

# Wagga Wagga City Council

## All Abilities Inclusion Action Plan 2022–2026

Easy Read version



## How to use this plan



Wagga Wagga City Council wrote this plan.  
When you see the word 'we', it means  
Wagga Wagga City Council.



We wrote this plan in an easy to read way.  
We use pictures to explain some ideas.

**Bold**

Not bold

We wrote some important words in **bold**.  
This means the letters are thicker and darker.



We explain what these bold words mean.  
There is a list of these words on page 37.



This Easy Read plan is a summary of another plan.  
This means it only includes the most  
important ideas.

You can find the other plan on our website.



[www.wagga.nsw.gov.au/the-council/  
planning-and-reporting/community-planning/  
current-community-plans/all-abilities-  
inclusion-action-plan-2022-2026](http://www.wagga.nsw.gov.au/the-council/planning-and-reporting/community-planning/current-community-plans/all-abilities-inclusion-action-plan-2022-2026)



You can ask for help to read this plan.  
A friend, family member or support person  
may be able to help you.



We recognise the Wiradjuri peoples as the traditional  
owners of our land – the City of Wagga Wagga.

They were the first peoples to live on and use the:



- lands



- waters.

## What's in this plan?

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## What we want for the City of Wagga Wagga



We want to make the City of Wagga Wagga more **accessible**.



When the community is accessible, it is easy to:

- find and use things
- travel around.



We also want to make the City of Wagga Wagga more **inclusive**.



When the community is inclusive, everyone:

- can take part
- feels like they belong.

We want the City of Wagga Wagga to be a place where everyone feels like they:



- are an important part of our community



- can do great things.



We also want people to follow the laws that make sure people with disability in New South Wales are treated fairly.

## The laws that apply



We have a law in New South Wales called the *Disability Inclusion Act 2014* (the Act).



The Act explains the rules that everyone must follow.



The Act makes sure people with disability in New South Wales are treated fairly.



The Act says we must have a Disability Inclusion Action Plan.

We call it a Plan.



We call ours an All Abilities Inclusion Action Plan.

We think this is more inclusive.

## Our work over the last 4 years

Over the last 4 years, we reached some of our goals to make the City of Wagga Wagga more:



- accessible



- inclusive.

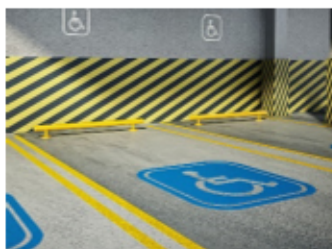


We built a playground at Bolton Park that everyone in our community can use.

We also made:



- some of our public spaces more accessible



- more accessible car parks.





We trained our staff about being inclusive.



We made the Community Directory on our website more accessible.

We also added information about support services for people with disability.



We started the **Wagga Access Reference Group**.



The Wagga Access Reference Group is a group of people who share their ideas about how to make the City of Wagga Wagga more:

- accessible
- inclusive.

## How we made our Plan



The community helped us make our Plan.



We asked the community to share their ideas about how we can be more:

- accessible
- inclusive.

We heard from:



- people with disability



- family and carers



- disability organisations.



We asked the community to fill out an online survey.



We also ran sessions to find out what the community thought.

These sessions were:



- face-to-face



- online.

People shared what:



- they like about the City of Wagga Wagga



- stops them taking part in our community



- we can do to be more accessible and inclusive.



The Wagga Access Reference Group also did a lot of work to help us create our Plan.



We thank everyone who shared their ideas with us.

## Focus areas in our Plan



We have some important areas we need to focus on to achieve our goals.

We call them focus areas.

Our Plan has 4 focus areas:



**1.** Good attitudes and behaviour



**2.** Communities that are good to live in



**3.** Helping people with disability get good jobs



**4.** Our services and way of doing things



Each focus area talks about:



- our goals



- what the community told us



- what we will do.



We talk more about each focus area on the following pages.

# 1. Good attitudes and behaviour

What is our goal?



Our **attitudes** are what we think, feel and believe.



We want the community to include people of all abilities.

This includes:



- having good attitudes



- treating everyone well.

We want the community to understand:



- the needs of people with disability



- the things that stop people from taking part.

## What did the community tell us?



We asked people how our staff have treated them.



People told us about when our staff treated them well.

They told us they felt:

- respected
- understood.



But some people also told us they have experienced **discrimination**.

Discrimination is when you treat someone badly because of something about them they can't change.



This means we still have a lot of work to do to reach our goal.

## What will we do?



We will make sure we have accessible and inclusive:

- programs
- shows.

When we share information, we will include pictures of people who:



- come from different places



- speak different languages



- have different abilities.



We will also share information about events that celebrate different abilities.

For example, International Day of People with Disability.



## 2. Communities that are good to live in

### What is our goal?

We want our community to be a place where everyone can:



- take part in community life



- feel connected.



We can do this by using **universal design**.



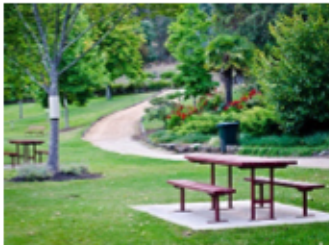
When we use universal design, we think about what everybody needs when we plan or start new projects and services.

## What did the community tell us?



We asked the community what they think are the best things about living in Wagga Wagga.

People told us they can find and use most:



- public spaces



- businesses



- services.



People also shared they like that the community is friendly and welcoming.

People shared that our most accessible places are the:



- Wagga Wagga City Library



- Oasis Aquatic Centre



- Wagga Civic Theatre.

## What will we do?



We will use universal design when we:

- build new buildings or public spaces
- change buildings or public spaces we already have.



We will make a map that shows accessible:

- car parks
- toilets
- places to stay.



We will also update our Pedestrian Access and Mobility Plan.

This document explains how we plan areas people use to move around our community.

For example, footpaths.



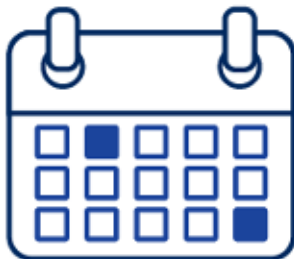
We will create a guide for how to make an event accessible.

And share it with the community.

We will share information about disability:



- services



- events



- programs.



We will also share information about our Snap, Send and Solve app.

You can use this app to share problems we need to fix, like graffiti or broken lights.



### 3. Helping people with disability get good jobs

#### What is our goal?



We want people with disability to have more chances to work and find a job.

This includes:



- **work experience** – when you learn while you work



- **volunteering** – when you work without getting paid to help other people.

## What did the community tell us?



We asked the community what they think makes a good **employer**.

An employer is someone who hires other people to work for them.

People told us they want to work somewhere that:



- is accessible



- offers training



- offers working hours to suit their needs.



People also want to work at a place where the staff have good attitudes.

People told us that when they have applied for jobs with us:



- our staff answered questions and were helpful



- the way we hired people seemed fair.

## What will we do?

We will make sure the way we hire people is:



- accessible

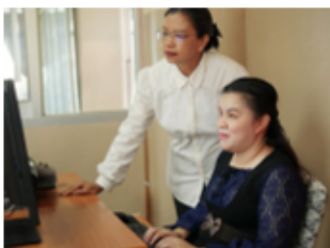


- inclusive.



We will make Wagga Wagga City Council a place where people with disability:

- want to work
- can do well in their job.



This includes making sure our workplace is:

- accessible
- inclusive
- welcoming.



We will act quickly when staff ask us for **reasonable adjustments**.

When we make reasonable adjustments, we change part of a job so people with disability can work for us.

We will share information about how we work:



- at job fairs



- with **service providers**.

A service provider supports people with disability.



We will work with people of different abilities to create a new program.



The new program will help people with disability to take part in activities we run before we hire people.

## 4. Our services and way of doing things

### What is our goal?



We want the information about our services to be easy to find and use.

### What did the community tell us?

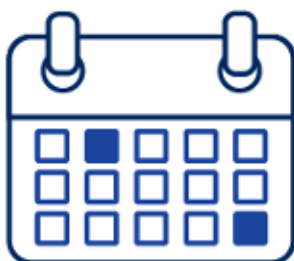
People told us they want more information about:



- services



- programs



- events.





People told us we should make our website more accessible.

People also told us we should share:



- information in Easy Read



- image descriptions



- audio information.

## What will we do?

We will make sure our services and products are:



- accessible



- inclusive.



This includes sharing information about our services and products that is:

- accessible
- easy to understand.



We will make sure our information works well with screen reader programs.

## What else we heard from the community

People told us it would be easier to visit places in our community if:



- our buildings and public spaces were more accessible



- local businesses were better at helping people with disability.



We asked people if there are places they aren't able to visit.

They told us these places include:



- the beach



- bushland areas



- playgrounds.

People told us there are some things that are hard to do at the Wagga Wagga City Council.

This included:



- filling in forms



- applying for things – for example booking a Council venue



- paying a bill.

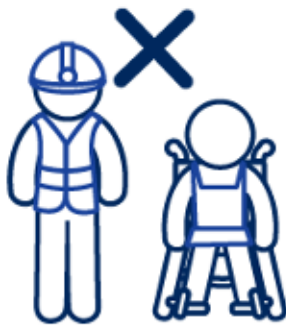
People also told us it was hard to tell us what we:



- are doing well



- can do better.



People told us there aren't enough jobs for people with disability.



## How we will make sure our plan works well



Our Plan will last for 4 years.



We will keep track of how well our Plan is going over this time.



We will share the goals we reach each year in our Annual Report.

This report explains what we did in the last year.



We will also send our Plan to the Disability Council NSW.

They will tell us if they think our Plan will work well.

## Word list

This list explains what the **bold** words in this document mean.



### **Accessible**

When the community is accessible, it is easy to:

- find and use things
- travel around.



### **Attitudes**

Our attitudes are what we think, feel and believe.



### **Discrimination**

Discrimination is when you treat someone badly because of something about them they can't change.



### **Employer**

An employer is someone who hires other people to work for them.



### **Inclusive**

When the community is inclusive, everyone:

- can take part
- feels like they belong.



### **Reasonable adjustments**

When we make reasonable adjustments, we change part of a job so people with disability can work for us.



### **Service providers**

A service provider supports people with disability.



### **Universal design**

When we use universal design, we think about what everybody needs when we plan or start new projects and services.



## Volunteering

Volunteering means you work but don't get paid.

Volunteers usually do work that helps other people.



## Wagga Access Reference Group

The Wagga Access Reference Group is a group of people who share their ideas about how to make the City of Wagga Wagga more:

- accessible
- inclusive.



## Work experience

Work experience is when you learn about a job while you work.

## Contact us



You can call us.

**1300 292 442**



You can send us an email.

**[council@wagga.nsw.gov.au](mailto:council@wagga.nsw.gov.au)**



You can write to us.

PO Box 20

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NSW 2650



You can visit our website.

**[www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)**



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