easier to understand.

People told us we need to make sure:

- > our website is accessible
- > documents we publish are accessible
- > we think about accessibility when we start new projects
- > we share information about projects that affect people's daily life in an accessible way

Give you a say in decisions

We want to live in a community where people with a disability can get involved – just like everyone else.

- > get involved
- > take part
- > tell us what you think
- > 'Have Your Say' about council plans and issues that affect you
- > Council will keep talking to people with a disability to make sure this Plan is working.

Accessible Council Programs

About 20% of the Library books are already in large print. We also have 24,583 electronic books, audio books and magazines. The library has computer access and Wifi for all users.

Council has the mobile library called the Big Read Bus. The Big Read Bus delivers books and library services to 8 retirement homes in Goulburn. They also run a home delivery service in Goulburn Mulwaree for 272 people.

The Goulburn Regional Art Gallery continues to run outreach art programs Gallery tours are also available.

Access friendly businesses

Residents and visitors told us that they want to visit businesses, cafes, tourism accommodation and attractions but it is hard to know which are disability friendly.

Council will visit businesses to find out if they are accessible.

They also help shops and businesses be disability friendly for you and tourists by:

- > Encouraging business owners to have a shop that you can easily get around in and out of
- > Helping business owners train staff in friendly customer service
- > Listing access friendly businesses on our website.
- > Encourage our supermarkets and shopping centres to provide a Caroline's Cart for use.

Council advocates for the community

Council champions for better State and Federal services and support in our region.

Council advocates on issues that are important to the community. For example better regional transport and safety concerns around mobility scooters.

Employment

352 people work at council. About 2% identify as having a disability.

We want to make work at the council fair and equal for everybody. We want everybody to have a fair chance.

We want everyone that works with us to be happy. Then they will work with us for a long time.

We're planning to:

- > Make our council a place where people of all abilities can enjoy meaningful employment
- > find out what the staff with disability who already work with us need
- > find out what the staff who work with us and who are also carers need
- > give specialised training in important areas to staff who need it the most for the work they do
- > training may include access and inclusion, relevant codes and standards and how to do programs which aim to include everybody and connect the community
- > help our staff understand what life is like for people with a disability so they can offer better service
- > keep working with the community and organisations to remove barriers to access and inclusion.

The way we do things

Council departments will work together to help achieve this Plan. We want our staff to treat people with disability in a way that is:

- > positive
- > respectful
- > inclusive
- > welcomes diversity

Checking and assessing

Every year we write our Annual Report. When we write the report we will talk about things that are in this Plan.

We will talk about the progress we have made. We will talk about what we have achieved.

We will also tell the NSW Disability Council about our achievements.

Funding the Plan

Some actions in this Plan are about continuing to do what we are doing well and others are about improving the way we do things.

Many actions will not cost council additional money but require us to do things differently. However some actions in the Plan will require additional funds to build something or upgrade an existing facility or service.

Council must consider all priorities and may apply for funding from external sources to help achieve the actions in the Plan.

Contact us

We are always looking for ways for the community to be involved. We want to hear from you if:

- > you have questions
- > there is a problem or issue we need to fix
- > you want a copy of this Plan.

There are different ways you can contact us.

You can find lots of information on our website: www.goulburn.nsw.gov.au

You can phone us 8.30am to 5pm Monday to Friday on (02) 4823 4444

You can send an email to: council@goulburn.nsw.gov.au

You can visit us at our council office between 8.30am to 4.30pm, Monday to Friday at 184 Bourke Street Goulburn

Post a letter to us:

Goulburn Mulwaree Council

Locked Bag 22

Goulburn NSW 2580

You can contact the National Relay Service on www.relayservice.com.au

or call 1300 555 727 or SMS Relay 0423 677 767

