



DISABILITY ACTION PLAN

November 2002



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Foreword

The integration of people and the interdependence of different needs and values is fundamental for our communities. Council in building better communities must recognise the individual needs of community members who have a disability.

Council has engaged a Disability Access Officer, supported by MACAAS funding to improve disability access within the Shire. This is an issue for the wider community, however Council is seeking best practice principles so that people with disabilities can access Council's information and facilities – hence improving the lifestyle and integration within the community.

To achieve this a Disability Access Advisory Committee was formed to guide Council, and in turn have developed a Disability Access Plan.

The Plan is the committee's recommendations and we welcome input regarding its content and possible improvements for the future. The Plan is dynamic with the changing needs of the community and will always need input and revision, and it's through input that this evolving process is achieved.

Our Disability Access Advisory Committee members were: Jean Newton, David Jenkins, Ally Dench, Brian Nuttall, Sandra Lightfoot-Collins, Julie Dean, Cr Banasik and Cr Auchterlonie, who were supported by Gay Hardwick, our Disability Access Officer and other Council officers. My personal thanks and congratulations go to this team.

Council is committed to integrating community members and improving disabled access – our Disability Access Plan will then form part of our annual works and financial commitments – again I seek your input to this your plan on accessibility.

Graham Taylor
General Manager

Purpose Statement

The purpose of this plan is, for Council to facilitate community access to available services, programs, and facilities, within Councils control.

“To create opportunities in partnership with the community, to enhance the quality of life and the environment, by managing growth and providing sustainable services and facilities of the highest quality.”
(*Purpose Statement from Wollondilly Shire Council Management Plan.*)

Access Policy Statement

To promote a fair, all-encompassing community by creating and promoting opportunities, services and facilities that will enable **ALL** people to have appropriate access in the community, enhanced independence and participation in the community at large.

To raise awareness of the diverse needs of the community and enhance the skills and confidence of Council Officers in meeting individual access needs of people in our community including people with disabilities.

Underpinning the philosophy of this Action Plan are the following statements:

- Residents with a disability have the same rights and responsibilities as those residents who do not have a disability.
- All facilities, public space, services, information, programs and areas under Council's control, where possible should be accessible to all residents.
- Needs of residents with disabilities should be promoted within Council and to the wider community.

Physical and attitudinal barriers that prevent people with disabilities from participating fully in the community should be reduced and removed through implementation of planned strategies.

Wollondilly Shire Profile

On the Southern outskirts of Sydney, spectacular natural beauty and rural pastures surround Wollondilly. Its 2,560 km² stretch from Yanderra in the south and Appin and Menangle in the east, to Warragamba in the north and the Nattai Wilderness and Burragorang Valley in the west.

The district is rich in Aboriginal and European history. A colourful tapestry interweaves the Dreamtime legends of the Gundangurra and Tharawal people on a backdrop of gorges, ranges and plains, with a rural patchwork created by the white settlers who followed the first fleet's famous staying cattle to the Cowpastures.

The population of the Shire has a consistent growth rate and at the present time the population is approximately 37,123 (2001 Census). Demands for development in the area, from both internal and external forces, present the Shire with the future challenges that accompany growth.

Today, it is the lifestyle of the area that attracts visitors and Council is committed to a planned and balanced development that will maintain community values and lifestyle choices.

Recent access improvements made by Council

- Mobile Library vehicle is now fully accessible
- Home Library service available for house bound people
- Bush Telegraph available in alternate formats large print and audio tape.
- Disability Access Officer position; providing Information and Advocacy for people with disabilities.
- Appointment of Disability Access Advisory Committee
- Relevant Development Applications reviewed by Disability Access Officer and Disability Access Advisory Committee
- Organised celebration for the International Day of People with disAbilities in December.
- Provision of accessible facilities at Council events such as Australia Day

How can an Action Plan help the Community and Council?

Address discrimination

The Disability Discrimination Act 1992 makes it unlawful to discriminate against a person with a disability in a broad range of areas including; access to premises and the provision of goods and services.

Avoid Disputes

It is sound practice to avoid becoming involved in complaints lodged with the Human Rights and Equal Opportunities Commission (HREOC). The implementation of an Action Plan will make it far less likely that Council will commit an inadvertent discriminatory act. A successful action plan acts as a barrier against DDA complaints.

Promote Communication of issues

This is a positive step in developing a healthy environment which encourages members of the community to raise access issues of concern with the Disability Access Advisory Committee.

Sound business

Councils that have taken a best practice approach to disability access issues have benefited from a flow on effect to other key performance areas including;

- General customer services.
- Better internal and external communication channels.
- Safer public and work environments.
- Improved customer service for specific target groups such as older people, people with communication problems.
- Council implementing best practice access policies should act as an incentive for people moving into the Wollondilly Shire.
- Positive commercial implications for local businesses and Council when the appropriate infrastructure is provided to ensure commercial premises are fully accessible.

Positive results in terms of Council's public image, outcomes for people with disabilities and their families/ carers and an improved range of services for all Council customers.

In March of 1993 the Federal Government enacted the Disability Discrimination Act (DDA). The purpose of the DDA is to give people with disabilities the same opportunities as others to access services and facilities. The DDA makes it unlawful to treat persons with a disability less favourably by not having services and facilities that they can easily access.

Access is the absence of environmental and /or social barriers in the community, to enable **everyone** to use community facilities and services.”

Frequently people interpret the word “access” as only referring to physical access issues. However access includes:

- Barriers to physical access.
- Barriers to accessible information.
- Barriers due to lack of staff awareness and skills in delivering services to people with disabilities.
- Barriers due to lack of community awareness about individual needs of other community members.
- Barriers to opportunities to participate in public life, such as consultations and decision making processes.

What is Discrimination?

Discrimination can be direct or indirect.

Direct Discrimination generally means treating people with a disability less favourably than people without that disability would be treated under the same circumstances.

Indirect Discrimination exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability because they are unable, or find it difficult, to comply with the requirement due to the disability.

Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their disability specific needs. The provision of pensions and entitlements or the services offered by charitable organisations are examples of this.

Definition of disability

It is important that we consider what words are used. If inappropriate terminology is used this can inadvertently sanction discrimination against people with disabilities.

“Definitions, beliefs, values and theories of disability, moulded by a historical perspective, can conjure up images and stereotypes of people with a disability. Images such as wheelchair bound, pity, charity collections and individuals constantly in need of medical care. Different images and definitions of disabilities have increasingly been challenged by people with disabilities themselves, and they have declared they take pride in who they are, and that disablement arises not from physiological or cognitive impairments but from social, environmental and political disadvantages.” (Ally Dench 2002)

Traditionally “disability” has been defined under the medical model. This model puts the responsibility on the person who has a disability to conform to society, which is neither built nor organised in a manner that takes the individual needs of people into account. We have an obligation to acknowledge this model under the Disability Discrimination Act.

Under the social model of disability the word impairment is used to describe the physical, sensory and intellectual conditions in people. The word disability is used to describe how people with impairments are excluded from accessing their right to participate fully in society.

People with disabilities have developed the social model themselves as a response to the way that they have been traditionally defined by medical and welfare professionals. Rather than seeing a person disabled by their particular impairment, the social model looks at the community at large, the way it is organised and barriers it creates such as lack of physical access, lack of opportunities for employment, attitudinal barriers and the denial of rights.

The Australian Bureau of Statistics (1998) states that 19% of the total population in Australia have some form of disability and 4 in every 5 of these people have some form of handicap. People with a handicap have limited ability to perform some tasks that are associated with daily living. This means that the person has difficulty in performing tasks in areas such as self-care, mobility, communication, schooling and employment.

60% of all people with a disability living in NSW have some form of mobility limitation. 17% of the population have a restriction in carrying out everyday living tasks, education and employment due to a disability. The incidence of disability increases with age. 4.2% of all people aged over 15 years and over are principal carers of someone who has a disability.

Relevant statistical information for Wollondilly Shire is difficult to obtain. Most recent information available from Australian Bureau of Statistics is compiled in a regional manner for Macarthur. This states that in, 1997 there were 4,913 recipients of a disability support pension in the Macarthur region. This represents the following percentage when broken into LGA's Campbelltown 73%, Camden 11.5% and Wollondilly 15.5%. The size differences of the population for the three local government areas included in this region make it a subjective source of information.

A disability does not have to be permanent but can relate to the persons past, present or future state. There are a wide variety of disabilities represented in every community including:

- Physical;
- Intellectual;
- Sensory;
- Neurological;
- learning disabilities;
- psychiatric; and
- the presence in the body of disease causing organisms.

“We need to go beyond conceptions of constructed disability to a notion of universalism whereby disability is actually a fluid and continuous condition which has no boundaries but which is in fact the essence of the human condition. This notion views disability as normal and as a condition which is experienced by us all, at some stage in our lives.” (Ally Dench 2002)

Barriers created in the community can be removed therefore removing the disabling effects of poor access.

Legislative Requirements

The Disability Discrimination Act 1992 is a comprehensive piece of legislation designed to prevent acts of discrimination against people with a disability, the associates of people with a disability and people who

may be considered to have a disability. The Act deals with the following areas:

- Access to premises
- Provision of goods and services
- Requests for certain information
- Accommodation
- Education
- Disposal of land
- The activities of clubs and sporting bodies
- The administration of Commonwealth Laws.

The Disability Discrimination Act (1992) provides for standards to be developed by the Attorney General, that would set a minimum standard for service providers to meet the principles of the Act. The Attorney General's Department has commenced working on the development of this standard.

The Disability Discrimination Act is a Federal Act and overrides any conflicting State Legislation.

Council will update this section of the Action Plan when the Attorney General releases the standard.

Currently there is considerable work being carried out on reviews of the Building Code of Australia and the Australian Standard 1428 Design for Access and Mobility.

Other legislation contains clauses, which relate to public authorities and the provision of non-discriminatory and equitable services.

These include:

- Disability Discrimination Act (1992).
- Human Rights Legislation Amendment Act (1999).
- The NSW Disability Services Act (1993).
- The NSW Anti Discrimination Act (1977).

- The Local Government Act (1993).
- Workplace Relations and other Legislation Amendment Act (1996).
- Environmental Planning and Assessment Act: including SEPP 5.

Costs and Limitations

What are the limitations to action

Natural features such the hilly terrain of some of the older villages will mean that there are some public places that will remain inaccessible.

The extent of work that will need to be completed in some villages on infrastructure such as footpaths will mean that achieving a fully accessible community will take a considerable amount of time.

Costs and bonus benefits

Ensuring that the community is accessible for people with disabilities need not be expensive over a period of time.

When the needs of people with a disability are taken into account in the planning and design stages, costs can be minimised.

Retrofitting caused by the failure to plan for access may require a far more costly remedy later on.

When considering the costs of improving access for people with disabilities, consideration should also be given to the 'bonus' benefits, that is what other goals can be achieved at the same time. For example:

- Well designed pathways improve public safety for everyone.
- Access for people in wheelchairs also improves access for parents with strollers.
- Eliminating trip hazards on footpaths minimises public liability risk.
- Easy to read and unambiguous signage is helpful to everyone.

In general, improving access also improves public safety and convenience.

Definition of Premises

Section 23 of the Disability Discrimination Act (1992) requires non-discriminatory access to premises that the public or a section of the premises that the public is entitled or allowed to use.

"Premises" are defined (in section 4) to include:

- a structure, building, aircraft, vehicle or vessel; and
- a place "whether enclosed or built on or not".

Some of the examples of premises covered by the above statement, which will be included in this Action Plan, are:

- Public footpaths, walkways and cycleways.
- Parks.
- Public swimming pools.
- Libraries and other Council Information Centres.
- Council Community Centres.
- Other Council owned buildings and facilities.

There have been issues identified to Council in relation to access for people with disabilities to the commercial areas of the Wollondilly Shire. Under current legislation Council has limited power to require shop owners or operators to make their premises accessible for people with disabilities.

When owners or operators of commercial premises make a development application, Council will ensure that the requirements of the Disability Discrimination Act are enforced.

Unjustifiable Hardship

The DDA allows discrimination against a person with a disability if the action required to prevent or eliminate the discrimination would cause the discriminator "unjustifiable hardship".

Section 11 Disability Discrimination Act (1992) states:

For the purpose of this Act, in determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned.
- The effect of the disability of the person concerned.
- The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship.
- In the case of provision of services, or making available of facilities, an Action Plan given to the Commission under Section 64.

Premises covered by section 23 Disability Discrimination Act (1992) are not restricted to new buildings, or buildings constructed since the Disability Discrimination Act (1992) was enacted. It may, however, be easier to show that altering existing premises to provide non-discriminatory access would impose unjustifiable hardship than to justify lack of non-discriminatory access in new premises.

A final decision about what would or would not constitute an unjustifiable hardship is a decision that only the Federal Court can make.

How was the Action Plan developed?

February 2001 at a public meeting Council called for nominations from interested members of the community to form the Disability Access Advisory Group. Seven community members and three representatives from service providers were nominated at this meeting.

March 2001 Council adopted the recommendations of the Disability Access Advisory Group. This resulted in the Wollondilly Disability Access Advisory Committee being formed and two Council representatives being appointed to the committee by Council. Council also endorsed Senior Council Officers' involvement in the committee.

May 2001 Council ratified the Aims and objectives of the Wollondilly Disability Access Advisory Committee.

The Disability Access Advisory Committee developed a draft document January to May 2002. With the assistance of a sub committee formed to

utilise the expertise of committee members, service providers and council officers.

The draft Wollondilly Shire “Initial Disability Action Plan” was presented to four community consultations in August 2002. Macarthur Community Forum facilitated the consultations at Bargo, Warragamba, Picton and Appin on behalf of Council

In addition to the consultations the community were able to make comment about the draft plan via written submissions and telephone consultations. This process was promoted through the Bush Telegraph, local press, and other relevant newsletters and by attendance at key interagency meetings.

The Wollondilly Shire Phase One Disability Action Plan was adopted at the Ordinary meeting of Council held 11 November 2002, as an evolving document. The Phase One Action plan will guide the development of the Phase Two Action Plan.

The Wollondilly Shire Phase One Disability Action Plan will specify actions that will be taken 2002-2004 eg. Access audits of all Council facilities and of the major village centres. These actions will then lead to the final Action Plan being developed January 2005.

What will the Action Plan aim to achieve?

- Review current Council services to identify any potential discriminatory practices.
- Analyse any barriers to using Council services and assess Council's ability to alleviate these barriers.
- Develop integrated strategies for improving access to Council's services/ facilities, which complements Council's Management Plan.
- Set attainable goals and targets by which Council can assess improvements in service provision to customers with a disability.
- Develop clear lines of responsibility for the implementation of the Action Plan in compliance with the Disability Discrimination Act (1992).
- Through evaluation enable Council to allocate resources effectively and to facilitate equity and fairness for the whole community.

How will the Action Plan be implemented?

Management of the implementation of the Action Plan will rest with the General Manager and the Community Services Team, specifically the Disability Access Officer.

A clear working plan will be developed within Council with the Director of each division responsible to manage outcomes in accordance with the working plan.

The Action Plan will be reviewed by the DAA Committee every six months. A written report will be formulated on the progress of the Action Plan and presented to the General Manager

To achieve the desired outcomes of the Action Plan, the process has been broken into the following stages:

Development Phase

PHASE ONE: Action identification stage

PHASE TWO: Action planning stage

PHASE THREE: Action Implementation stage

The process for the different phases of the action plan may not be straight forward, as indicated by the arrows on the chart (page 12) there will be some flow from one phase to another and there will be more than one phase operating at a time.

This will result from access audits being conducted in different locations at different times.

There are 17 villages that will be given the highest priority of access audits. These of course will be conducted over a period of years. This will mean that when an access audit has been completed in a village, the action plan can then be reviewed to allow for the planning, then implementation phases to commence for that village.

DEVELOPMENT PHASE

This phase commenced in 1997 when Council applied for Macarthur Area Assistance Scheme funding for the Disability Access officers' position.

It has continued over the period 2000 to 2002 with the:

- Employment of the Disability Access Officer November 2000.
- Establishment of Disability Access Advisory Committee 2001.
- Establishment of Aims and objectives of the Disability Access Advisory Committee 2001.
- Development of Phase One Disability Action Plan document 2002.

Disability Action Plan PHASE ONE: Action identification stage

Will contain:

- Explanation about what an Action Plan is.
- Explanation of why Council needs an Action Plan.
- History of how the Action Plan was developed.
- Definition of disability as included under the Disability Discrimination Act.
- Action sheets: items as identified.
- Process for review of Disability Action Plan.

Disability Action Plan PHASE TWO: Action planning stage

Will involve:

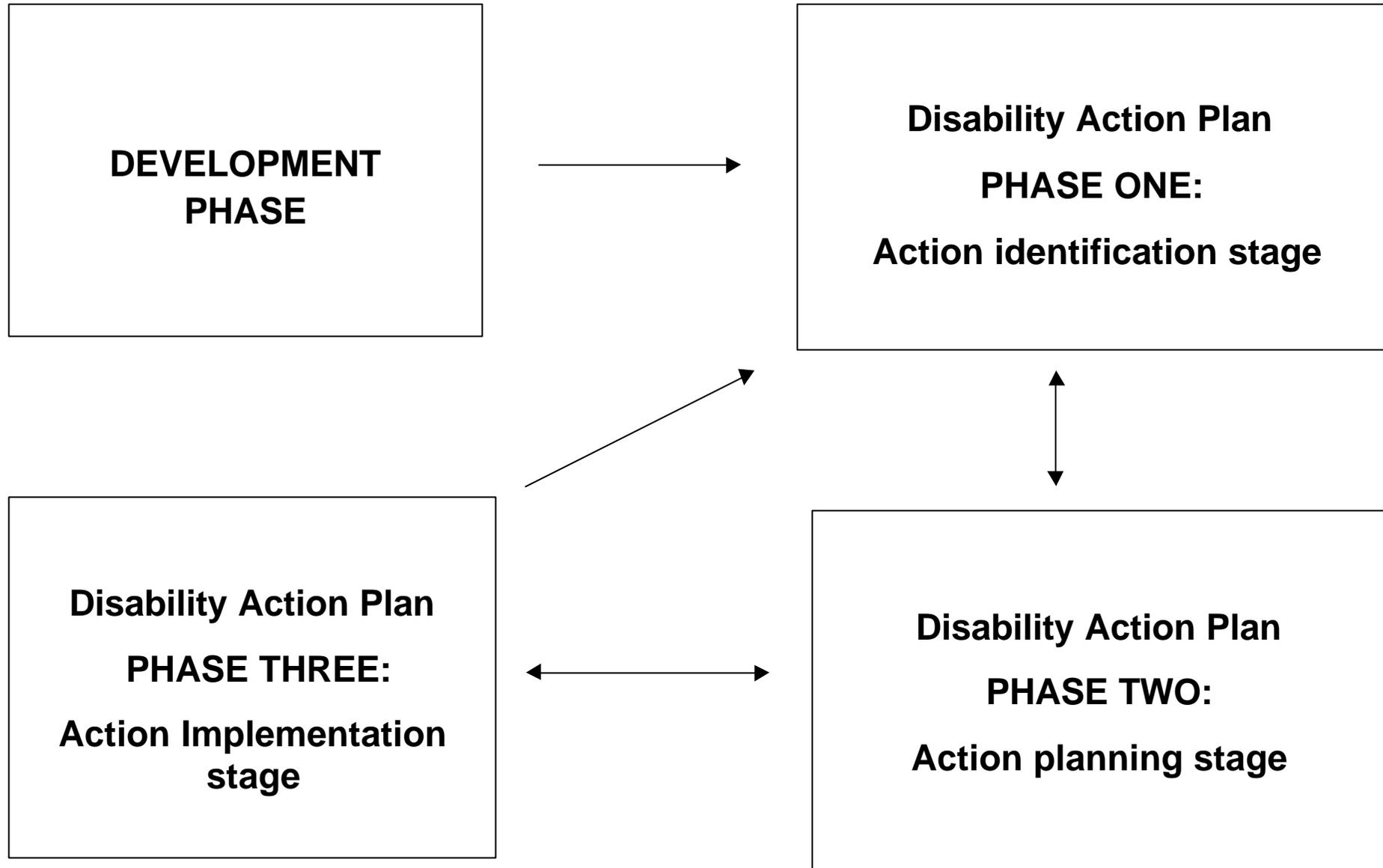
- Evaluations of access audits.
- Developing a process to deal with issues identified.

- Planning for implementation of actions needed, as identified through access audit process.
- Process for review of Disability Action Plan.

Disability Action Plan PHASE THREE: Action Implementation stage

Will involve:

- Implementation of actions as identified through access audit process.
- Process for review of Disability Action Plan.



Proposed Time Line for Action Plan

___ January – May 2002	Draft Document prepared by DAAC
___ July 2002	Internal (Council) Consultation
___ August 2002	Community Consultations Draft Interim Action Plan
___ October 2002	Draft Phase One Action Plan Presented Ordinary Council Meeting for ratification.
___ October 2002 - June 2004	Implementation of Phase One Action Plan Ongoing development of DDA Action Plan
___ January 2005	Final DDA Action Plan adopted by Council.
___ January 2005- ongoing	Implementation of DDA Action Plan
___ September 2006	Completion of MACAAS funding for DAO position.

Action Identification Stage

Physical Access

AIM:

Progressively improve access to current Council owned and managed public buildings, facilities, recreation and public spaces.

Progressively improve access to Council services and information.

Ensure all new buildings and structures we erect, and all major refurbishments we undertake, are fully accessible.

Issue	Area of Responsibility (Stakeholders)	Action Strategies	Budget Implications	Weighting	Link Outcome To SOW
<p>Physical access to Council buildings, facilities and public areas.</p> <p>Access to Council services and information</p>	<p>Division Corporate and Community Services</p> <p>Disability Access Officer</p> <p>DAA Committee</p> <p>Division of Works</p>	<p>Conduct Access Audits on all public buildings, facilities, Council services and information.</p>	<p>Audit to be completed by DAA Committee advising potential scope of retro fittings.</p> <p>2003/4 Budget allocation \$100,000 in Asset</p> <p>Development Plan to complete work as identified in access audits.</p>	<p>3</p> <p>3</p>	<p>A Balanced Urban and Rural Lifestyle</p> <p>A community Together</p> <p>An Open and Accessible Council</p> <p>These links can be viewed in Appendix 1.</p>

Human Resources

Awareness Training

AIM:

Staff involved in customer services or customer contact will receive appropriate training in disability awareness, access issues and appropriate communication skills for a wide range of disabilities.

Issue	Area of Responsibility	Action Strategies	Budget Implications	Weighting	Link Outcome To SOW
Provide training opportunities for all relevant staff in disability awareness	Employee Relations Disability Access Officer	Incorporate awareness training into annual training plan. Appropriate disability awareness competencies to be incorporated into staff appraisals.	To be assessed	4	Review training, development and training guidelines Employee Relations Activities Wollondilly Shire Council Management Plan 2002/3- 2006/7

Employment Opportunities

AIM:

We are committed to the establishment and maintenance of a non-discriminatory work environment, free of discrimination on the basis of sex, marital status, age, physical or mental impairment, pregnancy, race, colour, national origin, religion, political conviction or sexual preference.

We will develop and implement a program and policies to actively promote recruitment and support of staff with a disability.

Issue	Area of Responsibility	Action Strategies	Budget Implications	Weighting	Link Outcome To SOW
Council to adopt best practice principals to encourage people with disabilities to seek employment with the organisation.	Employee Relations Disability Access Officer	As part of ongoing monitoring of EEO an annual review of employment opportunities for people with disabilities will be carried out and future opportunities identified.	To be assessed	3	Review Policies and Procedures Employee Relations Activities Wollondilly Shire Council Management Plan

Review Action Plan

AIM:

Wollondilly Council's Disability Action Plan will be reviewed annually.

We are committed to developing and implementing a Disability Action Plan.

We acknowledge that the Action Plan is a working document that needs to be reviewed on a regular basis.

Issue	Area of Responsibility	Action Strategies	Budget Implications	Weighting	Link Outcome To SOW
Monitor the continuing development and implementation of Wollondilly Disability Action Plan.	DAA Committee Disability Access Officer	The Plan will be reviewed annually and the results published in Council's Annual Report. The review will be carried out by the Disability Access Officer in conjunction with the Access Committee and the key Managers responsible for implementing the goals of the Plan	To be assessed	4	A Balanced Urban and Rural Lifestyle A community Together An Open and Accessible Council These links can be viewed in Appendix 1.

Weighting

1 = 5+ years

2 = 2-5 years

3 = 1-2 years

4 = Ongoing

References

Disability Discrimination Act

Australian Federal Government 1992

Human Rights and Equal Opportunity Commission (HREOC)

www.hreoc.gov.au

HREOC Advisory notes on Access to Premises (March 1998)

www.hreoc.gov.au/disabil/access.htm

Disability Discrimination Act, A Guide for Local Government

Australian Local Government Association.

Disability Service Plans Resource Manual for Local Government

Western Australian Municipal Association

Right of Access

Guide to Developing Action Plans and Improving Access for People with Disabilities

Villamanta Publishing Service 1997

The notion of Citizenship for people with disabilities in the development and implementation of Social Policy.

Ally Dench 2002

In developing this Action Plan Council's Disability Access Officer reviewed many other Local Government Action Plans. These plans were made available through the HREOC web site or made available to us by the Council itself. We acknowledge that the following plans were used as resources in the development of the Wollondilly Shire Council Action Plan.

- Eurobodalla Shire Council
- Burwood Council
- Leichhardt Municipal Council
- Newcastle City Council
- Armidale Dumaresq Council
- Holroyd City Council
- Lake Macquarie City Council
- North Sydney City Council
- Baulkham Hills City Council
- Hobart City Council
- Port Stephens
- Strathfield Municipal Council

Resources: Organisations that can assist

Human Rights and Equal Opportunity Commission

GPO Box 5218
SYDNEY NSW 1042
Phone 9284 9600

Anti-Discrimination Board

Level 4, 181 Lawson Street
REDFERN NSW 2016
Phone 9268 5544

Standards Australia

1 The Crescent
HOMEBUSH NSW 2140
Phone 1300 654 646

Disability Discrimination Legal Centre

1 Meeks Street
KINGSFORD NSW 2032
Phone 9313 6000

Independent Living Centre NSW Inc

600 Victoria Road
RYDE NSW 2112
Phone 9808 2233

Department Ageing, Disability and Home Care

Level 13 83 Clarence Street
SYDNEY NSW 2000
Phone 8270 2000

Local Government and Shires Associations

GPO Box 7003
SYDNEY NSW 2001
Phone 9242 4000

Macarthur Disability Services

138 Queen Street
Campbelltown 2560
Phone 4621 8400

Appendix 1 State of Wollondilly Report

EXPECTATION A SUSTAINABLE NATURAL & BUILT ENVIRONMENT

Goal: *“To maintain our environment, taking into account the diverse mixture of natural and built factors.”*

Outcome 1: Appropriate and sustainable policies for the management of all lands.

Outcome 2: The effects of pollution are being reduced.

Outcome 3: Council encourages environmentally focussed behaviour.

Outcome 4: An efficient, quality waste management service.

EXPECTATION A BALANCED URBAN & RURAL LIFESTYLE

Goal: *“To create a quality environment for the community in which land use and development is planned and integrated with open space and township preservation.”*

Outcome 1: The image and character of towns and villages is enhanced.

Outcome 2: A range of housing choices to meet community demands.

Outcome 3: Improving road safety and the promotion of public transport.

Outcome 4: Improved physical infrastructure.

Outcome 5: Improving access within and to the Shire.

EXPECTATION A VIBRANT & DIVERSE LOCAL ECONOMY

Goal: *“Working in partnership with business and the community to promote economic growth and employment opportunities.”*

Outcome 1: Business friendly towns and villages.

Outcome 2: Council facilitates educational opportunities.

Outcome 3: Shire supports appropriate business, industry and tourism.

Outcome 4: Increased employment opportunities and communication links.

Outcome 5: Foster partnerships between government and local business.

Outcome 6: Enhanced well-being of families and children.

EXPECTATION A COMMUNITY TOGETHER

Goal: *“Accessible and appropriate services and programs.”*

Outcome 1: Services cater for a growing, diverse population.

Outcome 2: Council fosters an environment where recreation, arts, cultures and knowledge are valued.

Outcome 3: Wollondilly is a safe and healthy place to live and work.

Outcome 4: Council promotes a sense of place and community identity.

Outcome 5: Coordinated services are delivered to identified community groups.

Outcome 6: Social isolation is reducing and specific lifecycle needs are being met

Outcome 7: Council encourages community spirit, social well-being, volunteering and participation within the community.

EXPECTATION A RANGE OF LIFESTYLE OPPORTUNITIES

Goal: *“A wide range of recreation and cultural opportunities.”*

Outcome 1: Participation levels in recreation and leisure are increasing.

Outcome 2: Wollondilly’s diverse heritage is recognised and preserved.

Outcome 3: Sustainable facilities and services are delivered to identified geographic areas.

Outcome 4: Appropriate access to natural environments is provided.

EXPECTATION AN OPEN & ACCESSIBLE COUNCIL

Goal: *“Community involved in decision making.”*

Outcome 1: Improved effectiveness of communications and dealings with customers and citizens.

Outcome 2: Service delivery is aligned with customer priorities.

Outcome 3: The community is involved in decision making.

Outcome 4: Council promotes effective inter-government relationships.

Outcome 5: Council remains abreast of legislative requirements.

Outcome 6: Improved Council efficiency.