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# Gilgandra Shire Council

## Disability Inclusion Action Plan

2017 – 2020



~~DISABILITY~~



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## Message from the Mayor

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Whilst Gilgandra Shire Council is proud of its strong history in providing disability and community services to the Gilgandra community, this Disability Inclusion Action Plan (DIAP) further demonstrates our commitment to improving the quality of our services, facilities, systems and programs to the whole community over the term of this Plan.

As a community we are poorer without a diverse range of viewpoints and individual perspectives. This Plan was developed through consultation with staff and the community and outlines the actions we will take to provide more accessible and inclusive services.

Exclusion leads to disadvantage and discrimination, which have far reaching negative impacts across all aspects of life including health, welfare, education and employment. These impacts are felt beyond the individual with families and the broader community being negatively impacted by a non-inclusive community.

Fortunately for us, Gilgandra is a very inclusive community and Council looks forward to more positive outcomes from the implementation of this DIAP.

**Mayor, Cr Doug Batten**

## *Message from the General Manager*

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It is my pleasure to present Council's Disability Inclusion Action Plan. This Plan is about supporting the basic right of choice for people with disability in our community - people with disability have the same right to choose how to live, work and enjoy community life as we all do.

Council has a key role in promoting and supporting access and inclusion by ensuring it is a key consideration in all areas of Council business.

One of the key ways Council can promote inclusion is through employment, noting it is recognised that employment provides independence, reducing reliance on benefits and improving the living standards of people with a disability and, in turn, having positive health impacts and contributing to a greater sense of self-worth.

I thank everyone who has contributed information towards the preparation of this Disability Inclusion Action Plan. Council is committed to maintaining genuine communication with people with a disability into the future and I would welcome feedback at any time.

I look forward to working with staff and our community to put the Plan into action.

**General Manager, David Neeves**

## 1. Background

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In August 2014 the NSW Disability Inclusion Act 2014 was passed. This Act requires Council to develop a Disability Inclusion Action Plan to help remove barriers and enable people with a disability to participate fully in their communities.

Council's vision is for a strong and sustainable rural centre with a caring community that is building a future together.

Council's Disability Inclusion Action Plan aims to provide better access to Council information, services and facilities ensuring people with disabilities can fully participate in our community.

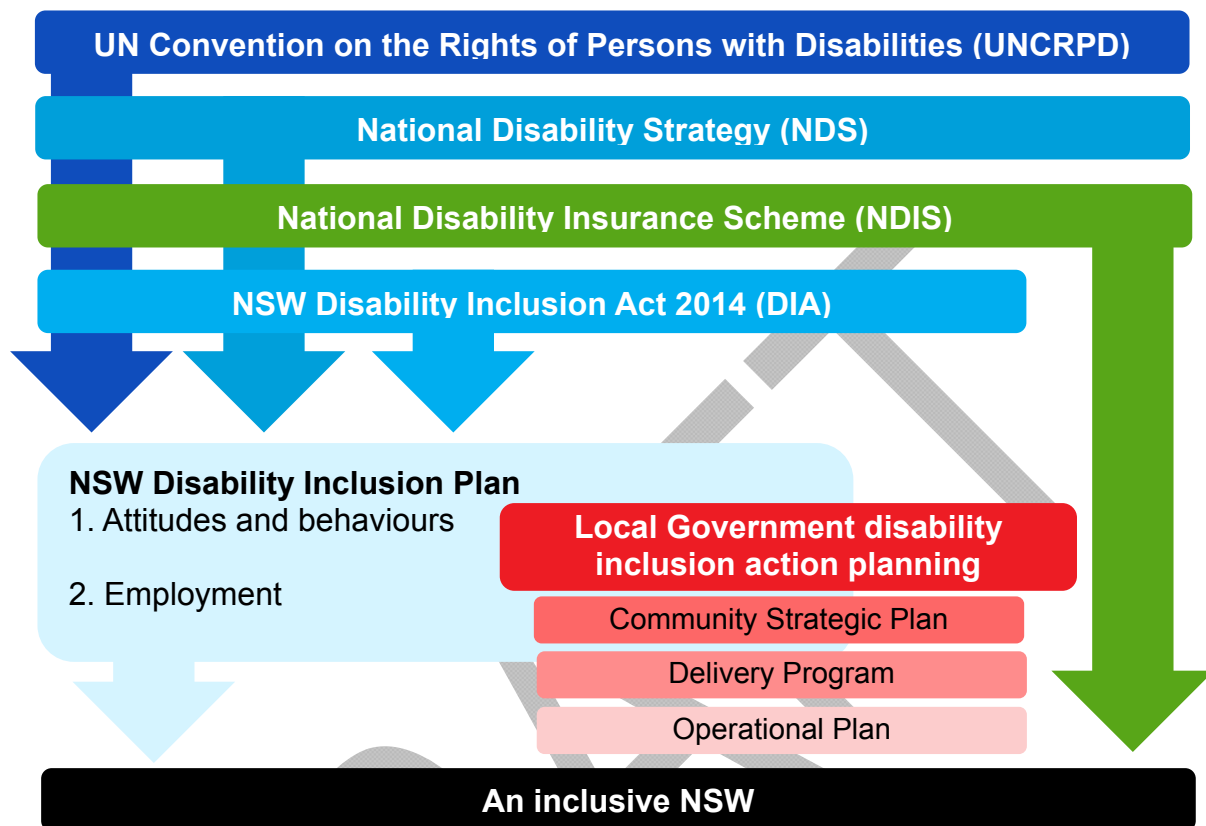
This Plan was developed through a community consultation and research process. A review of Council documents and Government policy took place together with a staff survey and community consultation.

The initial draft Plan was put to the Gilgandra Interagency Committee and a Reference Group, consisting of community members for feedback, refinement and endorsement.

The plan was endorsed by Council at its March 2017 meeting and placed on public exhibition. The Plan was formally adopted at Council's May 2017 meeting.

## 2. Legislation and Policy

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Source: Disability Inclusion Action Planning Guidelines Local Government

### *International*

#### **The United Nations Convention on the Rights of Persons with Disabilities**

The United Nations Convention on the Rights of Persons with Disabilities protects the rights of all people with a disability around the world. Australia was one of the first countries to sign the Convention when it was ratified in 2008. The convention acknowledges that people with disability have the same human rights as those without disability. This commits participating governments to ensure these rights can be exercised and that barriers are removed. The United Nations Convention of the Rights of Persons with Disabilities supports the social model of disability. This recognises that attitudes, practices and structures are disabling and can create barriers to people with disability from enjoying economic participation, social inclusion and equality which are not an inevitable outcome of their disability.



The Convention is guided by the following principles:

- respect for inherent dignity, individual autonomy including the freedom to make one's own choices and independence of persons;
- non-discrimination;
- full and effective participation and inclusion in society;
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- equality of opportunity;
- Accessibility;
- equality between men and women;
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

## ***National***

### **National Disability Strategy 2010-2020**

The [National Disability Strategy 2010-2020](#), developed in partnership by the Commonwealth, State, Territory and Local Governments, sets out a national plan for improving life for Australians with disability, their families and carers, to support the commitment made to the United Nations Convention on the Rights of Persons with Disabilities

Actions in the Implementation Plan that involve councils include improving Web Content accessibility, access to infrastructure, recreation, employment and community participation.

### **National Disability Insurance Scheme**

The National Disability Insurance Scheme ([NDIS](#)) is a major reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability. The National Disability Insurance Scheme gives participants more choice and control over how, when and where supports are provided.

## ***State***

### **Disability Inclusion Act 2014 (NSW)**

The Disability Inclusion Act (2014) acknowledges human rights; promoting the independence and social and economic inclusion of people with disability.

The Act requires NSW government departments, local councils and some other public authorities to develop and implement a Disability Inclusion Action Plan. The plan must be consistent with the State Disability Inclusion Plan and include strategies to increase access and participation.

## ***Local***

Gilgandra Shire Council's Community Strategic Plan 13/14 – 20/23 was created by the community and provides a long term vision for our Shire. The Community Strategic Plan informs Council's Delivery Program and Operational Plan, which set out Council's role in achieving the community's vision.

There are a broad range of specialist and mainstream services available for Gilgandra residents. For some services, people will have to travel to Dubbo however many organisations provide local or outreach services to our community.

Gilgandra Shire Council is a direct provider of services for older people, people with a disability and their carers through:

- Cooee Lodge Retirement Village
- Orana Living (supported accommodation and day programs)
- Carlginda Enterprises (supported employment)
- Community Transport
- Meals on Wheels
- Homelessness and Housing Support
- Social Support
- Respite Care
- Home Care Packages
- Library Services
- Better Reading (Adult literacy tutoring program)



Other Council plans and documents relevant to the Disability Inclusion Action Plan include:

- Pedestrian Access Mobility Plan
- Equal Employment Opportunity Policy
- Community Strategic Plan

Development of the Disability Inclusion Action Plan is supported by the Gilgandra Shire Council's Community Strategic Plan strategies as follows:

## **1. Inclusive Community**

### **1.1 An active community with a focus on physical and mental wellbeing.**

- 1.1.1 Establish and maintain programs and facilities that promote and encourage a healthy lifestyle

### **1.2 A community that has great pride and instils this pride from a young age.**

- 1.2.1 Encourage and support community groups, festivals celebrations and event
- 1.2.2 Involve the youth of our community in decision making processes

### **1.3 A community with access to quality health, welfare, education, early childhood, sporting, recreational, cultural and technological services and facilities.**

- 1.3.2 Offer supported accommodation services, activities and employment and training programs to people with a disability
- 1.3.3 Offer aged care and accommodation services and activities
- 1.3.4 Offer community care services that address the needs of our community
- 1.3.5 Offer a range of youth services that engage youth and encourage participation
- 1.3.8 Deliver a library service that provides relevant resources and programs
- 1.3.10 Facilitate access to leading edge communications for all residents living in Gilgandra

### **1.5 A community that encourages Aboriginal leadership and pride.**

- 1.5.1 Support Aboriginal leaders and groups in their roles and provide opportunities for Aboriginal involvement

### **1.6 A community where volunteerism thrives**

- 1.6.1 Encourage volunteerism in our community that continues with the next generation

## **2. Growing Economy**

**2.1 A community with a strong and diverse economic base that supports and improves the lifestyle of its residents.**

2.1.5 Encourage and support employment initiatives and programs

## **3. Respected Leadership**

**3.1 A Council that provides quality leadership governance and management to its community.**

3.1.3 Deliver consistent, timely and transparent regulatory functions in line with the legislation under which Council is required to operate

## **4. Strengthened Infrastructure**

**4.1 A community with well constructed, maintained and managed public infrastructure including water and sewer infrastructure, public buildings and facilities, plant and equipment.**

4.1.2 Develop and implement forward works infrastructure programs and plans

**4.2 A community serviced by a safe, reliable and efficient transport network.**

4.2.1 Provide a network of pathways that link wheel chair pedestrians, pedestrians and cyclists to important destinations

**4.3 A community with quality green spaces that encourage people to be active and involved in their natural surrounds.**

4.3.1 Provide a range of parks, gardens and reserves to an acceptable level and suitable for passive recreational activities.

### **Other legislation and standards informing Council's work**

- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability (Access to Premises-Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977
- Carers Recognition Act 2012
- Local Government Act 1993 and Local Government (General) Regulation 2005

### 3. Snapshot of Gilgandra Shire

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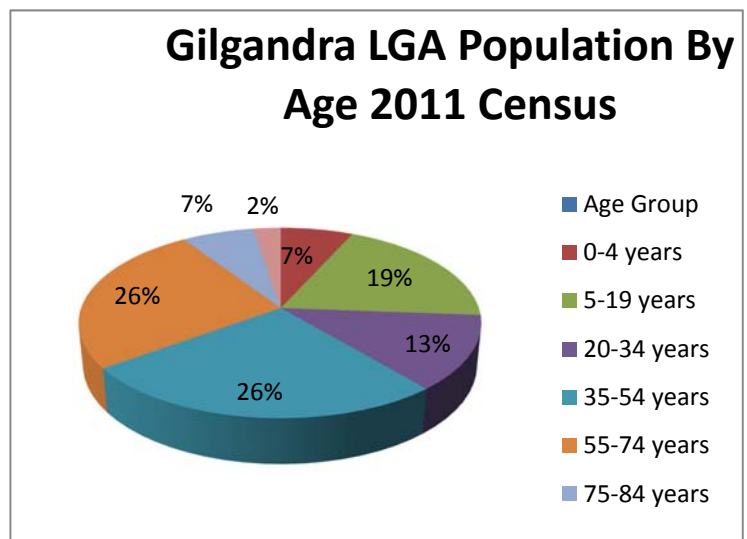
Gilgandra is nestled on the banks of the Castlereagh River in Central NSW at the junction of three major inland highways - the Newell, Oxley and Castlereagh - and half way between Brisbane and Melbourne. In addition to the township of Gilgandra, the Shire has two villages - Tooraweenah located at the southern entrance to the Warrumbungle National Park and Armatree located in the north of the shire.

Gilgandra is a great place to live. It is a proud, passionate, vibrant, solid and supportive rural based community. We are fortunate to have excellent schools for our children, a comprehensive range of medical services, fantastic sporting facilities, and a thriving cultural presence within the region.

Given the small population, the community is tight knit, resilient and to a large extent self-sufficient and, despite the fact that our population is ageing, social capital through volunteerism is strong and this strength is reflected in the many events (cultural, sporting, community and nation building) that are conducted by volunteers.

#### Gilgandra LGA Demographics

- Total Population - 4355
- Median age - 44 years
- Total Dwellings – 1750
- Average household size – 2.4 persons
- 89.70% of the population was born in Australia
- 92.6% of people speak only English
- Gilgandra LGA scores 928.1 on the SEIFA index of disadvantage



The Disability Inclusion Act 2014 (DIA) defines disability as:

“The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.”

### **Disability Statistics**

- 6.04% of the population, or 263 people living in Gilgandra Shire, identified as needing assistance because of a profound or severe disability.
- 532 people over the age of 18 were identified as having either a profound/severe/moderate/mild core activity restriction according to 2010 data
- 199 people identified as requiring assistance with core activities are living in the community (PHIDU).
- In Gilgandra Shire there were 411 carers providing unpaid assistance to a person with a disability, long term illness or old age in 2011.
- 63 people were receiving a Carer Payment benefit in 2014. This payment is made to people who personally provide constant care, in the home, to someone with a severe disability, medical condition, or who is frail aged.
- 228 people were receiving a Disability Support Pension in 2014. The Disability Support Pension is provided to people who have a physical, intellectual or psychiatric condition that stops them from working or people who are permanently blind.
- 12.6% of the population provided unpaid assistance to a person requiring assistance with core activities (PHIDU).
- According to the Roads and Maritime Services website, there are currently 276 Mobility Parking Permits issued in Gilgandra Shire – 264 to individuals, 11 to organisations and 1 temporary permit.

**Persons with a profound or severe disability  
(including people in long term accommodation) 2011**

<b>Age group (years)</b>	<b>Number (including people in long term accommodation)</b>	<b>Number (excluding people in long term accommodation)</b>
0 to 64	131	102
Over 65	134	97

*Information about disability in Gilgandra Shire is based on Australian Bureau of Statistics (ABS) Census data and PHIDU - Public Health Information Development Unit - Torrens University.*

### **Council activity**

Council works to provide opportunities and raise awareness of inclusion of people with disabilities. Some recent examples include:

- Working with Orana Living to provide workplace volunteer placements in local businesses
- Providing School (initially) and then regular work experience placement through a service provider for one person with disability.
- Celebrate International Day of People with Disabilities as an annual event.
- Creation of disability access to Gilgandra Swimming Pool and provision of adult change facilities
- New all ability facilities underway in Hunter Park including new toilet facilities and new playground
- Developed Pedestrian Access Mobility Plan and related actions.
- Improved physical access to Library and Medical Centre in 2015
- Review and update of Library collection to cater for special needs
- Pursuing grant funding for further improved physical access to Library as well as new computer equipment

## 4. Community Consultation

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A summary of the consultation process is outlined in the table below.

Unfortunately, due to timing issues with Christmas parties and Council shutdown, we were unable to meet with Probus or the CWA Evening branch as planned.

<b>Date</b>	<b>Action</b>
3 November 2016	Initial meeting of Disability Inclusion Action Plan Working Group (14 staff members)
9 November 2016	Discussions with Men's Shed (approx. 15-20 attendees)
1 December 2016	Discussions at Cooee Lodge Retirement Village (approx. 25 attendees)
December 2016	Staff survey conducted (87 responses)
December/January	Community survey conducted (105 responses)
19 January 2017	Community consultation in Gilgandra Community Plaza
23 January 2017	Meeting with Orana Lifestyle Directions (supported accommodation) house representatives
2 February 2017	Individual meeting with parent of disabled young adult
3 February 2017	Individual conversation with person with mobility issues
23 February 2017	Draft considered by Interagency Committee
23 February – 10 March 2017	Draft considered by Disability Reference Group

## Survey Responses

- 14.28% of responses were from Aboriginal or Torres Strait Islanders
- 40% of responses were from aged over 71 and 2.86% under 25
- 87.13% of respondents lived in the Gilgandra urban area
- 71.42% of respondents lived in a house or a unit, with the remainder living in a Retirement Village
- 4% of respondents indicated they need a carer to assist with basic tasks all of the time
- 11% of respondents indicated they need a carer to assist with basic tasks some of the time
- 31.63% of respondents indicated they are unable to walk for 500 metres by themselves without difficulty (not using any special equipment)
- 12.38% rely on others to get them to medical appointments
- 78.10% of respondents are able to attend social or community events during the day with 77.89 of those able to drive themselves
- 30.5% of respondents indicated they encounter difficulties obtaining parking close enough to be able to walk where they are going
- 46.6% of respondents were retired or not looking for work; 8.74% unemployed and looking for work; 16.5% employed part-time or casually and 28.16% employed
- 91.35% of respondents indicated they have no difficulties using telephones, with the remaining 5.77% indicating hearing issues and 2.88% indicating sight issues

With regard to access to Council buildings:

- Only 3% indicated any difficulty with doors
- 9% advised they had difficulty with steps, with supporting comments indicating physical issues such as bad knees or back
- 20.45% thought there was insufficient suitable seating around town
- 11.36% indicated there was a lack of toilet facilities

In answering this question, a number of people took the opportunity to comment on difficulty with accessing other (non-Council owned) buildings within the CBD.



The survey also asked whether people ever felt isolated (eg don't get to see friends or family or go to community events as often as they would like). The results were:

- 1.94% always feel isolated
- 11.65% often felt isolated
- 25.24% sometimes felt isolated
- 25.24% rarely felt isolated
- 35.92% never felt isolated

The community was asked to indicate the different ways they get information on services they may need. The top results were:

- 75.96% of respondents indicated they use the telephone book
- 75% use The Gilgandra Weekly
- 61.54% use the internet
- 39.42% use Facebook

## Summary of community views and suggestions for change:

### 4.1 Positive attitudes and behaviour

There was positive feedback for Council involvement in Aged Care, Community Care and Disability Services (both accommodation and supported employment).

Most people with a disability told us that they felt they were treated with respect within the Gilgandra community, however there were a few who felt that there was some disrespect shown by certain younger children in town.

Stereotypes and negative attitudes about disability cause barriers to full access and inclusion. Many people make assumptions based on what they think people with a disability can and cannot do, should or should not do.

Attitudes to people with a disability should not be determined by fear or ignorance and Council can play a role in promoting positive community behaviour.

Suggested actions include:

- Promote understanding about disability parking eligibility – they are not just for people in wheelchairs
- Incorporate consideration for the needs of people with a disability in planning
- Treat others as you would like to be treated

## 4.2 Liveable communities

It is important that all people can move about easily to access facilities and services and participate in community life.

The majority of challenges identified by participants related to mobility (in terms of navigating the built environment) and what is considered to be inadequate levels of seating.

Pedestrian access featured highly with calls for better maintained footpaths. Wamboin Street was highlighted as an issue. Tactile Guidance Surface Indicators were suggested to assist people with a visual impairment.

Seating in the main street, and along primary routes, was raised on a number of occasions. The issues raised included the lack of seating (and in shade), the height of seating, the provision of arm rests to assist sitting/standing and allowance for wheelchairs at park benches for inclusivity with group activities.

Lack of access into shops for mobility aid users was raised, with two local businesses being singled out. Access to business benefits not only people with a disability, but older people, parents with prams and business owners by expanding their business reach. There is a strong economic case to increase inclusion in our community.

With the exception of a new Library door, for which funding has been sought, there were no issues identified in the survey regarding access to Council's buildings. Following additional community consultation it was noted that there is an issue with the way the Shire Hall front door opens for people in wheelchairs and also that the door to the Warren Road Medical Centre is rather heavy.

The recent upgrade of access to the Gilgandra Swimming Pool was applauded with many people with a disability using the facility as therapy. The hoist into the pool is rarely used as it appears most people would prefer to struggle with the steps and rail entry rather than be obviously transported into the water.

A resident raised a concern with the open railing around the Gilgandra Community Plaza (directly adjacent to the Disabled car parking in the IGA Car Park). When reversing a van suitable for wheelchairs, there is opportunity for small children to slip under the railing and be hit by the vehicle.

The resident, who uses that particular car park on a regular basis, has noticed it is a popular area for families, particularly in school holidays.

There is limited local public transport however many people are aware of, utilise and commend community transport through Gilgandra Community Care.

Suggested actions include:

- Enforce disability parking
- Put a disability parking sign in front of the car parks near IGA entry
- An additional disability parking space on the eastern side of Miller Street between Target and the Newsagent
- Playgrounds to include accessible all abilities equipment
- Playgrounds to be fenced to give carers confidence to allow children with autism to play freely without having to chase them
- Footpaths are level and in good order
- Reduced gutter heights in main street
- More accessible and well maintained public toilets.
- When building new disabled toilet facilities, consider:
  - central positioning of the toilet to allow ease of transfer
  - a ceiling hoist
  - hand basin plumbing/basin design to allow ease of access under the basin
  - installation of MLAK key system
- Provide additional seating in Miller Street (in shade), near the hospital entry and within the Cooee Lodge Retirement Village
- Consider installing seating with armrests or divided seating
- Offer expert advice to local businesses wishing to improve their access – put a pathway of communication in place
- Provide an additional rail in the middle of the stairs at the Shire Hall
- Liaise with State and Federal Government to ensure elections are held at suitable locations to allow easy disabled access (not high school unless provision available to drive closer to building)

### 4.3 Employment

Through our business enterprise Carlginda Enterprises, Council provides supported employment for 19 employees in addition to providing supported accommodation and a wide range of community services. The staff at Carlginda Enterprises, together with their support staff, sort the recycling collected from Gilgandra Shire and also the recycling from Bogan Shire Council.

Meaningful employment contributes to independence and feelings of self-worth and therefore opportunities to work in paid and volunteer roles are important.

Key findings from the staff survey are:

- 19 staff considered themselves to have a disability with intellectual disabilities at least double each of the other options (vision, hearing, mobility).
- Almost 30% of employees were not aware of any Council policy or procedures that relate to people with a disability.
- Over 82% of staff considered they had a fair to excellent understanding of the needs of people with vision, hearing, mobility or intellectual disabilities.
- Almost 98% of staff believe people with a disability have the same rights as all other people, including the right to work.

Common themes and suggestions for change included:

- Educate employers on the value of employing people with disability
- Encourage the involvement of people with a disability in volunteer activities
- Ensure accessible recruitment practices – ensure they reflect an enthusiasm for employment of people with a disability and are in simple forms and language

#### 4.4 Service systems and processes

Only 1.92% of respondents indicated they could rarely find the information they were seeking.

When asked the best way for Council to provide information to the community:

- 68.93% suggested The Gilgandra Weekly
- 54.37% suggested mail outs
- 34.95% suggested Facebook

Some Council information is difficult to access and is only available in print format. Service information and processes don't allow for people with a range of disabilities.

Suggested actions include:

- Keep information simple
- Ensure information is provided in a variety of formats
- Be flexible in provision of services (eg complaints handling) noting that not everyone is able to put a request in writing
- Offer assistance to businesses in the CBD regarding accessibility

## ***5. Funding our Plan***

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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. The money to do this work will be allocated through the annual budget process where possible. At times Council may apply for funding from external sources to help achieve the actions in the Plan.

## ***6. Managing the Risk***

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Council understands that it has a legal responsibility, in providing service, not to discriminate against another person on the grounds of that other person's disability. Council will continue to increase access to information, upgrade facilities and improve how it delivers services to remove barriers to access and meet this obligation. The actions in this Plan demonstrate our commitment to continual improvement and have been prioritised with consideration being given to Council's Risk Management process.



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## *7. Action Plan – what Council will ensure is included in its Delivery Program*

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### *1. Positive attitudes and behaviour*

- Ensure new website has images that include people with disabilities and that language is appropriate
- Develop and facilitate Disability Awareness Training for staff (other than induction training)
- Facilitate a business education campaign about the value of employing people with disability
- Promote understanding about disability parking eligibility
- Incorporate consideration for the needs of people with a disability in planning projects and developments
- Utilise International Day of People with Disabilities to promote inclusion to the general community
- Adapt and distribute a Missed Business Guide to local businesses

## 2. *Liveable communities*

- Consider accessibility when planning activities and events run by Council
- Progress actions in Council's Active Transport Strategy (Pedestrian Access Mobility Plan)
- Review seating provision in Miller Street and along key pathways with a view to including seating with armrests
- Review plans for new toilet facilities in Hunter Park to ensure optimal accessibility
- Consider installation of all abilities play equipment in recreational areas.
  - Install play equipment in Hunter Park
  - Seek funding for fencing of Hunter Park playground
- Liaise with State and Federal Government Departments to ensure elections are held at suitable locations to allow easy disabled access (not High School unless provision available to drive closer to building)
- Continue to promote the availability of community transport options
- Ensure Council's library program and resources are accessible in terms of height and reach
- Investigate installation of Tactile Guidance Surface Indicators at pedestrian crossing in Miller Street

### 3. *Employment*

- Review Council's Workforce Management Strategy to include best practice guidelines for inclusion
- Review recruitment processes, forms and language for accessibility
- Regularly conduct and respond to staff disability inclusion survey (four yearly)

### 4. *Service systems and processes*

- Ensure new Website is compliant with disability standards
- Investigate inclusion of the National Relay Service contact details in all generic Council publicity and advertising materials and information provided to the public
- Review communication strategy to achieve optimum communication with the community
- Ensure language used is simple and appropriate
- Review the current community consultation procedure to include a checklist on inclusive consultation
- Develop and utilise the Disability Reference Group when developing Council plans
- Promote and effectively communicate accessible services and facilities to the community
- Conduct an audit of disability parking use
- Enrol key staff in appropriate access training course for building surveyors

## **6. Monitoring and Evaluation**

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### **MONITORING**

The Disability Inclusion Action Plan includes timelines to guide the completion of the actions. The process will be monitored and evaluated through the Integrated Planning and Reporting cycle.

Implementation of the Plan will be undertaken by the responsible Business Units. Each action will be monitored and reported against for the periods 1 July – 31 December and 1 January – 30 June of each year.

The Director Corporate & Business Services will monitor the overall implementation of the Plan and the integration of its actions into Council's new Delivery Program and annual Operational Plan.

### **REPORTING**

Outcomes and achievements will be reported in Council's Annual Report which will be available on Council's Website or a copy will be provided on request.

A report will also be provided to the Department of Family and Community Services and the Minister for Disability Services.

### **REVIEW**

The Plan will be reviewed annually in line with the Integrated Planning and Reporting cycle. An audit, evaluation and review of the Plan will be conducted at the end of its four year term.

## **ONGOING ENGAGEMENT**

Council will engage with people with disability on an ongoing basis about the progress of the Disability Inclusion Action Plan:

- The Disability Reference Group will review progress and provide comment annually
- An annual survey will seek feedback from staff members with disability
- Council will continue to use its International Day of People with A Disability event as a platform to gather community feedback on progress.

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## 7. Acknowledgement

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Council would like to thank the many community members and staff who provided their views, personal stories and ideas for positive change which was of valuable assistance in developing this Plan.

Thanks also to the members of the Disability Reference Group who provided formal feedback on the draft document. The group consists of people with disability, their carers or family.

The following Gilgandra Shire Council staff were also involved in the process:

- Matthew Wilson
- Julie Prout
- Neil Alchin
- Kerry Butler
- Janelle Lummis
- Liz McCutcheon
- Chris Horan
- Brian Irvin
- David Neeves
- Lindsay Mathieson
- Rolly Lawford
- Randall Medd
- Jill Blackman
- Ben Chapman
- Melissa Welsh

It is also important to acknowledge Anita Ceravolo, Senior Policy Officer – Disability Inclusion Local Government NSW, and Liane Davids of Coonamble Shire Council for their assistance.

## 8. References

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- [Disability Inclusion Act 2014 - Factsheet](#)
- Disability Inclusion Act 2014 (NSW) - [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)
- Human Rights Commission – [www.humanrights.gov.au](http://www.humanrights.gov.au)
- [Missed Business Guide](#) – prepared by Marrickville Council
- National Disability Insurance Scheme - [www.ndis.gov.au](http://www.ndis.gov.au)
- National Disability Strategy 2010-2020
- National Disability Strategy 2010-2020 - [www.dss.gov.au](http://www.dss.gov.au)
- Ombudsman NSW – [nswombo.nsw.gov.au](http://nswombo.nsw.gov.au)
- PHIDU - Public Health Information Development Unit - Torrens University
- Public Health Information Development Unit – Torrens University Australia - [www.phidu.torrens.edu.au](http://www.phidu.torrens.edu.au)
- Roads and Maritime Services website: [www.rms.nsw.gov.au](http://www.rms.nsw.gov.au)