



Disability Inclusion Action Plan

Queanbeyan–Palerang
Regional Council

2026 - 2030

Acknowledgement of Country

We acknowledge the traditional custodians of the Queanbeyan–Palerang area and pay our respects to elders past, present and emerging.

We acknowledge the stories, traditions and living cultures of the First Nations peoples on this land and commit to building a brighter future together.

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ABORIGINAL NATIONS: Ngunnawal, Wiradjuri and Kamilaroi



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Kenrick Winchester
Mayor

Message from the Mayor

This is Council's third Disability Inclusion Action Plan. It builds on the progress made through previous plans and outlines the actions we will take to create a more accessible and inclusive Queanbeyan–Palerang Region.

We know there is still more work to do. Residents and visitors with disability continue to experience barriers when accessing places, services, information, transport and community activities. This plan sets out how Council will work with our community to identify and remove these barriers wherever we can.

Disability is a normal part of life and can affect people in different ways. It can be visible or invisible, lifelong or acquired, temporary or permanent. Every person's experience is unique.

People with disability are an important part of our community. They contribute as residents, workers, volunteers, carers, business owners, community leaders, family members and friends. When people with disability can participate fully in community life, everyone benefits.

An inclusive community is one where everyone feels welcome, valued and able to participate.

This means people with disability can access buildings, services, information, transport, employment, recreation and community activities on an equal basis with others. It also means having opportunities to contribute, make decisions and shape the community around them.

Creating an inclusive community is a shared responsibility. By working together to remove barriers and improve accessibility, we can build a region where everyone can participate, connect and thrive.

Disability in Our Region¹

Our region is home to around 66,855 people, and our population is expected to grow to more than 85,500 by 2046.

Disability, long-term health conditions and caring responsibilities are part of everyday life for many people in our community. More than one in three residents have at least one long-term health condition, and around 2,800 people need assistance with daily activities because of a severe or profound disability.

As our population ages, accessibility and inclusion will become increasingly important. Of the 8,540 residents aged 65 years and over, more than half have a long-term health condition and around 1,300 need assistance with daily activities.

Many people also play an important caring role in our community. Around 6,200 residents aged over 15 provide unpaid support to a person with disability, a long-term health condition or an older person.

Queanbeyan, Karabar and Captains Flat and surrounds have the highest proportion of residents who need assistance with daily activities, while Braidwood, Captains Flat and surrounds², and Queanbeyan have the highest proportion of residents living with long-term health conditions.

How Council Supports Inclusion

Council's Role

Council plays an important role in creating an inclusive community. We:

- Provide services, facilities, infrastructure, programs, planning, and engagement
- Collaborate with the community, business and industry, other councils and levels of government

- Advocate to amplify the voice of our community to get the best possible outcomes
- Regulate to ensure individuals, businesses and our organisation follow legislation to keep our community and environment safe.

While Council has an important role, inclusion depends on everyone. We all have a part to play in removing barriers and creating a community where people with disability feel welcome, valued and able to participate fully in community life.

Strategic Alignment

Local

This Disability Inclusion Action Plan supports Council's vision for a strong, connected and inclusive Queanbeyan–Palerang Region.

The plan aligns with Council's Integrated Planning and Reporting Framework, including the:

- Community Strategic Plan
- Community Engagement Strategy 2025-2028
- 2025-2029 Delivery Program and Operational Plan
- Resourcing Strategy.

Together, these documents guide Council's work, helping us deliver services, infrastructure and programs that meet the needs of our community.

This plan reflects Council's values of building a strong community, acting with integrity, respecting and including everyone, and delivering outcomes that matter.

Actions in this plan support our goal of creating a region where people of all abilities can access services, participate in community life and have the opportunity to thrive.

Our Community Vision

Queanbeyan–Palerang will be a dynamic, connected, and prosperous region, offering a high quality of life. We have access to world-class services, and a thriving economy. We preserve our natural landscapes and heritage, and foster a strong, vibrant, safe, caring, diverse, and inclusive community.

Our Values

- Building a strong community
- Integrity in every action
- Respect and inclusion for everyone
- Delivering outcomes that matter.

Our Priorities

- Our community
- Our economy
- Our environment
- Our infrastructure
- Our civic leadership.

International, National and State

Council has responsibilities under international, national and state frameworks to ensure people with disability are not discriminated against and can access services and opportunities on an equal basis. These include:

- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).
- Australian Human Rights Commission Act 1986 (Cth).

- Australia's Disability Strategy 2021-2031.
- Disability Discrimination Act 1992 (Cth).
- Anti-Discrimination Act 1977 (NSW).
- Disability Inclusion Act 2014 (NSW).
- Disability Inclusion Amendment Act 2022 (NSW).
- Disability Inclusion Regulation 2014 (NSW).
- Government Sector Employment Act 2013 (NSW).
- Local Government Act 1993 (NSW).

This Plan also reflects the whole-of-government priorities set out in the NSW Disability Inclusion Plan 2026-2029.

Our Progress so Far

Council's previous Disability Inclusion Action Plan 2022–2026 included 41 actions across four focus areas aimed at improving access and inclusion across the region.

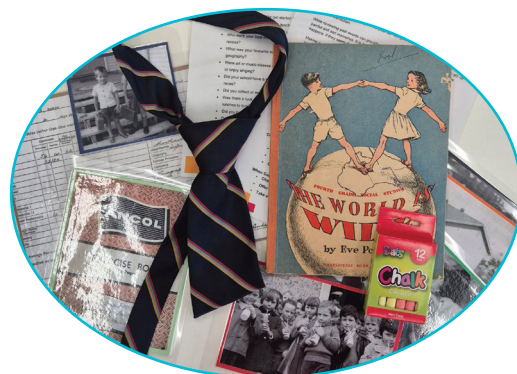
Delivery of the previous plan was affected by a range of factors, including the ongoing impacts of the COVID-19 pandemic, which resulted in increased costs and delays to some projects. Despite these challenges, Council made strong progress, completing 34 of the 41 actions, with a further two actions currently underway.

Two actions will be carried over to the new Disability Inclusion Action Plan.

Some key achievements included:

- New accessible adult change rooms at QEII Park and the Nellie Hamilton Centre.
- Installation of best-practice pool platform lifts (Pool Pods) at Queanbeyan Aquatic Centre, Braidwood Pool and Captains Flat Pool.

- Continuation of the QPRC Access Committee.
- Accessibility audits of key public spaces to inform future improvements, including Braidwood National Theatre and adjacent public toilets, Ryrie Park public toilets, Braidwood main street, Queanbeyan Showground and Monaro Street. The Monaro Street Refresh Project will be informed by accessibility audit findings.
- Delivery of the Inclusion Matters campaign, sharing the experiences of people with disability in our community.
- Ongoing advocacy for improved public and community transport, including wheelchair accessible taxis.
- Delivery of information sessions by the Australian Federation of Disability Organisations (AFDO) to support inclusive employment and access improvements at Rusten House Art Gallery and Frank Pangallo Heritage Library.
- Improvements to pathways and accessible parking across the region, including at Braidwood Pool.
- Programs and resources to support inclusion, such as the Timeless Tales Intergenerational Storytime program at local libraries.
- Launch of Memory Kits during Dementia Action Week in collaboration with Bungendore Dementia Alliance. The kits are now available from the library catalogue.
- Disability inclusion training for Council staff to help improve accessibility and customer service.



The achievements of the previous plan provide a strong foundation for the actions in this new Disability Inclusion Action Plan. We recognise there is still more work to do.

As part of developing this plan, we asked
what an inclusive community looks like.
Community members told us:

YOUR VOICES

"Inclusive access and amenities, resources to engage in activities and with others, involvement in designing and planning events and new buildings."

"Able to access facilities easily and especially with parking and toilets."

"Inclusion isn't around a big show of support; it's about accessible spaces and community awareness."

"Opportunity to participate in the community whether for recreation, meaningful work or support for daily living."

"Disabled people should be able to participate in the community as fully as they choose, without hindrance from poor infrastructure, lack of maintenance, or regressive attitudes."



About this Plan

This plan has been shaped by feedback from people with disability, their families, carers, supporters and the wider community. It reflects what we heard and sets out practical actions to improve access and inclusion across the region.

Engagement activities included a mix of surveys, workshops and community discussions:

- Your Voice Survey (open from 29/01/2026 to 05/03/2026).
- 2 x Focus group sessions.
- Pop-up activities at local centres.
- Online, in-person, email and phone options to give feedback.

A total of 169 people provided input through these activities. We thank everyone who shared their experiences, ideas and feedback to help shape this plan.

Across engagement activities:

- Most survey respondents (69%) said people with disability are very or moderately welcome and included in their local community.
- The main areas of concern were public transport (including wheelchair-accessible taxis) (56.7%), footpaths and crossings (52.7%), and accessible parking (47.1%).

- Community facilities were seen more positively, with satisfaction highest for Council buildings such as community centres, libraries and art galleries (54%), followed by swimming pools, parks and playgrounds (48%), and public toilets (37.7%).
- Most people prefer to contact Council online (56.6%) or by email (51.9%), although hard-copy information remains important for some community members.

Actions in this plan respond to feedback from our community and are organised into four priority areas of community life as outlined in the NSW Disability Inclusion Plan:

1. Positive attitudes and rights: Building awareness, understanding and inclusion.
2. Liveable and safer communities: Improving access to places, spaces, transport and facilities.
3. Meaningful employment and independence: Supporting participation in work, volunteering and economic life.
4. Better systems and processes: Making information, services and decision-making more accessible.

Some actions contribute to more than one focus area.



Monitoring and Reporting

Council will monitor progress against the actions in this plan through its Integrated Planning and Reporting Framework.

Each action has been assigned to a responsible business area and includes a timeframe for delivery. Progress will be reviewed regularly throughout the life of the plan and reported annually in Council's Annual Report.

Council will continue to work with the Access Committee and people with lived experience of disability to guide implementation, monitor outcomes and identify opportunities for improvement.

The following sections outline what we heard from the community, and the actions Council will take to improve access and inclusion across the Queanbeyan–Palerang Region.

Implementing the Plan

This section outlines what you said and what we heard across the four focus areas. The table at the end of this section contains an action plan describing what we will do in response.



Focus Area 1

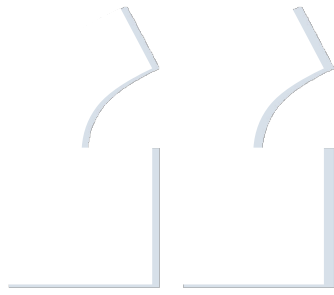
Developing positive community attitudes and upholding the rights of people with disability.

Aim: Increase public awareness of the abilities and contributions of people with disability, to foster positive community attitudes and empower people with disability to exercise their rights.

What we heard:

You told us that attitudes in the community about disability impact your experience of inclusion:

- Hidden and invisible disabilities are not always understood, which can lead to misunderstandings or judgement.
- Everyday interactions in shops, services and public spaces can feel inconsistent depending on awareness and understanding.
- Inclusion improves when people with disability are visible and positively represented in community life.
- Employment and volunteering opportunities are more inclusive when employers understand disability and make adjustments where needed.
- Building an inclusive community requires effort from Council, businesses and the wider community.



WHAT YOU SAID

"I have a disability parking sticker. I can walk when I leave my car and don't look disabled but at any point my nerves in my legs can put me in absolute agony. People need educating that disabled people don't always look like they expect but need the parking."

"Generally the community is supportive of obvious physical disabilities but those of us with hidden disabilities and assistance animals are not treated so well. It's been my experience that assistance animals in the community are seen as a hindrance by local businesses and the attitude is always aggressive and confrontational when seeking confirmation that an animal is a registered Assistance Animal."

"I think everyone is aware of the mobility issues, but not necessarily other difficulties people might have."



WHAT YOU SAID

"With his Alzheimer's, people get quite impatient when he forgets something he was saying because he will stop mid-sentence. People can get quite impatient."

"Many people don't seem to have an understanding of what it can be like to live with a disability. This is made more difficult because of the types of disabilities people have and lack of awareness and lack of experience of knowing someone with one also."

"Building social cohesion or at least making others feel more included is an important societal goal and not something QPRC can do alone."





Focus Area 2

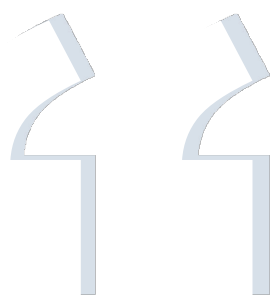
Creating liveable and safer communities

Aim: Enhance the participation of people with disability in all areas of community life by addressing barriers in housing, education, transport, health, social and cultural engagement and overall wellbeing.

What we heard:

You told us that getting around the region safely and easily is one of the biggest challenges:

- Footpaths and crossings are often uneven, blocked or missing.
- Public spaces are not always designed for everyone.
- Accessible parking is not always available where it is needed.
- Public and community transport options are limited, especially in outer and rural areas.
- Some community facilities still have physical barriers that limit participation.
- Accessible toilets and Changing Places facilities are needed in more locations.
- Planning accessibility early in the design phase is essential to avoid barriers later.
- Accessibility needs to be considered in housing, parking, and infrastructure decisions from the start.



WHAT YOU SAID

"I find it difficult to navigate parts of my local area due to obstructions on footpaths such as tables, chairs, garbage bins, pot plants, billboards etc and also dogs left tied up outside premises. This restricts my movement and ability to access some businesses in my local area."

"I walk with a mobility aid and it's just disheartening sometimes... I think about the hundreds I've saved by not being able to go in there."

"Our Community Hall isn't accessible as there are steps to get into the hall from the foyer and steps down to get to the toilets."

"If we are attending a function... we have to leave and go home if our son needs changing."

"There are very limited supports willing to travel to Captains Flat... without public transport or taxis, it makes social participation even more challenging."

"Accessible parking is very limited in public places."



WHAT YOU SAID

"Braidwood needs public transport to make it a liveable place for older and disabled people and for those without vehicles."

"Footpaths need regular checks as some are quite uneven... gradients are not always suitable for wheelchairs and scooters."

"A community bus service is needed... very few disabled parking spaces."

"There are very poor footpaths and wheelchair accessibility in the suburbs... this makes me more housebound than I need to be."

"Council has a role to play in providing safe pedestrian routes... adequate parking and ramps for access to main streets and public toilets."

"More efforts need to be made to ensure our infrastructure is accessible for our community."





Focus Area 3

Supporting access to meaningful employment and independence

Aim: Boost the meaningful employment of people with disability, allowing them to plan their future, make choices and enhance their economic security.

What we heard:

You told us that meaningful employment opportunities are important, but not always easy to access:

- Some people with disability experience barriers when applying for jobs or work experience.
- Attitudes and assumptions about capability can limit opportunities.
- Flexible work arrangements are important to support health, wellbeing and participation.
- Transport can make it harder to get to work or volunteering opportunities.
- Inclusive workplaces are those that understand adjustments and support different needs.

WHAT YOU SAID

"Jobs for people with a disability need to provide meaningful employment. They shouldn't be the throw away jobs. Finding an employer that provides this can be tough."

"I have seen students working in schools seeking voluntary work experience being denied because they have a disability."

"Need to work with people who understand what it is to have a disability or dementia."

"Access to flexible working arrangements, transport, available support - so many of our local businesses are small, and while many people working in our area may be working happily, it's hard for small businesses to offer flexibility."

"We need positions with remote working capacity or functionality. Access to work with flexible timings allows for timely access to medical support/appointments."

"My chronic illness and disability sees me needing to very soon reduce my operational capacity."



Focus Area 4

Improving access to mainstream services through better systems and processes.

Aim: Ensure that people with disability can make informed choices and access services, including mainstream government services and other community opportunities.

What we heard:

You told us that finding information, navigating Council processes and accessing services can sometimes be difficult or frustrating:

- Some Council systems and processes can be complex or difficult to navigate.
- People often need to plan ahead to access services, events and facilities.
- Information is not always available in accessible or alternative formats.
- Digital-only communication can exclude people without internet access or digital skills.
- Clearer and more consistent communication is needed across Council services.
- People want multiple ways to access information and contact Council.
- Planning and regulatory processes play an important role in improving accessibility across the region.

WHAT YOU SAID

"People with disability prepare for events. You don't just jump in the car and hope you're going to find something you can get into. Do your research. You know where you're going. You plan your time."

"I shouldn't have to keep coming back three or four times or over two years to get an answer. If it was a business and not Council, you would challenge the business to be efficient. It's very hard to challenge Council to be efficient."

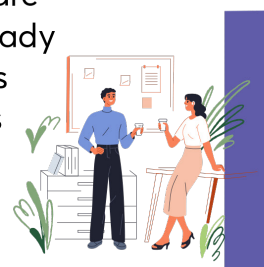
"QPRC needs to adopt a strategy where any material is published in various formats such as large print, brochures, audio and braille."

"Council have many ways of engaging with the community, the newsletter is a wonderful asset for those who may not use social media."

"I have had so many issues with the system of paying council rates. It's a ridiculous system. I pay what I'm told I owe then a month later I'm told it's overdue because they refunded what I paid them."

"We need more modes of communication. There are a lot of people in Captains Flat that don't have ready access to smartphones or data. When QPRC does have activities, there are no ways to attend unless you drive."

"Not all people have smartphones or access to the web. Inclusion should mean info provided in a range of ways to allow visual disability."



What We Will Do

Action 1

Consider the appointment of a dedicated inclusion officer in the 2027-28 Operational Plan. This role will lead disability access and inclusion initiatives across Council and coordinate the implementation, monitoring and review of Council's DIAP.

Responsible area: C&R.

Delivery year: Y2-ongoing. This action contributes to focus areas 1, 2, 3 and 4.

Action 2

Strengthen Council's inclusive workplace culture by:

- Implementing diversity and inclusion initiatives.
- Improving inclusive recruitment and employment practices.
- Supporting flexible work arrangements.
- Providing reasonable adjustments in the workplace.
- Increasing the accessibility of workplace information and systems.
- Delivering disability awareness and inclusion training for staff, relevant to their roles.

Responsible area: P&C, CIO.

Delivery year: Y1-ongoing. This action contributes to focus area 3.

Action 3

Improve the accessibility and availability of information about Council services, facilities and events by:

- Improving information about the accessibility of community facilities, parks, playgrounds, pools, libraries and event spaces.
- Providing information about accessibility on Council's websites.
- Promoting alternative communication formats.
- Including National Relay Service (NRS) and Translating and Interpreting Service (TIS) contact options.

Responsible area: CC&L, EE&A, C&R, UL.

Delivery year: Y1-ongoing.

This action contributes to focus areas 1 and 4

Action 4

Improve the accessibility of Council-run and community events by:

- Developing and distributing accessible event guidelines and resources.
- Trialling inclusive events such as Auslan interpretation, captions and audio descriptions.
- Improving accessibility information and supports at Council events.
- Investigating portable Changing Places facilities for events and activations.
- Incorporating accessibility considerations into the new Events Strategy.

Responsible area: CC&L, EE&A, C&R.

Delivery year: Y2-Y3.

This action contributes to focus area 1, 3 and 4.

Action 5

Embed universal design and accessibility principles into the planning, design, delivery and maintenance of Council infrastructure and public spaces by:

- Auditing Council-owned community facilities, sourcing funding and working with the Access Committee to prioritise upgrades.
- Incorporating accessibility into asset management and project governance processes.
- Consulting with the Access Committee and community members with lived experience when planning new and upgraded public facilities.
- Delivering the Integrated Transport Strategy and Pedestrian and Mobility Plan (PAMP) to improve pedestrian connectivity across the region.
- Developing a suite of standard accessible designs for public amenities and outdoor infrastructure, including pathways.
- Ensuring contributed assets meet accessibility requirements.

Responsible area: IS, CA&R, E&C, SAP.

Delivery year: Y1-Y4.

This action contributes to focus area 2 and 4.

Action 6

Support local businesses and tourism operators to be more accessible and inclusive by:

- Promoting inclusive business practices through ongoing workshops and engagement activities.
- Celebrating accessible and inclusive business operators as part of the annual Queanbeyan-Palerang Business Awards.
- Producing and distributing practical resources to support inclusive business operations.
- Developing an outdoor dining (and use of public pathway) guideline to share with local businesses.

Responsible area: EE&A, E&C.

Delivery year: Y1-ongoing.

This action contributes to focus area 1 and 4.

Action 7

Improve the accessibility and responsiveness of Council customer service, engagement and feedback processes for people with disability.

Responsible area: CC&L, CIO.

Delivery year: Y2-ongoing. This action contributes

to focus area 1 and 4.

Action 8

Advocate for improved availability of accessible cross-border transportation options, including wheelchair accessible taxis, public transport and community transport options across the region.

Responsible area: OGM, CA&R.

Delivery year: Ongoing. This action contributes to focus area 2 and 3.

Action 9

Promote the benefits of being a disability inclusive employer to local businesses.

Responsible area: EE&A. **Delivery year:** Y2-Y4.
This action contributes to focus area 1 and 3.

Action 10

Work with the Access Committee to deliver inclusive public awareness campaigns and Council communications that celebrate community diversity, including positive representation of people with disability, and encourage inclusive behaviours in public spaces.

Responsible area: C&R, CC&L, EE&A.
Delivery year: Y1-ongoing.
This action contributes to focus area 1.

Action 11

Develop a schedule of works to progressively increase the supply of accessible toilets, accessible adult change facilities and /or Changing Places toilets in the region. Ensure new and upgraded accessible public amenities meet or exceed AS1428.1 requirements.

Responsible area: UL, T&F, T&P. **Delivery year:** Y2-Y4. **This action contributes to focus area 2.**

Action 12

Work with other councils and agencies across the Southern NSW region to share resources, knowledge and information to improve access and inclusion for people with disability in the Queanbeyan-Palerang Region.

Responsible area: C&R. **Delivery year:** Ongoing.
This action contributes to focus area 1 and 4.

Action 13

Develop an Equitable Access Policy to ensure Council operations meet the intent of the *Disability Discrimination Act* and are accessible and inclusive for community members and staff with disability.

Responsible area: GL&R. **Delivery year:** Y1-Y2.
This action contributes to focus area 1, 2 and 4.

Action 14

Deliver disability-awareness training to delegate volunteers to ensure volunteer-run community facilities meet the needs of the whole community and that volunteer delegates understand their obligations under the *Disability Discrimination Act*.

Responsible area: P&C, C&R.
Delivery year: Y2-ongoing. **This action contributes to focus area 1, 3 and 4.**

Action 15

Implement planning and design controls that align with the National Construction Code, relevant Australian Standards, and applicable planning legislation, including the NSW State Environmental Planning Policy (Housing), to support accessible building design and the provision of accessible car parking.

Responsible area: Development, E&C.
Delivery year: Y1-Y4.
This action contributes to focus area 2.

Action 16

Support business owners to make incremental improvements to accessibility where existing conditions and heritage constraints apply.

Responsible area: E&C. **Delivery year:** Ongoing.
This action contributes to focus area 1 and 2.

Action 17

Patrol and enforce illegal parking in accessible car parking spaces across the region, including in more regional areas.

Responsible area: E&C. **Delivery year:** Ongoing.
This action contributes to focus area 2.

Action 18

Work with businesses to improve accessibility at Development Application stage.

Responsible area: Development.
Delivery year: Y1-ongoing.
This action contributes to focus area 2 and 4.

Action 19

Work with the relevant agencies to support disability inclusive disaster management and recovery processes within the community and in Council.

Responsible area: P&C, C&R.
Delivery year: Y1-ongoing.
This action contributes to focus area 2 and 4.

Action 20

Develop a schedule of works to progressively increase the supply of accessible parking facilities across the region.

Responsible area: T&F, SAP. **Delivery year:** Y2-Y3.
This action contributes to focus area 2.



Looking Ahead

Creating a more accessible and inclusive Queanbeyan–Palerang Region is an ongoing journey.

Through this plan, Council will continue working with people with disability, carers, community organisations, businesses and government partners to remove barriers and create opportunities for participation.

Together, we can build a region where everyone feels welcome, valued and empowered to contribute.



What We Will Do - Action Table

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
1	Consider the appointment of a dedicated inclusion officer in the 2027-28 operational plan. This role will lead disability access and inclusion initiatives across Council and coordinate the implementation, monitoring and review of Council's DIAP.	C&R	Y2-ongoing

FOCUS AREA

1. Positive attitudes & upholding rights	2. Safe & liveable communities	3. Employment & Independence	4. Better systems & Processes
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ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
2	Strengthen Council's inclusive workplace culture by: - Implementing diversity and inclusion initiatives - Improving inclusive recruitment and employment practices - Supporting flexible work arrangements - Providing reasonable adjustments in the workplace - Increasing the accessibility of workplace information and systems - Delivering disability awareness and inclusion training for staff, relevant to their roles.	P&C, CIO	Y1-ongoing

FOCUS AREA

3. Employment & Independence

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
3	Improve the accessibility and availability of information about Council services, facilities and events by: - Improving information about the accessibility of community facilities, parks, playgrounds, pools, libraries and event spaces - Providing information about accessibility on Council's websites - Promoting alternative communication formats - Including National Relay Service (NRS) and Translating and Interpreting Service (TIS) contact options.	CC&L, EE&A, C&R, UL	Y1-ongoing

FOCUS AREA

1. Positive attitudes & upholding rights 4. Better systems & Processes

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
4	Improve the accessibility of Council-run and community events by: - Developing and distributing accessible event guidelines and resources - Trialling inclusive events such as Auslan interpretation, captions and audio descriptions - Improving accessibility information and supports at Council events - Investigating portable Changing Places facilities for events and activations - Incorporating accessibility considerations into the new Events Strategy.	CC&L, EE&A, C&R	Y2-Y3
FOCUS AREA			
1. Positive attitudes & upholding rights		3. Employment & Independence	4. Better systems & Processes

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
5	Embed universal design and accessibility principles into the planning, design, delivery and maintenance of Council infrastructure and public spaces by: - Auditing Council-owned community facilities, sourcing funding and working with the Access Committee to prioritise upgrades - Incorporating accessibility into asset management and project governance processes - Consulting with the Access Committee and community members with lived experience when planning new and upgraded public facilities - Delivering the Integrated Transport Strategy and Pedestrian and Mobility Plan (PAMP) to improve pedestrian connectivity across the region - Developing a suite of standard accessible designs for public amenities and outdoor infrastructure, including pathways - Ensuring contributed assets meet accessibility requirements.	IS, CA&R, E&C, SAP	Y1-Y4
FOCUS AREA			
2. Safe & liveable communities		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
6	Support local businesses and tourism operators to be more accessible and inclusive by: - Promoting inclusive business practices through ongoing workshops and engagement activities - Celebrating accessible and inclusive business operators as part of the annual Queanbeyan-Palerang Business Awards - Producing and distributing practical resources to support inclusive business operations - Developing an outdoor dining (and use of public pathway) guideline to share with local businesses.	EE&A, E&C	Y1-ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
7	Improve the accessibility and responsiveness of Council customer service, engagement and feedback processes for people with disability.	CC&L, CIO	Y2-ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
8	Advocate for improved availability of accessible cross-border transportation options, including wheelchair accessible taxis, public transport and community transport options across the region.	OGM, CA&R	Ongoing
FOCUS AREA			
1. Safe & liveable communities		3. Employment & Independence	

ACTION #			
FOCUS AREA			
1. Positive attitudes & upholding rights		3. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
10	Work with the Access Committee to deliver inclusive public awareness campaigns and Council communications that celebrate community diversity, including positive representation of people with disability, and encourage inclusive behaviours in public spaces.	C&R, CC&L, EE&A	Y1-ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights			

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
11	Develop a schedule of works to progressively increase the supply of accessible toilets, accessible adult change facilities and /or Changing Places toilets in the region. Ensure new and upgraded accessible public amenities meet or exceed AS1428.1 requirements.	UL, T&F, T&P	Y2-Y4
FOCUS AREA			
2. Safe & liveable communities			

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
12	Work with other councils and agencies across the Southern NSW region to share resources, knowledge and information to improve access and inclusion for people with disability in the Queanbeyan-Palerang Region.	C&R	Ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
13	Develop an Equitable Access Policy to ensure Council operations meet the intent of the <i>Disability Discrimination Act</i> and are accessible and inclusive for community members and staff with disability.	GL&R	Y1-Y2
FOCUS AREA			
1. Positive attitudes & upholding rights		2. Safe & liveable communities	4. Better systems & Processes

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
14	Deliver disability-awareness training to delegate volunteers to ensure volunteer-run community facilities meet the needs of the whole community and that volunteer delegates understand their obligations under the <i>Disability Discrimination Act</i> .	P&C, C&R	Y2-ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights		3. Employment & Independence	4. Better systems & Processes

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
15	Implement planning and design controls that align with the National Construction Code, relevant Australian Standards, and applicable planning legislation, including the NSW State Environmental Planning Policy (Housing), to support accessible building design and the provision of accessible car parking.	Development, E&C	Y1-Y4
FOCUS AREA			
2. Safe & liveable communities			

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
16	Support business owners to make incremental improvements to accessibility where existing conditions and heritage constraints apply.	E&C	Ongoing
FOCUS AREA			
1. Positive attitudes & upholding rights		2. Safe & liveable communities	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
17	Patrol and enforce illegal parking in accessible car parking spaces across the region, including in more regional areas.	E&C	Ongoing
FOCUS AREA			
2. Safe & liveable communities			

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
18	Work with businesses to improve accessibility at Development Application stage.	Development	Y1-ongoing
FOCUS AREA			
2. Safe & liveable communities		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
19	Work with the relevant agencies to support disability inclusive disaster management and recovery processes within the community and in Council.	P&C, C&R	Y1-ongoing
FOCUS AREA			
2. Safe & liveable communities		4. Better systems & Processes	

ACTION #	ACTION DESCRIPTION	RESPONSIBLE AREA	DELIVERY YEAR
20	Develop a schedule of works to progressively increase the supply of accessible parking facilities across the region.	T&F, SAP	Y2-Y3
FOCUS AREA			
2. Safe & liveable communities			

Abbreviations

C&R: Community & Recreation

OGM: Office of the General Manager

CA&R: Community, Arts & Recreation

P&C: People & Culture

CC&L: Customer Communication & Libraries

SAP: Strategic Asset Planning

CIO: Chief Information Officer

SP: Strategic Planning

E&C: Environment & Compliance

T&F: Transport & Facilities

EE&A: Economy, Events & Arts

T&P: Technical & Projects

GL&R: Governance, Legal & Risk

UL: Urban Landscapes



