

Amended DIAP update report 2019-2020

Action	CDMP Action	End result	Update
Conduct ongoing consultation to allow people with a disability and their family and carers to contribute to the strategic direction of Singleton Council and to ensure development consent is consistent with the objectives of this Plan	1.1	Hold bi-monthly Disability Advisory Committee Meetings	<ul style="list-style-type: none"> • Bi-monthly meetings held August 2019, October 2019, December 2019, February 2020, April 2020, and June 2020. • IDPWD Project subcommittee continues to plan an annual event. • Access Audit sub-committee formed to monitor the development of Access Audit 2020. • Meetings attended by community members, councillors, community development officers, Asset management officer and various guest speakers including Singleton Track and Field, Accessibility in the City, Spinal Life Australia, Harry Kirkwood.

Action	CDMP Action	End result	Update
Ensure events organised by Singleton Council are accessible to all members of the community	1.2	Develop an accessibility checklist included in Council's event management guidelines	<ul style="list-style-type: none"> • Accessible Events checklist developed and implemented for each event held by Singleton Council and made available to event organisers within the LGA includes; • Provisions for accessible toilets, signage, seating, public transport, parking and assistance dogs. • <i>Including You</i> are accessible elements including the Tepee with soft toys, weighted pillows, fidgets, noise cancelling headphones and vision kits are available for

			<p>use at the Library, the Visitor Centre, community events and council facilities.</p> <ul style="list-style-type: none"> • Accessible events planned during 2019/2020 included Christmas on John Street, Twilight on 25th January, Emergency Services Day on 16th March, Singleton Festival in April and Firelight in May however due to catastrophic bushfires and COVID-19 these were cancelled.
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Investigate the procurement of an all abilities sensory tent for events with purchase subject to funding availability	1.3	Implementation of a sensory tent at all Council events	<ul style="list-style-type: none"> • The full tent was not feasible to store and manage, however, the <i>Including You</i> kit includes elements of the original tent; A Teepee with soft toys, weighted pillows and fidgets available at the Library to encourage accessibility. Noise cancelling headphones and vision kits are available for use at the Library, the Visitor Centre, community events and council facilities.

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Support local International Day of People with a Disability initiatives	1.4	Support the International Day of People with a Disability committee where required	<ul style="list-style-type: none">• A IDPWD sub-committee formed to hold a high tea with Harrison Kirkwood (Past member of the State Youth Advisory Council, youth ambassador for Save Sight institute, past member National Disability and Carer Advisory Council, current member of Guide Dog Advisory Council) as guest speaker on 3 December 2019.• A fundraising raffle raised much needed funds for Rural Aid to assist drought affected farmers in the Hunter Valley. Prizes included an accessible cruise with P&O donated by local travel agent.• Sponsorship received from Glencore Hunter Valley Operations \$1500, Hello world Travel \$800, Arts Upper Hunter \$500, Majestic Cinemas \$50 voucher
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Develop 'Singleton Stories' to showcase the inspiring people within our community	1.5	Feature people with a disability throughout the 'Singleton Stories' series	<ul style="list-style-type: none"> In lieu of Singleton Stories for 2019-2020, a high tea was held on 3rd December to celebrate IDPWD and recognise the efforts of committee members and guest speakers who have contributed to the work of the Disability Advisory Committee over the past 12 months. The event showcased guest speaker Harrison Kirkwood at the event and through local media.

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Improve the accessibility of the built environment	2.1	Conduct Access Audits of all Council premises, infrastructure and parks Complete yearly access spot checks on Council Community facilities Implement priority kerb and footpath works Complete access audits on Councils owned sporting facilities Complete access audits on Council owned playgrounds	<ul style="list-style-type: none"> The Disability Advisory Committee commissioned an updated Accessibility Audit on 14 Council owned buildings which was delivered in two stages. Part one was delivered by June 30th and included 6 of the 14 buildings. The Access Audit sub-committee was formed to monitor the progress of the Audit and report regularly to the Disability Advisory Committee. The Access Audit sub-committee recommended actions on the audit as it proceeded. Priority areas for accessibility to Council properties included complying toilet facilities, complying doorway widths, luminous contrast requirements

			<p>which improves accessibility for a person with a disability.</p> <ul style="list-style-type: none">• Egress to emergency assembly areas for Council Administration building and Library remain a priority• Spot checks have been completed on council community facilities which have resulted in;• Kerb and footpath works including pram ramps have been installed in various locations to increase accessibility. Disability parking has been upgraded at Singleton Mall to meet Australian Standards• The completion of the all-abilities playgrounds at Rose Point Park and Riverside Park are significant achievements in providing accessible facilities for the community and have been featured in state awards.• Council has also supported Singleton Track and Field to address accessibility elements at Alroy Oval.
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Address access issues with the Town Centre Revitalisation	2.2	Address access issues and incorporate into future planning for the Town Centre Revitalisation	<ul style="list-style-type: none"> • Presentation on stage two design and consultation held with Disability Access Committee. • Submissions on design called for.
Implement future stages of the Rose Point All Abilities Playground, subject to funding availability	2.3	Promote inclusion and provide accessible facilities for all ages and people with disability	<ul style="list-style-type: none"> • The completion of the all-abilities playgrounds at Rose Point Park and Riverside Park are significant achievements in providing accessible facilities for the community and have been featured in state awards.

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Enhance social and recreational opportunities for people with a disability	2.4	Support programs that encourage people with a disability to engage in arts and culture, leisure and skill development activities	<ul style="list-style-type: none"> • Singleton Public Library provides resources to assist people with vision or hearing impairment as well as those residents with reduced mobility. • In 2019/2020 the library had 1,953 large print books and 779 audio books available for loan. Access to 1,392 electronic audio books and 5,000 electronic magazine titles (and their back issues) was also offered. • The Home Library Service provided regular home deliveries to residents with reduced mobility, including 700 individual and 174 institutional visits throughout the year, resulting in a combined total of 88,694 loans delivered.

			<ul style="list-style-type: none"> • During COVID-19 restrictions the Library introduced new programs to continue servicing the community throughout. • LIB-olation resulted in 224 deliveries throughout the LGA of 2,352 items, covering 1,768kms. • 95 Call & Collect requests produced 937 loans and 85 digital programming sessions were delivered, with 4,500 views over 80,000 minutes. • The Library Service saw an increase in home lending, due to COVID-19 restrictions.
Enhance social and recreational opportunities for people with a disability	2.5	Development of recreational park masterplans to incorporate whole of community inclusion	<ul style="list-style-type: none"> • Singleton Council supported Singleton Track and Field to address accessibility elements at Alroy Park and Oval. • Singleton Track and Field successfully gained funding for a regional level all abilities long jump pit.

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Services are provided by the right people, in the right jobs, with the right skills and attitudes at the right time.	3.1	Develop and implement a 3 year Equal Employment Opportunity Plan	<ul style="list-style-type: none"> Ongoing
Establish Singleton Council as a disability friendly employer	3.2	Adaptable work spaces and technology	<ul style="list-style-type: none"> Adjustable workspaces including desks installed
Assist with the transition of people with disability into the workforce	3.3	Support and promote programs, such as the Careers Pathways Program that facilitate all abilities employment	<ul style="list-style-type: none"> Ongoing support for programs which support all abilities employment.

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Provide information in formats to meet the varying requirements of people in the community	4.1	Ensure Singleton Council's website is accessible for people with vision impairments	<ul style="list-style-type: none"> Council website enhances the accessibility of Council information to both staff and residents. Website meets the principles and standards outlined in the Web Content Accessibility Guidelines 2.0 Features include use of plain English, change text size, navigate pages using their keyboard, photo captions, page design and page structure with assistant technologies in mind.
Enhance staff understanding of disability access	4.2	Conduct staff training, attend team meetings and get involved in the development of plans across Council's as appropriate	<ul style="list-style-type: none"> Staff training ongoing.
Improve the connectivity between the community, stakeholders and Council to create an informed community	4.3	Provide a single source of information online through a quality website for council	<ul style="list-style-type: none"> https://www.singleton.nsw.gov.au/507/Disability-Services

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Ensure the vision and objectives of this Disability Inclusion Action Plan and linked to Council's Asset Management Plan	4.5	More accessible assets within the Council portfolio	<ul style="list-style-type: none"> Council's Asset Management Plan contains elements of the DIAP objectives and recognises Council's access and inclusion vision and objectives
Council's service delivery is aligned with our communities needs and delivered the best way possible	4.6	Innovation in the provision of quality customer service through implementation of the customer service strategy	<ul style="list-style-type: none"> Council's customer service delivery continues to meet best practice standards for quality.

ACCESS AND EQUITY

The priority areas of the Singleton Council Accessibility Audit (2017) and Disability Inclusion Action Plan (2017-2021) continue to be implemented across the organisation. These plans have been developed in collaboration with the Disability Advisory Committee and the community to ensure greater participation for people with a disability in all aspects of life in Singleton.

A number of priority access issues have been addressed in the Singleton CBD and street scapes including the Queen Street connection and cycle way on Allan Bull reserve. In addition, kerb and footpath works including pram ramps have been installed in various locations to increase accessibility. Disability parking has been upgraded at Singleton Mall to meet Australian Standards

The completion of the all-abilities playgrounds at Rose Point Park and Riverside Park are significant achievements in providing accessible facilities for the community and have been featured in state awards. Council has also supported Singleton Track and Field to address accessibility elements at Alroy Oval.

Council's website aims to meet the principles and standards outlined in the Web Content Accessibility Guidelines 2.0 and includes content that is readable and understandable. Features include use of plain English, allowing users to change the text size, and navigate pages using their keyboard, photo captions, page design and page structure with assistive technologies in mind, making it easier for users to see and interact with content.

Council has coordinated a range of accessible events for the Singleton community to encourage as many people as possible to participate fully in the life of Singleton. An accessible events checklist was created for all community events which included making provisions for accessible toilets, signage, seating, public transport, parking and assistance dogs.

Singleton Council partnered with Ability Links to include a number of innovative elements which improve inclusivity at our events and facilities. Elements of the 'Including You' Tent including the Tepee with soft toys, weighted pillows and fidgets are available at the Library to encourage accessibility. The noise cancelling headphones and vision kits are available for use at the Library, the Visitor Centre, community events and council facilities.

Singleton Public Library provides resources to assist people with vision or hearing impairment as well as those residents with reduced mobility. In 2019/2020 the library had 1,953 large print books and 779 audio books available for loan. Access to 1,392 electronic audio books and 5,000 electronic magazine titles (and their back issues) was also offered. Additionally, the Home Library Service provided regular home deliveries to residents with reduced mobility, including 700 individual and 174 institutional visits throughout the year, resulting in a combined total of 88,694 loans delivered.

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