

# DISABILITY, ACTIVE AGEING & INCLUSION PLAN (DIAP)



Berrigan Shire 2022 - 2026



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This version of the Berrigan Shire Council’s Active Ageing and Disability Inclusion Plan is designed to provide other agencies, local businesses and residents with a comprehensive overview of the development of the Council’s Active Ageing and Disability Inclusion Plan 2022 – 2026 and the steps our community can take to support the inclusion of all residents irrespective of age or ability.

An [Accessible Version of this Plan](#) is available and can be accessed from the Berrigan Shire Council

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## **Introduction**

The Berrigan Shire's population is ageing and people over 60 years has increased in the past four years from 31% of the population to 36%. Similarly, the needs of younger residents and older residents requiring assistance with core activities and or assistance with mobility and dressing, based on 2016 Census data, is approximately 6.5%. An increase of 0.5% (2011).

This strategy identifies the steps the Shire and its communities' need to take and are taking to support ageing in-place and the inclusion of people with a disability. In doing so it also considers how the local economy, the amenity of our communities can be sustained and 'add' to all residents and visitors quality of life, health, and sense of inclusion in their local community.

The [New South Wales Disability Inclusion Act 2014](#) 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**

This Strategy reflects contemporary approaches toward disability, ageing, diversity and inclusion. It outlines how disability, active ageing, diversity and inclusion will be promoted by the Council through a focus on:

- Changing community and workplace attitudes and behaviours;
- Enhancing the liveability of our communities: represented by the built environment;
- Promotion of diversity, access to employment and inclusion for disabled and older workers; and
- The development of systems and processes that enable and promote inclusion of older residents (65+ years), their carers and younger people (0 – 65 years) with a disability.

This Strategy, in addition to the formal definition of disability described by the [Disability Inclusion Act 2014](#) recognises that a disability may be lifelong, chronic, short-term, age related, acquired, and impact sensory, cognitive, mental as well as physical abilities and mobility. Further, the needs and interests of children, adolescents, young adults, older adults with a disability are diverse.

This Strategy is a road map which aims to:

1. recognise the diversity of people irrespective of age, ability or disability.
2. facilitate and respond to this diversity using universal design principles<sup>1</sup>
3. promote the application by the Council of universal access and design principles to the design of new services / assets or facilities and: wherever possible, and it is financially sustainable the Council will consider the application of these principles when it re-develops and or upgrades an existing facility or service
4. Require that these principles particularly the 'equitable use principle' is grounded in the view that design solutions should normalise assistive technologies – e.g.: disabled access at the main entrance to a building: design that is 'useful and marketable to all persons' e.g.: wider footpaths that allow cyclists, scooters and young families to walk two abreast.

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<sup>1</sup> Specifically, how we design our, environments, programs and services consider that it is usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. Universal design does not exclude assistive devices for groups of people with disability where this is needed. (Article 2 – Convention on the Rights of People with a Disability)

The review of this Strategy and refreshed [Disability Inclusion Action Plan](#) is informed by four focus groups held in each of our towns, a workshop held with Council staff and a survey of Shire residents.

In four parts this Strategy explores in Part I the policy context. It explores the steps other levels of government and the broader community are taking to influence the development of positive attitudes and behaviours, promote liveability, employment and support the development of systems and processes that promote diversity and inclusion.

Part II answers the question where are we now with respect to prevalence of disability and ageing in the Berrigan Shire and the broader region. Based on the 2016 Census it includes:

- Comparative analysis of social, economic and wellbeing data
- Feedback on the results of a survey and focus group consultation undertaken

Part III describes the current services accessed by and available to residents

Part IV outlines an [Active Ageing and Disability Inclusion Planning Framework](#) that will be used by Council to inform the actions Council will take to enhance in a financially sustainable manner the liveability and inclusion of all residents irrespective of age, disability and or ability.

## Part I

### Policy Context

In the past two decades significant work has been undertaken by the Commonwealth, State and Local Government throughout Australia and globally on the social and economic impact of an ageing population. According to the Commonwealth Government's 2021 Intergenerational Report<sup>i</sup>

Australia's greatest demographic challenge is the ageing population caused by increasing life expectancies and falling fertility rates. As the population ages, there will be fewer people of working age relative to the number of older Australians. This presents long-term economic and fiscal challenges, similar to those faced in most comparable countries.

The trend is attributed to advances in health, education and technology which have transformed how we live, access information, and receive services. There is therefore, from the perspective of the Commonwealth government significant scope for government at all levels to partner with business and local communities and in doing so make informed choices about how we support the continued participation of people of all abilities and during all life stages in the workplace and broader community.

In July 2012 a major reform program saw the

- The Commonwealth Government assume responsibility for the funding of Aged Care Services.
- Increased support for people to stay at home facilitated where practical by the uptake of e-health and adaptive technologies.
- Implementation of consumer directed care models – support package funds allocated directly to the consumer and not the service.
- Increased support to carers including respite and counselling services.
- New arrangements with respect to financing of residential care service.
- Workforce development reforms designed to attract and retain in the sector professional and qualified staff.
- Streamlining service coordination and consumer access to: primary health care, acute care, residential care and palliative care.
- Responding to projected increase in the need for dementia services as our population ages.

Eight years later and after a Royal Commission into Aged Care the government's response<sup>2</sup> accepted many of the recommendations of the Commission which includes system-wide reform of aged care. Reform that will be informed by consultation with senior Australians and other stakeholders, including members of the new Council of Elders and National Aged Care Advisory Council. Also, recommendations reviewing the funding model for community-based, in-home and nursing home care. Hence, the Royal Commission and its

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<sup>2</sup> Aged Care Royal Commission: The Government's Response [australian-government-response-to-the-final-report-of-the-royal-commission-into-aged-care-quality-and-safety.docx](#)



recommendations will change in the coming years how health and associated aged care services are delivered.

### **National Disability Insurance Scheme (NDIS)**

The National Disability Insurance Scheme (NDIS) scheme has two main elements:

- NDIS plans (individually funded packages) for eligible people with a disability, and
- Information, linkages and capacity building funded by the Community Inclusion and Capacity Development Program (CICD)

Both elements of the scheme are meant to contribute to the overall goal of the NDIS to enable people with disability to live an ordinary life. The first element transitioned the funding model from 'block' funding of organisations to an individual care package model designed to provide disabled people and their carers with the option of purchasing the service specific to their needs and circumstances.

The second element CICD is now concerned with ensuring that people with disability who are not eligible to take part in the NDIS can still live in a community that is inclusive and accessible. It is a grant program for agencies that successfully apply for grants to run a project designed to deliver the streams of the CICD program which include

- Individual Capacity Building Program
- National Information Program
- Economic and Community Participation Program
- Mainstream Capacity Building Program<sup>3</sup>.

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<sup>3</sup> Information Linkages and Capacity Building Plain English Program Guidelines 2019–20 to 2021–22  
[Information, Linkages and Capacity Building \(ILC\) | NDIS](#)

## **NSW Government Ageing Strategy & Disability Inclusion Planning**

Consistent with the Commonwealth's approach to ageing the New South Wales Government's [Ageing Well in NSW: Seniors Strategy 2021 – 2031](#) has four focus areas:

- Living in age-friendly environments
- Participating in inclusive communities
- Staying safe, active, and healthy
- Being resilient and informed (NSW Government, 2021)

In NSW the [Disability Inclusion Act 2014](#) required that public authorities develop a [Disability Inclusion Action Plan](#). NSW public authorities (government departments) and local councils now need to consider how mainstream services and community facilities can be accessible to people with a disability and in doing so strengthen the inclusiveness of NSW communities'.

The [NSW Disability Inclusion Plan 2021 - 2025](#) outlines the NSW Government's commitment to addressing the barriers which prevent people with disability from enjoying the same opportunities and choices as their friends, family and neighbours. It reflects also and is integrated with the [Australian National Disability Strategy](#) and our obligations under the [United Nations Convention on the Rights of Persons with Disabilities](#).

The plan has four focus areas:

- Developing positive community attitudes and behaviours.
- Creating liveable communities.
- Supporting access to meaningful employment.
- Improving access to mainstream services through better systems and processes. (NSW Government, 2021a)

### **Local Government & Ageing NSW**

It is the impact on local infrastructure and services, in particular the built environment, roads, pedestrian access, outdoor space, recreation facilities, transport and home care services which, as our population ages adds to the cost and the sustainability of local government and state government service delivery.

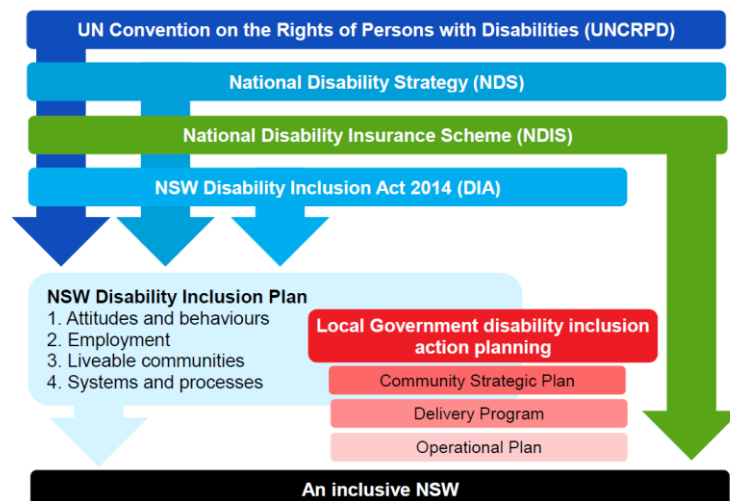
This is of particular concern for rural local government hamstrung by rate pegging, cost shifting by other levels of government, limited capacity to increase own source revenues, rising human resource expenditure and a foreseeable decrease in rate revenue: due to demographic shifts and community support for policies that defer rates payable by older residents, yet expect and need higher service levels.

## Local Government and Disability Planning NSW

In response to the introduction of the [Disability Inclusion Act 2014](#) and Local Government NSW (LGNSW) in conjunction with the then Dept. Family and Community Services (FACS), the Office of Local Government (OLG), the NSW Disability Council and Council of the Ageing (COTA) developed guidelines to assist NSW Councils plan for and deliver services responsive to the needs of people with a disability. These guidelines provide a road map for Council to align their Disability Inclusion and Access Plans (DIAPs) with:

- A Council's Integrated Planning and Reporting Framework; and in doing so
- Describe how our communities benefit from the inclusion of people with a disability in our communities, measure and evaluate the effectiveness of a Council's Inclusion Action Plan.

**Figure 1 Overview Policy & Legislative Framework**



### Inclusive Communities

Local Government actions that promote an inclusive community

- Present an opportunity for Councils to contribute toward the social justice and inclusion outcomes described in their Community Strategic Plans;
- Establish a pathway for Councils to remove barriers for people with a disability and in doing so include members of their local community who may otherwise not be identified as disadvantaged;
- Present operational and economic benefits – future proofing Shire facilities and services from the costs that can result from retro-fitting facilities to meet changed expectations

In the context of the Berrigan Shire and the impact of the Shire's ageing demographic and relatively high disability prevalence rates investment in improving the accessibility is an action that will retain our population and attract new residents.

## **Lifelong Communities: Disability, Ageing in Place & Liveability**

The notion of life-long communities incorporates disability, ageing in place and liveability. At an operational level it is an approach that looks to the built environment to support ageing in place. **Lifelong communities'** appeal to the young, people who are disabled and older residents. Lifelong communities have safe footpaths, and places of interest connected by a network of paths and trails. All of which support convenient access to shops and basic services.

Lifelong communities aim to:

1. Provide housing and transportation options,
2. Encourage healthy lifestyles, and
3. Seek to expand access to services

And for the most part these aims are achieved by actions which promote:

**Connectivity** – Providing the most options for getting from one place to another, reducing traffic and creating a viable street network for multiple modes of transportation

**Pedestrian Access and Transit** – Creating a vibrant streetscape, destinations worth walking to, connected and safe sidewalks and transit, both within the community and to regional hubs

**Neighbourhood Retail and Services** – Permitted within walking distances of housing to reduce auto travel, increase walkability and provide for sustainable community hubs

**Social Interaction** – Resulting from the provision of adequate green space, community centers, neighbourhood gardens and more

**Diversity of Dwelling Types** – Allowing individuals to remain within the community as their needs and preferences change

**Healthy Living** – Growing out of an environment that promotes physical activity (trails and bike paths), neighbourhood-scale groceries offering fresh fruits and vegetables and health clinics and medical offices within walking distance

**Consideration for Existing Residents** – Providing options for existing residents to remain in the community as development occurs (Keyes & Berger, 2013).

Closely linked to the notion of life-long community is the concept of liveable communities a focus area for disability inclusion.

## **Liveability, Universal Design & Age-Friendly Cities**

This Disability Inclusion and Action Plan (DIAP) is grounded in a life course (life-long) approach which recognises that the developmental needs and interests of children, adolescents, young adults, older adults at each life stage are diverse irrespective of age, ability, or disability. Universal design principles, as noted previously are a mechanism we can use to respond to this diversity. Namely,

**The design of products, environments, programs, and services are to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. Universal design does not exclude assistive**

devices for particular groups of people with disability where this is needed.

(United Nations, 2007)

The Council adopts a life-cycle approach to the management of its assets and will as part of this action plan investigate the extent to which it is financially sustainable and appropriate to apply these principles whenever it re-develops and or upgrades an existing facility or service.

## **Part I Summary**

From this brief overview of government policy, legislative frameworks and contemporary perspectives about the social / economic impact of and opportunities associated with promoting disability inclusion and the impact on communities of an ageing population and the development of inclusive and accessible communities' common issues or themes include:

- Change in the delivery of services used by older residents
- Change in delivery of services to disabled and their carers
- The need to ensure our built environments facilitate movement (building access and transport active / passive) and social interaction
- Place based life course support an approach that supports diversity and social inclusion irrespective of disability, age, and level of mobility.

## Part II

### Demographic Overview

The Berrigan Shire (population 8,810<sup>4</sup>) is situated in the New South Wales' Southern Riverina or Central Murray planning region. It is bound to the south by the Murray River and the Victorian local government area of the Moira. It is a Shire characterised by its efficient and productive irrigation-based agriculture industry: historically rice and dairy, now diversity in annual grain crops, and Murray River based tourism.

Council boundaries encompass the towns of Barooga, Berrigan, Finley and Tocumwal. These towns act as service hubs for the Shire's population (median age 49 years), water-based agri-businesses, and agri-businesses in the neighbouring New South Wales Councils' of Edward River and Murrumbidgee.

The towns of Berrigan, Finley and Tocumwal also provide hospital facilities with acute care beds, emergency facilities and range of allied health services including maternal and child health. Early childhood services include: long-day care facilities in Berrigan, Finley and Barooga, with a soon to be opened long day care centre in Tocumwal.

Primary schools (public and private) are in the Shire's towns; secondary students from the Edward River Council community of Blighty and Murrumbidgee Council community of Jerilderie in addition to Berrigan Shire resident students also attend Finley High School.

A number of families also take advantage of the Shire's proximity to Victorian secondary schools – Cobram Secondary College, Cobram Anglican Grammar School (Cobram), Nathalia's St Marys of the Angels Secondary College; and Goulburn Valley Grammar School – Shepparton with approximately 40% of the Shire's secondary school age residents attending schools in Victoria.

Excellent recreational and sporting facilities e.g.: pools, golf, tennis, netball, equestrian, bowls etc. and licensed clubs are also located in each town.

The following tables provide a high-level snapshot of key social, economic and health indicators and paint a picture of the prevalence of disability and the demographic profile of ageing community. Responsible for higher than state average dependency rates, and contributing the view that Shire communities are relatively socially and economically disadvantaged evidenced also by below national levels of income and above country and state average levels of older and disabled residents.

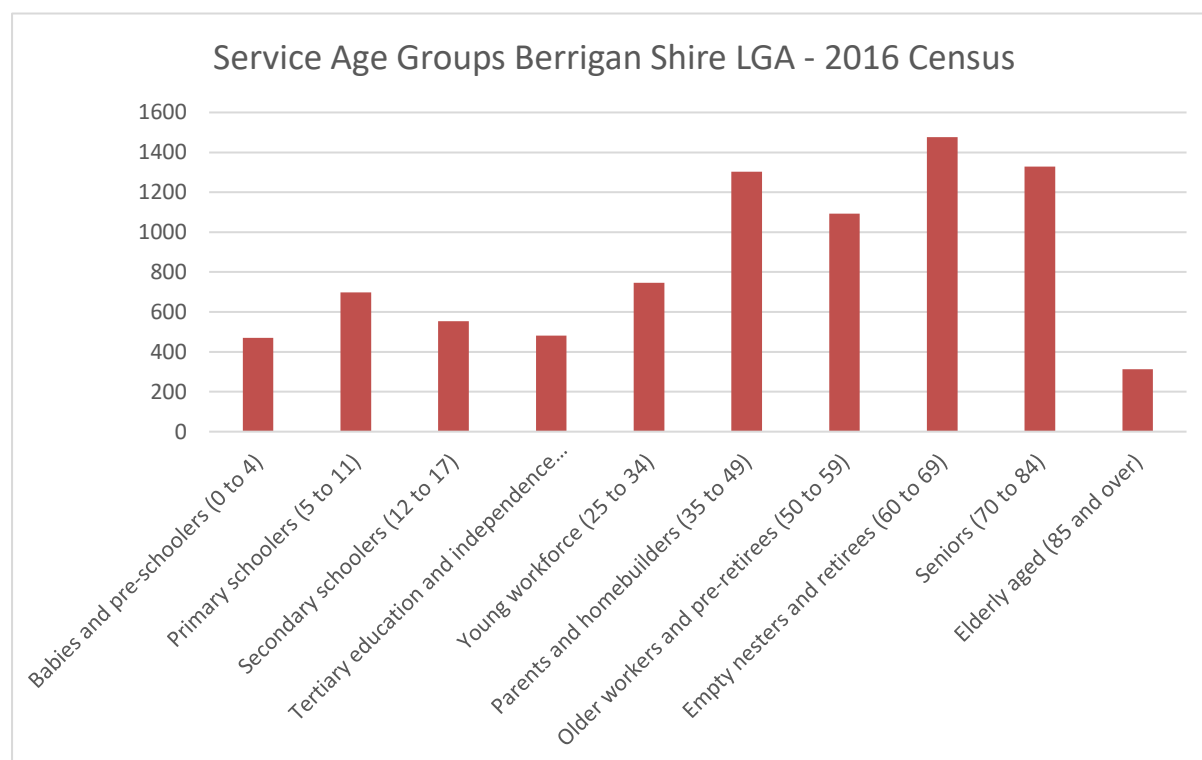
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<sup>4</sup> id.data <http://profile.id.com.au/berrigan> accessed 24 May 2022

**Table 1 Profile Berrigan Shire**

LGA	Pop	Median Age	% of Pop. Provided unpaid assistance to a person with a disability (last two weeks)	\$ Median Weekly Household Income	Pop 65+ years	% Pop 65+ years
Berrigan	8,462	49	11.9	967	2,425	28.7
NSW	7,480,231	38	11.4	1,237	1,217,646	16.2

**Figure 2 Service Age Groups**



**Table 2: SEIFA Index of Relative Advantage / Disadvantage x Postcode**

Postcode	2006	2011	2016
Berrigan	2712	907	927
Finley	2713	926	944
Tocumwal	2714	946	937
Cobram Barooga	3644	918	915

ABS: SEIFA accessed

**Table 3 Mobility Parking Permits – Berrigan LGA Q1 2022**

LGA		TOTAL	MPS permit class		
	Population		Individual	Organisation	Temporary
Berrigan*	8,810	498	410	27	2
Deniliquin	8,972**	369	357	11	1

\*does not include Barooga – as it has a Victorian Postcode

\*\*Edward River Council

Source: [https://roads-waterways.transport.nsw.gov.au/about/corporate-publications/statistics/registrationandlicensing/tables/table713\\_2022q1.html](https://roads-waterways.transport.nsw.gov.au/about/corporate-publications/statistics/registrationandlicensing/tables/table713_2022q1.html)

**Table 4 Aged and Disability Income Support Payments**

<b>Berrigan Shire</b>	<b>2016</b>	<b>2021</b>
Age Pension	1687	1805
Disability Support Pension	331	335
New Start / Job Seeker	302	374

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## Engagement Strategy

As part of the development of the Council's [Liveability and Healthy Ageing Strategy 2022 – 2026](#) and as part of the Council's rolling program of engaging communities in the review and development of its [Pedestrian Access and Mobility Plans](#), the development of its [Children, Young People and their Families Strategy 2019 – 2023](#), [Library Services Strategy 2020 – 2024](#), and now the development of this the Council's [Active Ageing and Disability Inclusion Action Plan 2022 – 2026](#) feedback from residents, service users and local business, and non-government organisations continues to inform all Council planning.

Recognising the extensive program of engagement undertaken by the Council in the development of aforementioned strategies and based on a thematic analysis of narrative comments it is evident that the issues of concern to our communities as residents age have not changed substantively in the past four years. Notable though is distress older residents, persons with a disability and carers experienced due to border restrictions associated with COVID19 – highlighting the dependence of our communities on the services and support families provide even though they may live in Victoria.

## Survey and Focus Group Results

The development of this DIAP is informed by the conduct of four separate community focus group sessions held in each of our towns, a survey, and a workshop conducted with Council staff. The focus groups conducted March 2022 were advertised via the Berrigan Jerilderie Community Services Network (BJCN), direct emails to service providers with the dates published on the Council's face book page and advertised as part of the Council's monthly bulletin. Unlike previous consultations undertaken the response was poor. A total of 8 people attended the four sessions. This may have been because older residents are not returning to face to face meetings or it may be a direct result of the withdrawal by specialist agencies from the Berrigan Shire in the past 4-years reducing referral pathways via the BJCN.

Table 5 Focus Group Attendance

Focus Group	Number
Berrigan	2
Finley	1
Tocumwal	0
Barooga	5

At Berrigan focus group the community member expressed their concern about the Council's footpaths and the difficulty they experienced crossing the road using a mobility scooter and the need for the Council to ensure that cars did not block the crossing points for scooters. Also in attendance at the Berrigan session was a local service provider who like the only attendee at the Finley session came to find out more about the services in the LGA. Both service providers highlighted how difficult it was to provide support for their clients.

The withdrawal of local Disability Service providers and the COVID19 shutdowns had led to a situation where there were no visible supports for their clients. COVID19 impacts were

identified by the Librarian at Tocumwal for the poor attendance at Tocumwal which in the past supported community consultations. Barooga reversed what had been a longstanding trend – limited engagement by the Barooga community. Attendees spoke of the difficulties experienced accessing services, information and support highlighting their dependence on Cobram and the profound impact of COVID19 border closures and being cut off from services had on their health and wellbeing. Food security was identified by this group as an issue as was housing, safety and security.

Focus groups attendees when asked what they thought would make the biggest difference if they had the opportunity to prioritise funding. The response to this question is described by Table 8 as is whether this is an action that the Council can take and or whether this action is the responsibility or currently undertaken by:

- Local community/business.
- Community or health services.
- Other levels of government.

Table 6 Disability Focus Group 2022

Q: If responsible for funding and prioritising Council or other services and supports which would your choose? What would make the biggest difference?

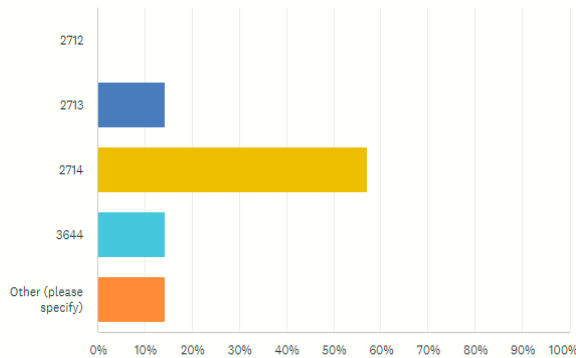
Prioritise or fund	Council Control	Local Community/ Businesses	Community or Health Services	Other Levels of Government
<b>Advocacy</b> – would make the biggest difference – with other levels of government, re: transport, how to access allied health services	✓		✓	✓
<b>Local services</b> – Support Services need to base their Workers in the community. Drive in Drive out does not work – particularly after COVID			✓	✓
<b>Transport</b> for older residents that is flexible and able to be used for social contact: taxi style			✓	✓
Funds should be directed to <b>local services</b> – we have lost too many services in the past four years		✓	✓	✓
Address issues with <b>footpaths and public toilets</b> – footpaths - primarily camber, steepness of some ramps; public toilets – privacy screens that hamper access; grab rails / toilet paper holders etc on only one side – many people experience difficulty if there is paralysis or weakness on one side	✓			
<b>Information about the accessibility and inclusion</b> - more information needs to be available about access at Council or community events	✓	✓	✓	
<b>Disabled parking</b> – width and location. Current parks are not well signed and many exposed to passing traffic: heavy vehicles	✓	✓		
<b>Website and Publications:</b> Information about services in each of our towns is not available. Libraries were a life saver during COVID lockdowns	✓		✓	✓

A follow up survey was open for a four-week period 21 April 2022 to 21 May 2022 was completed by 7 respondents compared to the 227 respondents (2017) when the Council previously reviewed its DIAP. The online link to the survey was advertised as part of the Shire Council’s monthly bulletin in the Cobram Courier and Southern Riverina News newspapers and via its website.

The results of the survey follow:

### Postcode (Residential)

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES
2712	0.00% 0
2713	14.29% 1
2714	57.14% 4
3644	14.29% 1
Other (please specify)	14.29% 1
<b>TOTAL</b>	<b>7</b>

Like the focus group session, most respondents were from Cobram-Barooga although Tocumwal residents were represented in the survey results.

In response to the question ‘help us understand your experience’ 4 respondents had the lived experience and identified as a person with a disability, with 3 respondents identifying as a friend or family member of person with a disability. No ‘carers’ completed the survey.

## Survey Comments

Not enough disability parking bays No ramps for access with shops with steps Another pedestrian crossing in Deniliquin St and Rd

Unless you're on a disability pension, you don't seem to have access to any support services. Also unless you look like you have a disability, you don't get offered any support

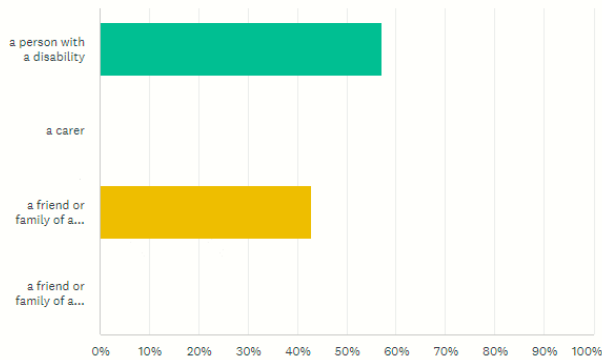
Day to day living e.g dressing, showering, laundry, cooking, groceries attending appointments or accessing medication have all become challenging and I would change all of these things. Don't know how though

Use gardeners and/or maintenance services

More information on Supports available and better access for carer's

To help us understand your experience are you

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ a person with a disability	57.14%	4
▼ a carer	0.00%	0
▼ a friend or family of a person with a disability	42.86%	3
▼ a friend or family of a person who is a carer	0.00%	0
<b>TOTAL</b>		<b>7</b>

In response to the survey question 'If you were responsible for planning and funding for Council services and supports to residents and visitors with a disability which would you choose (Choose three)' the results are described in the following Table.

ANSWER CHOICES	RESPONSES	
▼ Improvements to footpaths	57.14%	4
▼ Assistance with hard waste collection and or assistance with moving bins, tip vouchers	14.29%	1
▼ Information on local services that provide support and assistance for by disabled residents and their carers	42.86%	3
▼ Hearing Loops in council faculties	0.00%	0
▼ Library Services - home delivery of books, resources	0.00%	0
▼ Installation of seats, shading Council parks and alongside footpaths	42.86%	3
▼ Lower counters and or seating at counters in Council facilities	0.00%	0
▼ Improve signage and location of disabled parking	14.29%	1
▼ All events funded by the Council are accessible and inclusive of people with a disability	57.14%	4
▼ Improve the accessibility of Council publications - print and online	14.29%	1
▼ Council establishes a Disability Reference Group to provide advice about Council services used by and needed by disabled residents, visitors and carers	57.14%	4
<b>Total Respondents: 7</b>		

## **Council Focus Group**

A cross-disciplinary focus group attended by the Council's Executive Management Team and operational staff with responsibility for liaising with the Council's Committees' of Management (pools, recreation reserves and halls), Council Libraries, customer service, rates and revenue team was also conducted and this group considered:

1. Council's current program of activities and services; and
2. Their experience of the supports older residents and the disabled residents needed when accessing Council services.

Of the staff in attendance customer service and library staff spoke of the difficulties many older residents experience with shift to online payments – portals promote by other levels of government. In particular, MyGov, Service NSW, MyAged Care and residents who needed to access the new online e-Planning service. All spoke of the time taken and the frustration experienced and that there was no consideration given by these agencies to how older or disabled residents would or could access their services. Issues that were present before COVID19 pandemic were exacerbated during lockdowns with the border permit system a source of significant stress for residents who were older or disabled.

Council services that could be improved included training for new staff – dementia training, mental health first aid and the accessibility of the Council's website as part of the upgrade of the Council's website and a rebranding project.

The issue of the Council's built environment was raised and staff confirmed that more needed to be done to embed the principles of universal design. Most noted that it was budget that often meant that even our new facilities did not always consider fully universal design features – just the cheapest compliant option.

The impact of half cost schemes on the review of the Council's Pedestrian Access and Mobility Plans was noted – as a constraint on their full implementation. The political costs associated with the Council's adherence to State Legislation that allows a Council to levy a charge for the cost of a footpath had negatively impacted one project – that would have increased connectivity and pedestrian access in Finley.

Actions suggested by Council staff by DIAP focus area follow.

### **Focus Area 1: - Positive Community Attitudes & Behaviours**

#### **Actions to be considered for inclusion in the DIAP**

- Lead by example
- Use social media to promote positive attitudes
- Publish information about the accessibility of Council services
- Promote what the Council has done re: PAMPs and Public Building Access

### **Focus Area 2 – Liveable Communities**

#### **Actions to be considered for inclusion in the DIAP**

- Revisit actions – with focus on Committees management of facilities
- PAMPs- include mapping

- Review the Council's Development Control Plan (DCP) and ensure that all new developments condition the construction of pedestrian access

### Focus Area 3 – Access to meaningful employment

#### **Actions to be considered for inclusion in the DIAP**

- Accessible worksite where identified/related to JDA
- Pulse Surveys of staff to ask what we can do to support access to meaningful employment

### Focus Area 4 – Improving access through better systems and processes

#### **Actions to be considered for inclusion in the DIAP**

- Consider change where appropriate or possible re: Plain English for Building, Planning, Bio-Security, Companion Animal, Public Health and Safety Notices
- Public buildings – and new works/upgrades to Council facilities to reflect best practice internal fit-out

## Part III

### Profile of Aged Care Services and Providers: Berrigan Shires

Noted in Part I, was that the provision of services to disabled residents and their carers and Shire residents as they age, further how they can be supported to remain in their home remains the subject of reform that will be overseen by the Commonwealth Government.

For many navigating and understanding the range of services and facilities and acronyms used to describe disability services, the introduction of NDIS and accessing aged care services is a challenge. The following table provides an overview of the type of service and who it is for. All requests for assistance and support must be directed through the My Aged Care website or call Call My Aged Care on 1800 200 422 or the NDIS website or by phone 1800 800 110.

Table 7: My Aged Care Portal

Type of Assistance	For ...	Accessing the Service
<a href="#">Help at home</a>		
Commonwealth Home Support Programme	The Commonwealth Home Support Programme (CHSP) is an entry level home help program for older people who need some help with daily tasks to live independently at home.	Call My Aged Care on 1800 200 422
Home Care Packages Program	The Home Care Packages Program helps you live independently in your own home for as long as you can. The Australian Government provides a subsidy to an approved home care provider towards a package of care, services and case management to meet your individual needs	Call My Aged Care on 1800 200 422
Respite	Carers and family members looking after someone in their own home and who may need to take a short break from time to time.	Call My Aged Care on 1800 200 422
End of Life Care at Home includes nursing care – a qualified nurse domestic assistance – household jobs counselling personal care – help with bathing / dressing	Support for carers and individuals nearing the end of life	Call My Aged Care on 1800 200 422



Type of Assistance	For ...	Accessing the Service
<a href="#">Help at home</a>		
<a href="#">Aged Care Homes</a>		
Aged care homes assist with day-to-day tasks (such as cleaning, cooking, laundry); personal care (such as dressing, grooming, going to the toilet); or 24-hour nursing care (such as wound care, catheter care)	Support and accommodation for individuals and couples requiring varying levels of support with day to day tasks etc.	Call My Aged Care on 1800 200 422
Multi-Purpose Services for small rural and remote communities	Provides integrated health and aged care services for some small rural and remote communities	Call My Aged Care on 1800 200 422

Aged Care Service providers located in the Shire include:

[Amaroo Aged Care](#)

51-53 Davis Street, Berrigan  
PH 03 5885 2731

[Finley Regional Care](#)

26 Dawe Avenue  
Finley  
PH 03 5883 9600

[Tocumwal Lions](#)

[Community Hostel](#)  
21 – 23 Jerilderie Street  
Tocumwal  
PH: 03 5874 3650

Table 9 describes the NSW based funded Disability Service providers that previously provided services to carers and disabled adults and which were once located in the Berrigan Shire. At the time of writing this DIAP only Intereach continue to provide any social services operated from an office based in the Berrigan Shire. Notwithstanding, the maintenance by Intereach of a local presence the number of staff and the hours allocated to the delivery of disability and mental health service in the Berrigan Shire has reduced in the past four years – as the funded agencies balance service provision, staffing and funding across a spatially expanded footprint.

New 'private' service providers now outreach to the Berrigan Shire with one professional who attended a focus group noting that they chose not to disclose their profession at social events because the need for Occupational Therapy and Early Intervention Services was so great that they would be overwhelmed. Because of this they chose to specialize in aged care where there was more support suggesting that allied professionals and disability-focused services do not advertise – or do not need to advertise as local supply cannot meet demand.

**Table 8 Past Disability Service Providers (Services withdrawn 2017 – 2021)**

<p><b>Yallambee - Kurrajong</b>  Lifestyle Choices  Kurrajong Social Enterprises  142-144 Napier St,  Deniliquin NSW 2710  03 5881 2624  *Kurrajong had taken on the provision of Early Intervention Services – when this service had been relinquished by the Council due to system reform</p>	<p><b>Intereach</b>  Planning and Support Service  New Access – Mental Health Service  Ability Links    ROAR – Mental Health Adolescent Commonwealth Home Support    Riverina Murray Commonwealth Respite Care Link  Trickett Street, Deniliquin  Ph: Toll free 1300 488 226</p>	<p><b>Centacare SW NSW</b>  Personal Helpers and Mentors Program  2 Coree Street  Finley  Ph:02 6051 0222    Hume Partners in Recovery  2 Coree Street  Finley  03 58 834 870   Mobile 0417 247 946</p>
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**Disability Advocacy & Information Service**

132 Melbourne Road, Wodonga  
Ph: 02 6056 2420 OR 1300 886 388 (local call cost - NSW and VIC only) Service has always outreach to Berrigan LGA

## Part IV

### Active Ageing & Disability Inclusion Framework & Action Plan

Council's [Active Ageing and Disability Inclusion Framework](#) promotes and supports actions that contribute toward

1. Disable residents and older people leading active and rewarding lives as valued members of the community
2. A whole of Council response to liveability and inclusion ensuring that individuals using Council services are supported to do so irrespective of cognitive, physical, or sensory impairment and that all life-stages the economic independence and social wellbeing of disabled and older residents is supported

<b>Active Ageing &amp; Disability Inclusion Plan Themes and Outcomes</b>	<b>...contributes to Berrigan Shire 2032 outcomes</b>	<b>... contributes to NSW Disability Inclusion focus area</b>
<b>Moving:</b> Safe paths, parks, and travel in, around, and between our towns.	Sustainable natural and built landscapes	Liveable Communities
<b>Employment:</b> A workplace where all employees experience meaningful employment	Good Government	Meaningful Employment Systems and processes Attitudes and behaviour
<b>Inclusion:</b> All residents including disabled; older residents and their carers get the services they need to engage with their community	Supported and engaged communities	Liveable Communities Systems and processes Attitudes and behaviour
<b>Growing:</b> A vibrant community that makes Berrigan Shire a great place to live, work, play and grow old	Diverse and resilient business	Attitudes and behaviour Meaningful Employment Liveable Communities

<p><b>Berrigan Shire 2032 Strategic Objective:</b> 1.1 Support sustainable use of our natural resources and built landscapes 1.3 Connect and protect our communities</p>
<p><b>Delivery Program Objective:</b> 1.1.1 Coordinate strategic land use planning 1.3.1 Coordinate flood levee, council transport network, storm water asset management and planning</p>
<p><b>Disability Inclusion Focus Area:</b> Liveable Communities</p>
<p><b>Active Ageing &amp; Disability Inclusion Plan Theme:</b> Moving</p>

<b>Active Ageing &amp; Disability Inclusion Plan Outcome:</b> Safe paths, parks, and travel in, around and between our towns					
<b>What we want to do</b>	<b>How are we going to do it?</b>	<b>What will be the outcome</b>	<b>Lead Responsibility</b>	<b>Cost/Other Resources</b>	<b>Commencing</b>
Review Transport Asset Management Plan	<p>Review life cycle cost of walkways</p> <p>Identify total maintenance and capital renewal costs associated with maintaining existing service levels and legislation</p> <p>Consult with our communities on funding strategies to enhance accessibility for all users</p> <p>Investigate location and signage requirements Disabled Parking</p>	<p>Safer paths and travel on roads in and between our towns</p>	<p>Director Infrastructure</p>		<p>2024/2025</p> <p>2023/24</p>

**Active Ageing & Disability Inclusion Plan Outcome:** Safe paths, parks, and travel in, around and between our towns

<b>What we want to do</b>	<b>How are we going to do it?</b>	<b>What will be the outcome</b>	<b>Lead Responsibility</b>	<b>Cost/Other Resources</b>	<b>Commencing</b>
Extend and upgrade pedestrian access to open space, public buildings, and retail centres	Review in consultation with users and <a href="#">Pedestrian Access and Mobility Plans</a> (PAMPs)	All abilities pedestrian access in and between open space, public buildings, and retail centres	Director Infrastructure		2023/2024
Include in the Council's Development Control Plan (DCP) a requirement for footpaths	As part of a planned review of the DCP	All new residential and retail developments will facilitate and promote pedestrian access and mobility	Director Strategic Planning and Development		2022/2023
Improve the walkability of our towns and local access to services	Consider as part of the planning process for new sub-division opportunities to extend walkability and access to services	New developments extend the walkability of our towns and local access to services	Director Strategic Planning and Development		2022/2023

<p><b>Berrigan Shire 2032 Strategic Objective:</b> 2.1 <a href="#">Berrigan Shire 2032</a> objectives and strategic actions facilitate the effective governance by Council of Council operations and reporting</p>
<p><b>Delivery Program Objective:</b> 2.1.1 Council operations, partnerships and coordination of resources contribute toward implementation of <a href="#">Berrigan Shire 2032</a></p> <p>2.1.2 Meet legislative requirements for Council elections, local government and integrated planning and reporting</p> <p>2.1.3 Council operations and financial management support ethical, transparent and accountable corporate governance</p>
<p><b>Disability Inclusion Focus Area:</b> Meaningful Employment Systems and processes Attitudes and behaviour</p>

<p><b>Active Ageing &amp; Disability Inclusion Plan Theme: Employment:</b> A workplace where all employees experience meaningful employment achieved through change in systems and processes; and attitudes and behaviours</p>					
What we want to do	How are we going to do it?	What will be the outcome	Lead Responsibility	Cost/Other Resources	Commencing
Promote access and opportunities for meaningful employment by disabled persons and older workers	Internal review and integration of this Plan / Policy with <a href="#">Disability Inclusion Plan</a>	<a href="#">Workplace Inclusion and Diversity Action Plan</a>	Deputy CEO		2024/2025
Improve the accessibility of corporate communications	As part of the planned re-brand of the Council's corporate communications	Accessible and identifiable plain english corporate communications	Communications Officer	Social Media Platforms	Ongoing

**Active Ageing & Disability Inclusion Plan Theme: Employment:** A workplace where all employees experience meaningful employment achieved through change in systems and processes; and attitudes and behaviours

What we want to do	How are we going to do it?	What will be the outcome	Lead Responsibility	Cost/Other Resources	Commencing
Implement <a href="#">Active Ageing and Disability Inclusion Action Plan 2022 - 2026</a>	Monitor implementation and continuous improvement of <a href="#">Active Ageing and Disability Inclusion Plan 2022 – 2026</a> Quarterly Reporting Annual Report	Inclusive workplace and communities Consumer participation is promoted in the planning and development of facilities and services	Director Strategic Planning and Development		Ongoing

<p><b>Berrigan Shire 2032 Strategic Objective:</b> 3.1 Create safe, friendly and accessible communities          3.2 Support community engagement through life-long learning, culture and recreation</p>
<p><b>Delivery Program Objective:</b> 3.1.1 Build communities that are home to more families and young people          3.1.2 Facilitate all age healthy lifestyles and ageing in place          3.1.3 Strengthen the inclusiveness and accessibility of our community</p> <p style="padding-left: 40px;">3.2.1 Provide opportunities for life-long learning, cultural expression and recreation          3.2.2 Facilitate and partner with local communities in the development of township plans</p>
<p><b>Disability Inclusion Focus Area:</b> Liveable communities          Attitudes and behaviours          Systems and processes</p>

<b>Liveability and Healthy Ageing Framework Theme:</b> Inclusion					
<b>Liveability and Healthy Ageing Outcome:</b> All residents including disabled; older residents and their carers get the services they need to engage with their community					
What we want to do	How are we going to do it?	What will be the outcome	Lead Responsibility	Cost/Other Resources	Commencing
Improve access to NDIS by Shire residents access to basic services	Participate in reviews that request feedback on the impact of the <a href="#">NDIS</a> on Shire residents access to basic services <a href="#">NDIS</a>  Continue to document as part of Council's review of the DIAP	Strategic advocacy by the Council and monitoring of Shire residents access to community based disability and aged care service provision	Director Strategic Planning and Development  Director Strategic Planning and Development		Ongoing



**Liveability and Healthy Ageing Framework Theme:** Inclusion

**Liveability and Healthy Ageing Outcome:** All residents including disabled; older residents and their carers get the services they need to engage with their community

<b>What we want to do</b>	<b>How are we going to do it?</b>	<b>What will be the outcome</b>	<b>Lead Responsibility</b>	<b>Cost/Other Resources</b>	<b>Commencing</b>
	resident access to aged care and disability support services	Timeseries and longitudinal documentation of service levels			
Conduct Library Services activities that are accessible and respond to and reflect local needs and interests	Consult disabled residents, their carers and older residents in the development the libraries annual program of activities	A library service responsive to interests of all residents irrespective of disability or age	Library Manager		Ongoing
Lead strategic management of recreation and open space assets	Engage volunteer committees of management in disability friendly and age-friendly profiling and auditing of recreation and open space assets	Information will be included in programed management and operation of open space and recreation assets	Director Infrastructure	Recreation Officer	Ongoing

<b>Berrigan Shire 2027 Strategic Objective:</b> 4.2 Diversify and promote local tourism
<b>Delivery Program Objective:</b>
<b>Disability Inclusion Focus Area:</b> Attitudes and behaviour Meaningful Employment Liveable Communities

<b>Liveability and Healthy Ageing Framework Theme:</b> Growing					
<b>Liveability and Healthy Ageing Outcome:</b> A vibrant business community that makes Berrigan Shire a great place to live, work, play and grow old					
<b>What we want to do</b>	<b>How are we going to do it?</b>	<b>What will be the outcome</b>	<b>Lead Responsibility</b>	<b>Cost/Other Resources</b>	<b>Commencing</b>
Improve accessibility at Council events and events held at Council facilities	Audit Council facilities and their accessibility  As part of event funding request information from event proponents re: how their event will promote inclusion	Online resource for Council and the Community to inform decision-making when booking or planning	Manager, Economic Development and Tourism	Grant funding for upgrades	2022/2023
Promote inclusion and accessibility for all at Town Beach Tocumwal	Include in the scope of the Plan of Management for Tocumwal Foreshore Reserve improved access to Town Beach by day visitors	Accessible Foreshore	Deputy CEO	Grant & Council Funding	Ongoing
Investigate with local developers and Tourism Operators accessible tourism options	Promote through Visitor Information Services experiences that are inclusive and accessible	Increase visitor numbers – inclusive tourism market	Manager, Economic Development and Tourism		2022/2023

## **Bibliography**

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## **Footnotes**

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<sup>i</sup> Commonwealth Government Intergenerational Report 2021 [2021 Intergenerational Report \(treasury.gov.au\)](https://www.treasury.gov.au)